



COMMUNITY CARE DIVISION

HOUSING VULNERABLE PEOPLE SERVICE

ANNUAL REPORT 2010 – 2011

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Housing Vulnerable People Service

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Introduction

This annual report contains information on the overall performance of the Housing Vulnerable People Service and our performance relating to key vulnerable groups including

- young people
- care leavers
- people with mental ill health
- physical disabilities
- learning disabilities
- move on from supported housing
- vulnerable families

In addition to the above, this report highlights the most recent customer satisfaction survey results and identifies targets for the coming year.

The Housing Vulnerable People Service has successfully completed the transfer of information from excel to SHAPE, Sandwell Homes information management system, improving the accuracy and detail of performance information across a wide variety of headings including ethnicity, communication and disability. Customer files are now stored electronically and there is no need for expensive paper file storage in the future.

Emma Jones, Occupational Therapist, has joined Sandwell Homes to provide a specialist occupational therapy services for our customers. Emma has contributed towards improving the quality of service provided by the Housing Vulnerable People Service working closely with Community Care Housing Officers to identify the needs of people with physical disabilities allocating adapted properties appropriately. Emma has also made significant improvements to the time taken to re-let adapted properties the details of which are outlined in the main body of this report.

The responsibility for the management of Sandwell's Single Referral Process passed to the Housing Vulnerable People Service from 1st April 2011. This change began the joining up of the Single Referral Process and the Move on Process under a new heading, SHIP (Supported Housing Independence Pathway). This will track the journey of people in housing need from initial assessment to supported housing and ultimately to sustaining independent tenancies. SHIP outcomes will be reported quarterly to the SHIP steering group and will appear in next year's annual report.

The Housing Vulnerable People Service and Choice Based Lettings Team are now working closely with Sandwell Councils Older People Services to improve the letting of Extra Care Sheltered Housing providing the housing and support needs balance to be considered alongside the care needs of people seeking extra care sheltered housing.

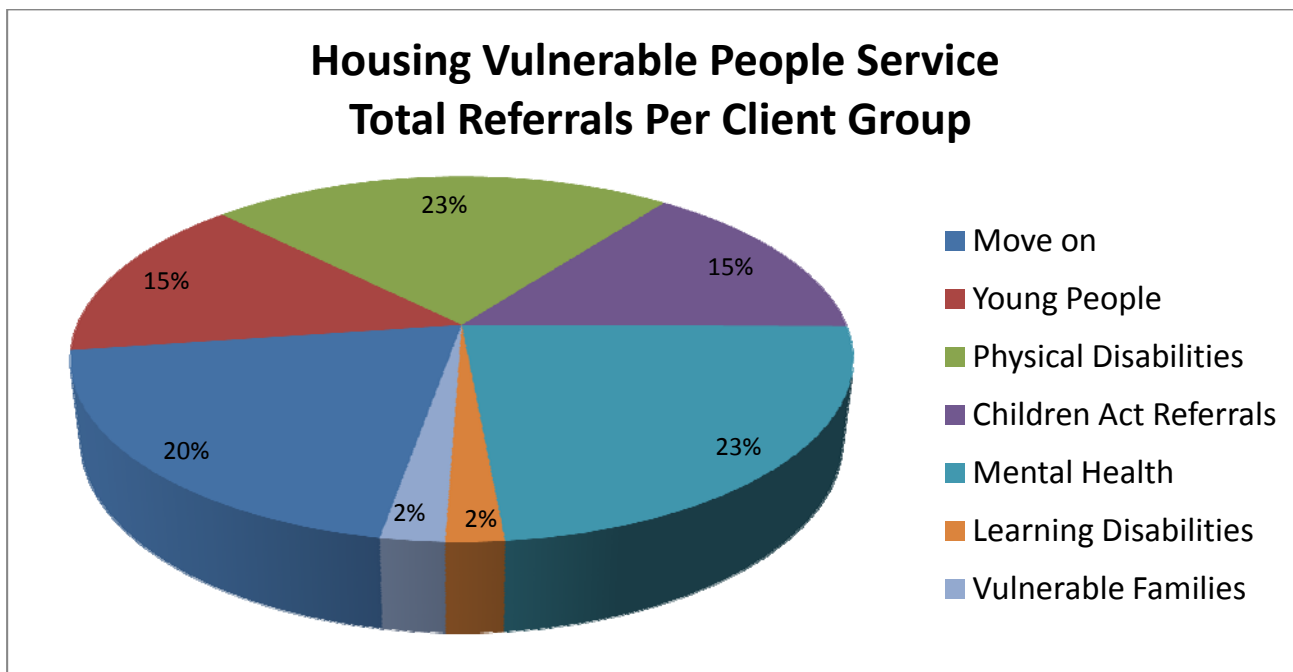
Housing Vulnerable People Service Overview

