

NORTH LINCOLNSHIRE COUNCIL

ADULT SERVICES CABINET MEMBER

PROCUREMENT OF IMPROVED SUPPORT SERVICES TO PEOPLE WITH MENTAL HEALTH PROBLEMS, DRUG AND ALCOHOL MISUSE, PEOPLE WHO ARE HOMELESS AND PEOPLE WHO HAVE OFFENDED

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 To inform Cabinet Member of the findings of the review of Supporting People services for people with mental health problems, drug and alcohol misuse, people who are homeless and people who have offended.
- 1.2 To seek Cabinet Member approval to remodel the services.
- 1.3 The current contracts for these supported housing services end in March 2009. In order to provide an improved service to the residents of North Lincolnshire who are vulnerable and have chaotic lifestyles it is intended to procure these services. The cost of the current services in 2007/08 was £946,130.00.

2. BACKGROUND INFORMATION

- 2.1 The Supporting People Programme in North Lincolnshire currently funds housing related support services to a variety of client groups. As a requirement of the Grant conditions a reviews of existing services has been undertaken, and in 2007 a procurement plan was agreed.
- 2.2 The cost of Supporting People services for people with mental health problems, drug and alcohol misuse, people who are homeless and people who have offended was £946,130.00 for 2007/2008. These services are currently provided by six agencies - Stonham Housing Association, Rethink, Carr Gomm, Humbercare, Salvation Army Housing Association and the Mental Health Service provided by the Rotherham Doncaster and South Humber NHS Trust.
- 2.3 It was acknowledged that a review of the current services needed to be carried out. The Supporting People Commissioning Body agreed this. The review was undertaken because:

- The original funding distribution does not meet projected needs. There is a lack of capacity for new customers and shortcomings in existing services.
 - Adult Social Services can undertake a market testing exercise, as required by Financial Standing Orders, to ensure that expenditure is providing effective services, with realistic costs, whilst achieving the required outcomes for the service user.
- 2.4 Consultation identified that some service users did not know how to access Supporting People services. Service users were also being placed in services that may not be the most appropriate for them. It is also difficult to identify unmet need. A Supporting People First Stop would be a central point to link service users and providers. It is proposed that as further Supporting People reviews take place, other providers would work with the First Stop. It could also link with or be part of any future corporate one stop shop.
- 2.5 There was concern during consultation with service users, providers, and professionals working in the communities that people had to “fit in to boxes” in order to access services. Also, people could fall through the gaps. It is proposed that services are merged to provide services based on need rather than client group.
- 2.6 During consultation people felt that some people were not having their needs met and that the provision of these services could add to the Supporting People services in order to give an holistic approach. It is proposed to tender a service to provide befriending or advocacy predominantly using volunteers.
- 2.7 In order to provide support services that are balanced and complement each other it is proposed to reconfigure services that are currently short or long term.
- 2.8 The review identified areas of improvement. In order to achieve these we need to undertake the following:
- The introduction of a Supporting People First Stop (a working title) a one stop access point for service users.
 - Reconfigure existing services into high and low level need, floating support services across all areas.
 - Create a new service to provide services such as befriending or advocacy predominantly using volunteers.
 - Reconfigure existing services into short or long term where appropriate.
 - Competitively tender the services.

3. **OPTIONS FOR CONSIDERATION**

- 3.1 Option one - Cabinet Member to approve the proposal to remodel the services and market test in order to achieve the desired outcomes identified through consultation.
- 3.2 Option two - Cabinet Member not to approve the proposal to remodel the services and market test.

4. **ANALYSIS OF OPTIONS**

- 4.1 Option one - The remodelled services will reflect the views of people consulted during the review of current Supporting People services. Through market testing the remodelling will increase the numbers of people being supported for the same cost as current services. It will provide a more balanced service for people living in North Lincolnshire with chaotic lives. The Supporting People First Stop will make it easier for people to access services.
- 4.2 Option two - If the proposal to remodel services is not approved Supporting People will be unable to increase the numbers of people being supported. Some people in North Lincolnshire who need support may not be able to access services. Supporting People will be unable to deliver the service that has been recommended through consultation.

5. **RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)**

- 5.1 Financial implications - The approximate cost of these services is £946,000.00 per annum for a period of up to three years. These costs will be met from the existing Supporting People grant.
- 5.2 Staffing implications – Third Party TUPE issues for external providers will be dealt with as part of the procurement process.
- 5.3 Property implications - there are no property related implications.
- 5.4 IT implications - there are no IT related implications.

6. **OTHER IMPLICATIONS (STATUTORY, ENVIRONMENTAL, DIVERSITY, SECTION 17 - CRIME AND DISORDER, RISK AND OTHER)**

- 6.1 Statutory implications – there are no statutory related implications.
- 6.2 Environmental implications - there are no environmental implications.
- 6.3 Diversity Implications - a Diversity Impact Assessment has been completed in relation to with this report.
- 6.4 Section 17 - Crime and Disorder implications – there are no crime and disorder implications.

6.5 Risk and Other implications – there are no risk and other implications.

7. **OUTCOMES OF CONSULTATION**

7.1 Consultation has been undertaken with service users, carers, providers and professionals working in the community.

7.2 The proposed services to be tendered have been reviewed as a whole to enable the project group to put together services that are balanced and complement each other.

7.3 Consultation during the review indicated that service users and people working in the community felt that the Supporting People First Stop would provide a single point for service users and providers to enable service users to access services.

7.4 Trades unions have been consulted and have raised no concerns in relation to this report.

8. **RECOMMENDATIONS**

8.1 That Cabinet Member notes the outcomes of the review and the consultation that has been undertaken.

8.2 That Cabinet Member approves the proposed market testing of remodelled and new services.

SERVICE DIRECTOR ADULT SOCIAL CARE

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Background Papers used in the preparation of this report

1. Review of Supporting People Services for people with mental health problems, alcohol or substance misuse problems, people who are homeless or have been offenders.