

Deadline for return – 18 August 2009 (Quarter 1 Performance Report)

Local Area Agreement 2008-2011

LAA Priority: Improve housing options for the homeless and vulnerable clients (LAA27)

Lead Contact: Lisa Jennings

RAG Status: Amber

Delivery Board Recommendations *(Please list any decisions/actions required on the part of the Delivery Board)*

Delivery Board are asked to:

Summary Statement:

No more than 350 words summarising RAG status – performance overall against delivery plan, performance against National and Local indicators and detail of action taken to address underperformance (if relevant)

LAA 27 brings together 5 distinct work themes relating to housing and vulnerable groups, with overall performance varying:

1. Increasing access to the private rented sector (lead officer Lisa Jennings)

There has been limited progress to date with Theme 1 due to delays in securing funding. In November 2008 the Devon Homeless Managers Group was successful in a bid to the DCLG under the Enhanced Housing Options Trailblazer programme and Devon was awarded funding to recruit a Private Rented Sector Coordinator. However, the funding did not come through until April 2009. The 2 year post was advertised in June 2009 and will be hosted by Exeter City Council. The post holder will undertake a feasibility study into a Devon wide social letting agency and from the recommendations borne out lead on the development, coordination and implementation of one or more sub regional social lettings agencies.

2. Reducing youth homelessness by streamlining the LPSA2 reward money (lead officer Lisa Jennings)

This project seeks to further reduce the number of young people accepted as homeless through the reinvestment of the £1,388,476.81 LPSA2 reward money and a new target has been set to reduce youth homelessness acceptances by a further 25% by 2011. Performance in the first year has been very good. However, in light of the House of Lords handing down judgement in the case of R (on the application of G) v London Borough of Southwark on the 20 May the target needs to be reconsidered. This has been identified as a key action in quarter 2. (**Lisa is going to discuss a revision of target with colleagues and should have a recommendation for me for the next RAG report**)

3. Improving multi-agency working with people with complex needs discharged from institutional settings (lead officer Gill Unstead) see appended notes below

The project seeks to minimise duplication of resources, streamline and simplify support and assistance and address the issue of the 'revolving door' – whereby individuals with complex needs often do not reach the critical threshold for each agency and are passed from one to another. The project links across to the following LAA priorities: LAA 15, 24, 28, 30, 32, 34, 37. Crucially there is an issue about ongoing funding for the project - £89000 is required for 2009-2011 in order for the project to progress (budget attached) - £17k x 2 from LPSA2 funding had been agreed, leaving a shortfall of £27.5k each year.

4. Modernisation of older person's housing & support services (lead officer Max Sillars, Devon Supporting People)

Summary statement: In the CIVIS report (2008). 'Strategic review of older persons' housing & support services', the separation of support from sheltered housing tenancies is a fundamental element of the future vision for providing support services to older people, which it defines as:

The provision of high quality, cost effective, preventative housing support services to older people irrespective of the type of tenure in which they live. These services can help service users to sustain their current accommodation, or enable a move to suitable alternative accommodation, and prevent the need for high care residential or health services by working in close partnership with other agencies

This project seeks to separate housing from support and a number of local indicators have been set:

1. % of sheltered services where the support agreement is separate to the tenancy agreement
2. % of sheltered services provided as floating support
3. % of services with a mobile warden

The overall target is to achieve 100% by April 2011. Actual performance is:

1. 9% at June 2009
2. 0% at June 2009
3. 77% at June 2009

However, it is worth noting the following information which is drawn from providers latest 4 monthly returns (April 2009 submission):

- The compliance rate for submissions was low this period; only 48% of providers made a return, which represented 74% of the total services
- 161 out of 181 (89%) services who submitted a return have indicated a date from when they intend to separate the tenancy from the support service agreement
- Only 11 out of 161 services (7%) indicated that the date would be after 31st March 2011

5. Choice based lettings (lead officer Rupert Warren, Devon Home Choice Coordinator)

This project seeks to develop and implement a Devon wide Choice Based Letting scheme (Devon Home Choice). The project is on target and is due to go live from December 2009.