The Service provides essential links between Sandwell Homes and statutory and non statutory partners and manages Sandwell Homes obligations under Community Care Act legislation as well as joint protocols and long established working practices with Sandwell Council's Adult, Children and Older People Services, Sandwell Health Trust and Sandwell's supported housing providers.

The Service received 495 requests for assistance with finding appropriate accommodation across all client groups in the year 1st April 2010 to 31st March 2011.

This represents a 13% increase on the 439 requests for assistance received by the service during the previous year.

Housing Vulnerable People Service Total Referrals Per Client Group	Totals for 2009/2010	Totals for 2010/2011
Move on	106	99
Young People	71	73
Physical Disabilities	76	113
Children Act Referrals	57	73
Mental Health	116	116
Learning Disabilities	13	10
Vulnerable Families	0	11
Total Number Referred	439	495

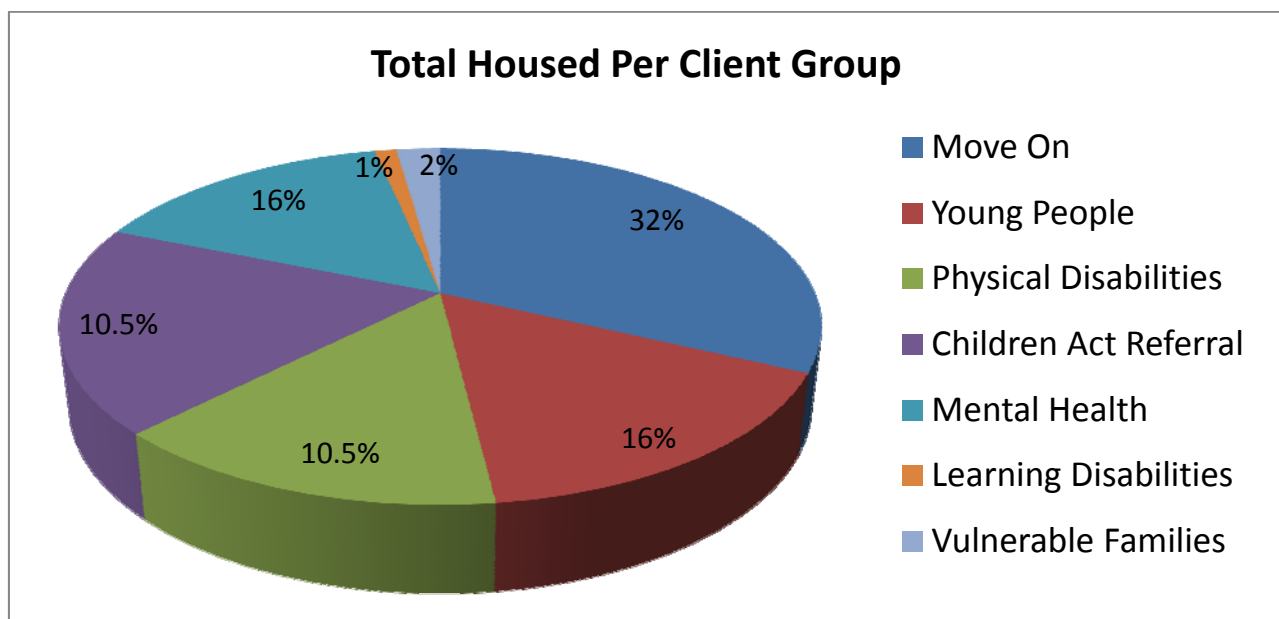


Housing Vulnerable People Service Total Housed by Client Group

The primary function of the Service is to enable vulnerable people to access appropriate housing and support. The Service housed 181 people between 1st April 2010 and 31st March 2011.

The success of the service in re-housing 181 vulnerable people assists the Local Authority to achieve its performance targets relating to increasing the number of vulnerable people achieving independent living and increasing the number of instances where homelessness was prevented.

