

**Report of Strategy & Commissioning**

**Report to Director of Environment & Housing Delegated Decision Panel**

**Date: 15 July 2014**

**Subject: Extension of contract with Connect Housing to provide floating support services for older and disabled people**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

**Summary of Main Issues**

1. Leeds City Council has a contract in place with Connect Housing to provide two floating support services for older and disabled people. This contract forms part of the programme of Housing Related Support services commissioned by Strategy and Commissioning, Public Health on behalf of Environment and Housing Directorate.
2. The aim of the Older People's service is to provide timely, good quality floating support to people over the age of 55 to enable them to continue to live independently. It provides support to 15 clients at any one time.
3. The Disabled People's floating support service provides floating support to disabled people aged 16+ to enable them to continue to live independently in their own homes. The service provides support to 19 clients at any one time.
4. The services are strategically relevant. By providing support to enable people to continue to live independently the services help to reduce the number of unnecessary hospital and residential care admissions and prevent social isolation.
5. The current contract is due to expire on 30<sup>th</sup> September 2014 and approval is being sought to enter into the 12 month extension period available within the contract. The cost of this extension period will be £91,546.72 per annum. The extension is required to ensure continuity of service whilst the review of services for older and disabled peoples is completed to determine future commissioning requirements.

## **Recommendations**

6. The Director of Environment and Housing is recommended to approve the 12 month extension to the existing contract with Connect Housing to provide floating support services for older disabled people with effect from 1 October 2014 up to a value of £91,546.72 per annum.

### **1 Purpose of this Report**

- 1.1 The purpose of this report is to request that the Older People and Disabled People's floating support services provided by Connect Housing are continued through a 12 month extension to the existing contract.

### **2 Background Information**

- 2.1 A short term contract has been in place with Connect Housing since 1 October 2013 to provide floating support to Older and Disabled People. This contract is due to expire on 30 September 2014 and has an option to extend for a further 12 months.
- 2.2 These services provide floating support to people living in their own homes across a variety of tenures to assist them to maintain their tenancy for a period of up to 2 years. This support enables older and disabled people to develop their independent living skills and maintain their accommodation. Service users are supported to access aids and adaptations and support networks reducing isolation and preventing input from other statutory services and admissions to hospital or residential care.
- 2.3 The quality of the services provided is good. The services have been assessed against the Quality Assessment Framework (QAF), a national framework of quality standards for housing related support services and a recent annual self-assessment rated the services at level B against all 5 core objectives.
- 2.4 Performance across these services has been good. During 2013/14 the disabled people's service achieved 97.2% and older persons' services achieved 100% against a target of 98% of clients supported to maintain independent living. The performance records indicate that demand outstrips availability in both services. During this period the service for disabled people supported 39 individuals and the older people's service 40.
- 2.5 There are no issues with contract compliance or complaints about the service.

### **3 Main Issues**

- 3.1 Strategy and commissioning are currently leading a review of the remaining housing related support services for older and disabled people. The scope of the review includes an analysis of current performance data, quality and need. It presents an opportunity to reshape the provision of services in the City to ensure that they are delivering on the Council's strategic priorities for older and disabled people.

- 3.2 A cross Council reference group has been established to oversee the data and needs analysis stages of the review and to provide strategic direction. This group includes representation from Adult Social Care –Dementia and Extra Care Housing, Housing Services - Adaptations, Health and Housing. The review is due to be completed by November 2014.
- 3.3 Approval of this 12 month extension will ensure continuity of service for these vulnerable service users whilst the review is completed and the recommendations are implemented. The outcome of the review is likely to include a variety of options ranging from remodelling, decommissioning or competitive tender. Some of the recommendation may require immediate action whilst others will form part of a wider review of floating support services across the City.
- 3.4 Decommissioning the services at this time is not an option as it would leave vulnerable clients without the support they need to maintain independent living and could impact negatively on health and social care services.