Performance Indicators – National and Local

Code	Title	+/- (see 1 below)	Year	Annual Target	Status (see 2 below)	Improvem ent (see 3 below)	Actual to Date	Officer Notes
Theme 1	Number of private rented sector moves facilitated by Devon authorities	+	FY 2009-10	500	No data			Project yet to launch – awaiting recruitment of Private Rented Sector Coordinator
Theme 2	Number of statutory homelessness acceptances for 16-17 yr olds and 18-21 yr old care leavers	-	FY 2008-09 FY 2009-10	24 24	Above target Above target	↑ ↑	17 1	
Theme 3	Improving multi-agency working in relation to clients with complex needs		FY 2009-10	25			n/a	Project to launch in October 09
Theme 4	The separation of support from		FY 2008-09	n/a				Target is 100% by 2011

	sheltered housing tenancies							
Theme 5	Introduction of a common Choice Based Letting Scheme across Devon		FY 2008-09	n/a			n/a	Target is the implementation of a Devon wide Choice Based Lettings Scheme

Key to symbols (insert as appropriate):

1. + equals higher figures are better and – equals lower figures are better
2. **No Data/Well Below Target/Below Target/On Target/Above Target/Well Above Target**
3. Improved Performance ↑ Worse Performance ↓ Unchanged ↔

Key Milestones (Last Quarter – Quarter 1 09/10, ends 30 June 09)

	Description	Date	Outputs expected	Achieved/missed
Theme 5	Sign off of the Configuration Specification documents from Abritas	26 May 2009	The Configuration specification documents set out how the IT software needs to operate in order for Devon Home Choice to work effectively and in accordance with the agreed policy.	Configuration signed off on June 2
	Sign-off of the application form	End of June 2009	Agreement on the application form that will be used by	Achieved

	Sign off of the Service level Agreement for RSLs	End of June 2009	households to join the Devon Home Choice register. (see above) Agreement on final SLA that can be used to seek formal sign-up to Devon Home Choice from RSLs.	Achieved
	Development of draft procedures to underpin the Devon Home Choice policy	End of June 2009	Draft set of procedures to be used under Devon Home Choice. These will be finalised following comments from partners.	Missed. Development of draft procedures ongoing. Meeting to develop full set of draft procedures set for 8 September

Key Milestones (This Quarter – Quarter 2 09/10, ends 30 September 09)

	Description	Date	Outputs expected
Theme 1	Private Rented Sector Coordinator recruited	August 2009	Private Rented Sector Coordinator appointed and in post. Feasibility study underway
Theme 2	Youth Homeless Prevention Worker funding made available to each district housing authority.	August 2009	District housing authorities to claim prevention post funding
	First set out outcome monitoring data reported for prevention posts	September 2009	Outcomes monitored
	Role of the prevention	September 2009	Role of prevention workers clarified

	posts to be reconsidered in light of Southwark ruling		
	Timetable for capital allocation to be agreed	September 2009	Small improvements project timetable approved
	Analyse C&YPS & LA homelessness presentations and outcomes	Ongoing	Monitoring data available
	Agree a new / shared target in light of Southwark ruling	September 2009	New target agreed
Theme 3	Official Launch	July 2009	Postponed to October 2009
Theme 4	Compliance with monitoring framework	End of August 2009	Monitoring spreadsheets returned by providers (target at least 85%)
	Local implementation	End of August 2009	All district led, local implementation groups will have met at least once
	Single assessment for older persons support only services	End of August 2009	Second stage of Single Assessment Project (integration phase) completed
Theme 5	Delivery of the Re-registration system for User Acceptance Testing	30 July	Online application form that can be used by applicants on an existing housing register in Devon to register with Devon Home Choice. Back office functionality for housing staff to assess and manage those applications.
	Sign off of the Re-registration system	10 August	
	Procedures	8 September	Development of a draft set of procedures to underpin how Devon Home Choice will work
	Awareness raising	End September	To ensure that partner agencies are

	sessions for partners set up		aware of Devon Home Choice and what it will mean for the people they work with
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Key Risks (*Please refer to scoring guidelines below)

	Risk	Impact	Likelihood	Score	Mitigation
Theme 1	Unable to recruit	Low Will cause further delays	Low	4	
Theme 2					
Theme 3	Budget shortfall of £27k	High – would mean staff time and resources limited leading to no engagement with client group	High	16	
Theme 4	Negative press/publicity regarding 'loss of resident wardens'	Medium	High	12	Communications strategy. Officer engagement with local implementation groups over complaints
Theme 5	Unable to sign off User Acceptance Testing (UAT) of re-registration within the timescale	Could impact of delivery of the full system (4)	Medium (3)	12 (medium)	Work with Abritas to complete UAT as soon as possible. If date missed to find ways of making the slipped time back up.