Housing Vulnerable People Service Total Housed Per Client Group	Totals for 2009/2010	Totals for 2010/2011
Move on (from supported housing)	64	58
Young People	35	29
Physical Disability	16	26
Children Act Referral	16	34
Mental Health	19	28
Learning Disability	3	2
Vulnerable Families	0	4
Total Number Housed	153	181



One of the Services key performance indicators is measured by the length of time taken to re-house vulnerable people into appropriate accommodation.

The Services target reduced from 26 weeks in 2009/2010 to 16 weeks in 2010/2011. The actual average time to house across all client groups was 14 weeks in 2010/2011.

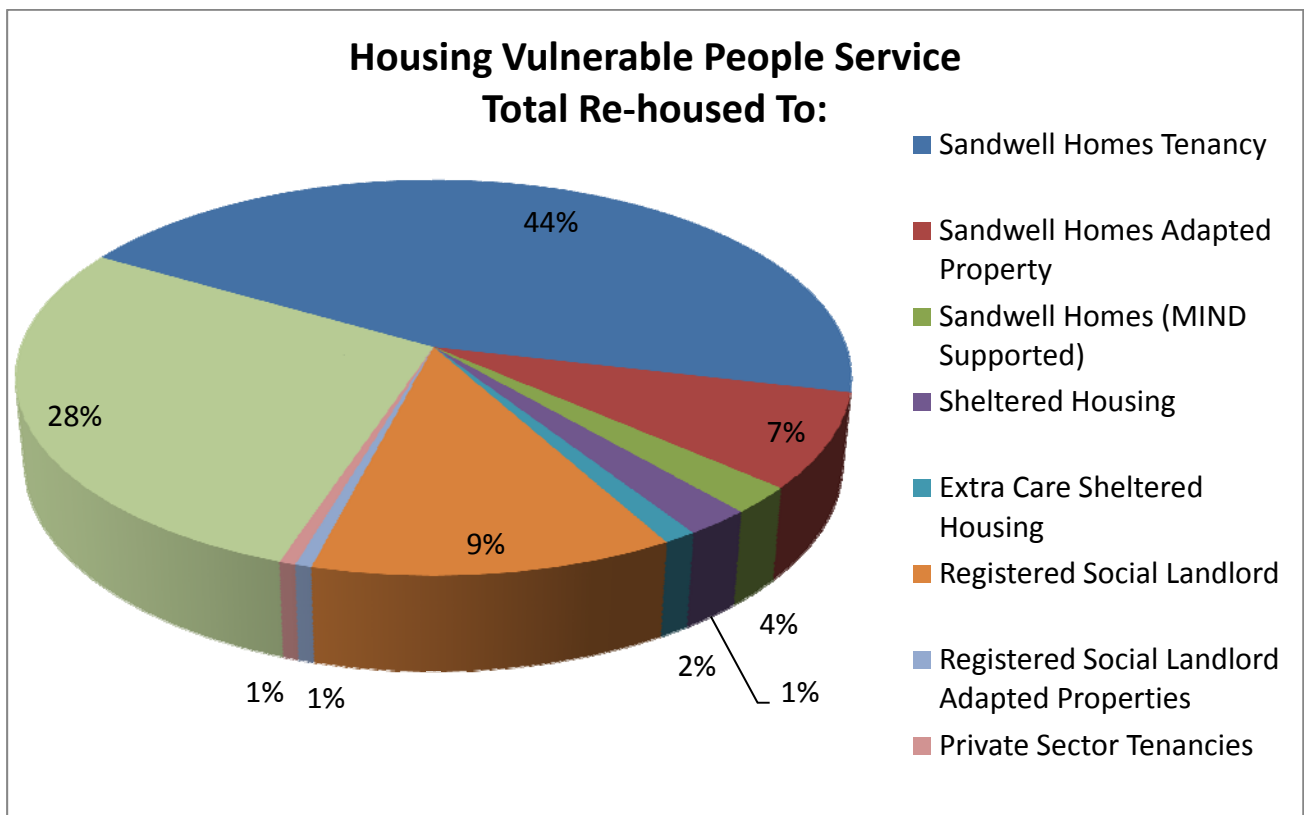
KPI: Total Average Time to House	16 Weeks
Actual Total Average Time to House	14 Weeks

Housing Vulnerable People Service Total Housed to Accommodation/Tenure Type

The Service works with a wide variety of housing and support providers to identify and access appropriate accommodation for vulnerable people. The Service uses Sandwell Council's Housing Allocations Policy to access local authority accommodation by awarding priority to applicants following assessments by Community Care Housing Officers.