## **4 Corporate Considerations**

### **4.1 Consultation and Engagement**

- 4.1.1 Consultation is being undertaken with key stakeholders as part of the review of housing related support services for older and disabled people. This will include interviews with service users and staff delivering the Connect provision. Feedback from this consultation will be used to inform future delivery of floating support services across the city.
- 4.1.2 Any potential changes to the current services will be fully considered and managed in consultation with existing providers, service users and wider stakeholders as part of the review and future commissioning/contracting arrangements.

### **4.2 Equality and Diversity / Cohesion and Integration**

- 4.2.1 An Equality, Diversity, Cohesion and Integration screening has been completed and is included as background information to this report. The screening indicates that a full assessment is not required because extending the contract will not involve any changes which would impact negatively on service users, staff or stakeholders.

### **4.3 Council Policies and City Priorities**

- 4.3.1 The Housing Related Support programme contributes to the delivery of the Vision for Leeds 2011 to 2030's and the City Priority Plan aim to make Leeds the Best City for health and wellbeing where "people are supported by high quality services to live full, active and independent lives". The programme also contributes to the delivery of the Best Council Plan 2013/17 and specifically the outcome to "improve the quality of life for our residents, particularly for those who are vulnerable or in poverty".
- 4.3.2 The floating support services for older and disabled people are strategically relevant and contribute directly to the delivery of the Better Lives Programme

including helping local people with care and support needs to enjoy better lives; helping people to stay living at home and creating the right housing, care and support.

- 4.3.3 The services also contribute to meeting priorities set out in a number of key strategies within the City including The Time of Our Lives Charter –Ageing Well in Leeds; Leeds Joint Health and Wellbeing Strategy 2013-2015; Leeds Dementia Strategy 2013-16; The Leeds Homelessness Strategy 2012 to 2015.

#### 4.4 **Resources and Value for Money**

- 4.4.1 As this is an extension to an existing contract, there is financial provision within the Environment and Housing commissioning budget for housing related support services managed by Strategy and Commissioning, Office of the Director of Public Health.
- 4.4.2 The Disabled People's service provides good value for money in relation to similar service costs and the unit cost is £47.84 per week. The Older People's service is only slightly more expensive with a unit cost of £54.17 per week.

#### 4.5 **Legal Implications, Access to Information and Call In**

- 4.5.1 There is provision within the current contractual arrangements for this 12 month extension and the recommendations within this report are in accordance with CPR 21.1.
- 4.5.2 This is a Significant Operational decision as the value of the contract is under £100,000 and is not subject to call in.
- 4.5.3 This report does not contain any exempt or confidential information.

#### 4.6 **Risk Management**

- 4.6.1 This 12 month extension period is required to enable continuation of the services provided by Connect through the floating support services for older and disabled people. It provides a key part of the current housing related support services for these client groups. Decommissioning the services would leave vulnerable people without the support which they require to live independently.
- 4.6.2 There is a very small risk of challenge from other providers if the service is not exposed to competition at this time. However, provision for this 12 month extension was within the original approval and is being requested to allow continuity of service delivery whilst a review is undertaken to determine the best option for future commissioning of these services.
- 4.6.3 The contract will continue to be performance managed by officers in Strategy & Commissioning. This includes regular reviewing of performance information and quarterly contract management meetings with the provider, at which any delivery issues are discussed.

## **5 Conclusions**

- 5.1 Connect Housing currently provide two housing related floating support services for older and disabled people. Both of these services are performing well and are supporting key vulnerable client groups within the City.
- 5.2 The current contract period expires on 30 September 2014 but there is provision for a further 12 month extension and this report seeks approval to extend the contract from 1 October 2014 to 30 September 2015. This will allow for the completion of a review to determine future commissioning requirements.

## **6 Recommendations**

- 6.1 The Director of Environment and Housing is recommended to approve the 12 month extension to the existing contract with Connect Housing to provide floating support services for older disabled people with effect from 1 October 2014 up to a value of £91,546.72 per annum..

## **7 Background Documents<sup>1</sup>**

- 7.1 Equality, Diversity, Cohesion and Integration Screening document

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<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.