Spatial Implications

District	Impact (insert ✓ or x or unknown)	Disaggregated Data (✓ or x)	Examples of Local Delivery Outcomes
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Exeter	√		
East Devon	√		
Mid Devon	√		
North Devon	√		
Torridge	√		
West Devon	√		
South Hams	√		
Teignbridge	√		

***Risks – Scoring Guidelines:**

Likelihood of risk:

- 1 – Very low
- 2 – Low
- 3 – Medium
- 4 – High
- 5 – Very high

Impact of risk:

- 1 – Insignificant
- 2 – Minor
- 3 – Moderate
- 4 – Serious
- 5 – Very serious

Total risk score (likelihood x impact)

- 1 – 6 Low**
- 8 – 12 Medium**
- 14 – 20 High**
- Over 20 Very high**

Improving multi-agency working with people with complex needs discharged from institutional settings - The shortfall means that the project is starting utilising Devon PCT worker with no guarantee this will continue over the next 2 years. If Nicki is pulled off the project, then the project will fold. Impact is high as there is a great deal of national, regional and local interest in this project = poor PR. It links to the Individualised budget pilot funded by CLG for entrenched rough sleepers and will give some interesting comparisons across both pilots as both will be using the same multi-agency model of working. The Theme 3 project links to the following Nis and LIs:

<u>Devon Local Area Agreement</u>	<u>Local (LI) and National (NI) Indicators</u>
LAA 15 – Work towards the economic inclusion and social integration of vulnerable populations	<ul style="list-style-type: none"> • LI - Improved access to financial services • NI 140 – Fair Treatment by local services (PSA 15) •
LAA 24 – reduce the gap in benefit claim rates & employment rates between priority communities and the average for Devon	<ul style="list-style-type: none"> • NI 146 - Adults with learning disabilities in employment (PSA 16) • NI 150 - Adults in contact with secondary mental health services in employment (PSA 16) • NI 153 – Working age people claiming out of work benefits in the worst performing neighbourhoods (DWP DSO)
LAA 28 – Ensure that the people of Devon feel and are safe from harm	<ul style="list-style-type: none"> • LI – Perception that people feel safe
LAA 30 – Promote health and reduce health inequalities	<ul style="list-style-type: none"> • NI 120 – All-age all-cause mortality rate (PSA 18)
LAA 32 – Reduce the harm caused by alcohol and drugs	<ul style="list-style-type: none"> • NI 20 – Assault with injury crime rate (PSA 25) • NI 39 – Alcohol-harm related admission rates (PSA 25) • NI 40 – Drug users in effective treatment

<u>Devon Local Area Agreement</u>	<u>Local (LI) and National (NI) Indicators</u>
LAA 34 – Reduce anti-social behaviour	<ul style="list-style-type: none"> • NI 21 – dealing with concerns about anti-social behaviour and crime by the local council and police (PSA 23) • NI 17– Perceptions of Anti-Social Behaviour (PSA 23)
LAA 37 – Tackle the most harmful offending behaviour	<ul style="list-style-type: none"> • NI 26 – Serious acquisitive crime rate (PSA 23) • NI 30 – Re-offending rate of prolific and priority offenders (HO DSO) • NI18 - Adult re-offending rates for those under probation supervision

**Alison Golby is working with the PCT to consider the funding issues around this piece of work. Currently the PCT employ the member of who is undertaking much of this project work, but this post is jointly funded with Exeter CC and Devon Partnership Trust as part of the Street Homeless Outreach Team work. This pooled budget and commissioning around this post is under review, hence the prediction that there may be a budget shortfall. Some LPSA2 reward money has been allocated to alleviate some of this, but there is a need to fully analyse the position for the future work in this area. It's something that needs to be worked out between the joint commissioning and funding partners.