The Service also works with Registered Social Landlords and third sector supported housing providers to access accommodation across other tenure types.

Housing Vulnerable People Service Total Re-housed To:	Totals for 2009/2010	Totals for 2010/2011
Sandwell Homes Tenancy	68	82
Sandwell Homes Adapted Property	10	14
Sandwell Homes (MIND Supported)	6	4
Sheltered Housing	2	4
Extra Care Sheltered Housing	3	2
Registered Social Landlord	13	22
Registered Social Landlord Adapted Property	0	1
Private Sector Tenancies	2	1
Supported Housing	49	51
Total	153	181



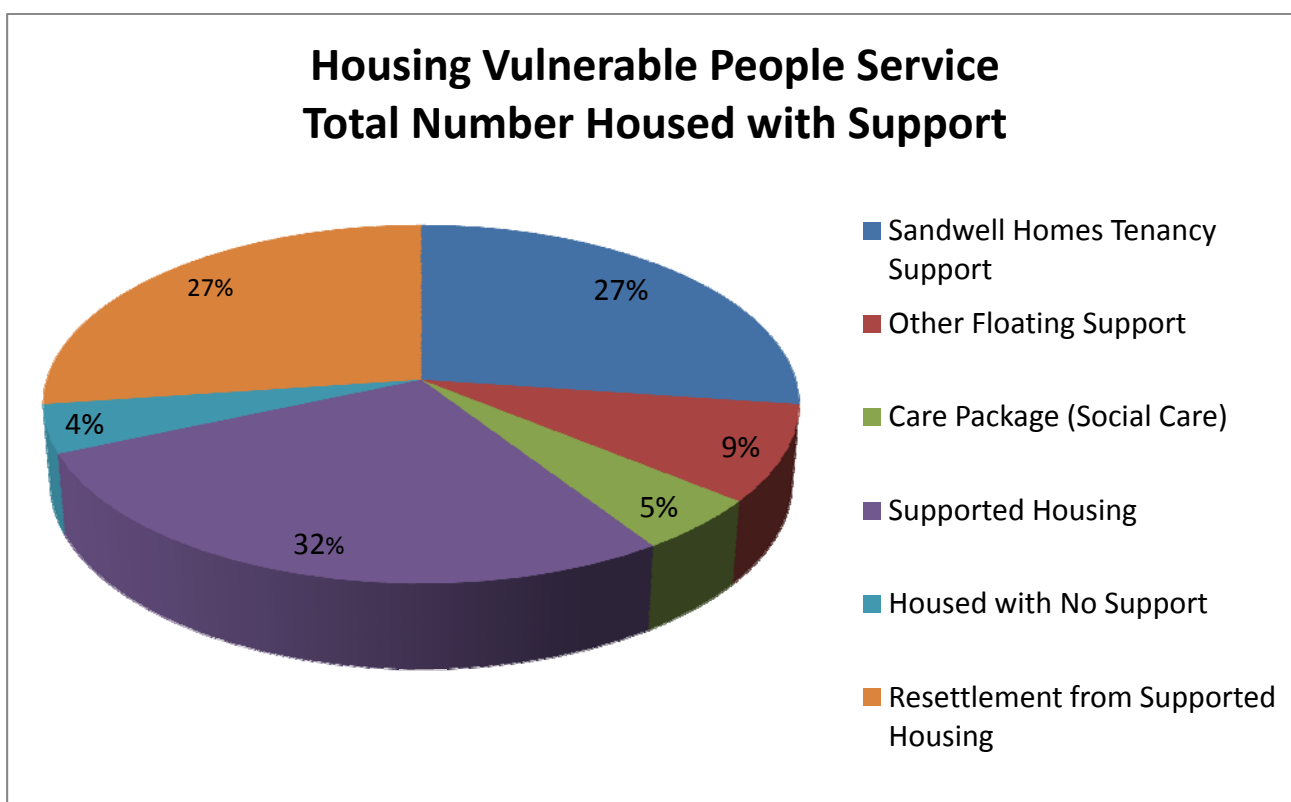
Housing Vulnerable People Service Total Number Housed with Support

The Service's focus on providing housing and support to vulnerable people is clearly demonstrated by the number of people we re-house with support or to supported housing.

41% (68) of the people re-housed to independent tenancies by the Service received floating support from the Sandwell Homes Floating Support Service (another service area within the Community Care Division).

The Service's focus on re-housing people with support contributes to the Local Authority meeting its performance targets as set out in National Indicator 142 and PSA 17, the number of vulnerable people supported to maintain independent living.

Housing Vulnerable People Service Total Number Housed with Support	Totals for 2009/2010	Totals for 2010/2011
Sandwell Homes Tenancy Support	64	50
Resettlement from Supported Housing (move-on)	Not Recorded	50
Other Floating Support	18	16
Care Package (Social Care)	12	9
Supported Housing	49	51
Housed with No Support	10	8
Total	153	181

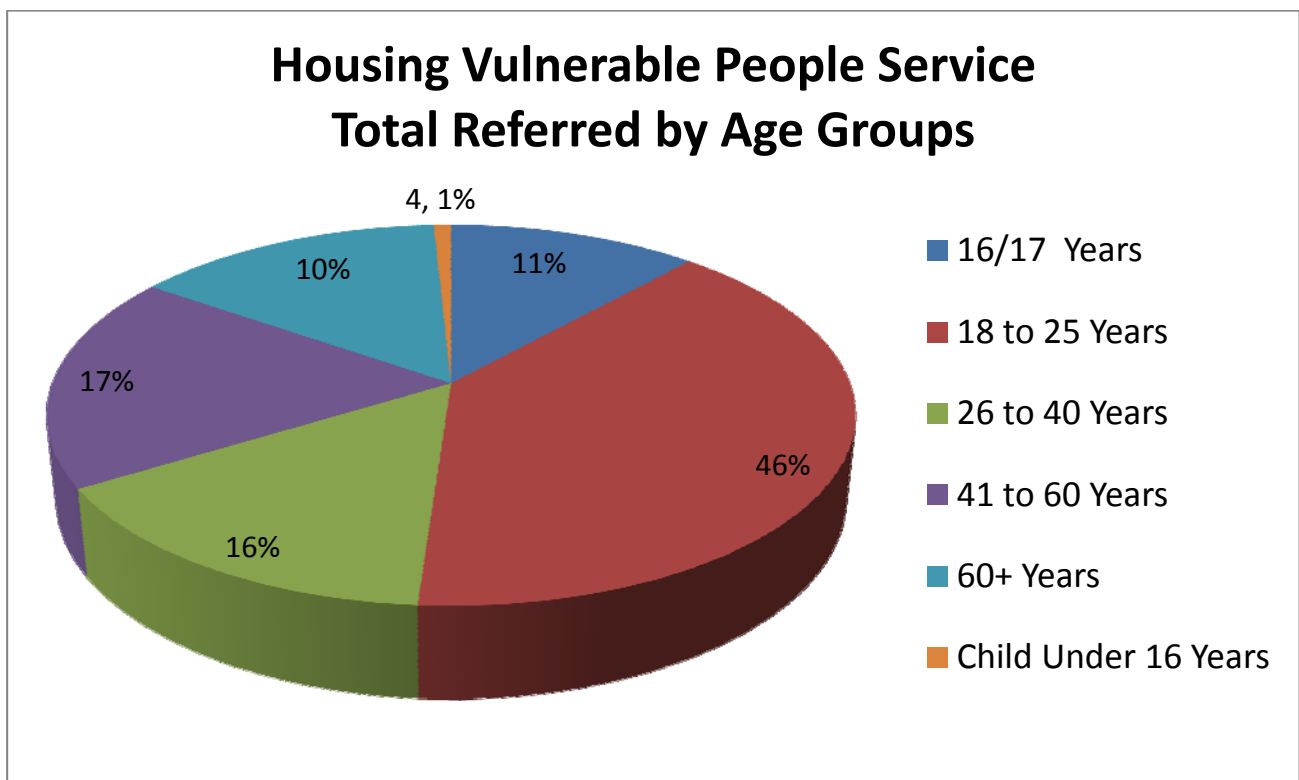


Housing Vulnerable People Service Information from Getting to Know You (AGE)

The Service uses SHAPE, Sandwell Homes information management system to log and monitor information about the people we work with. SHAPE and the SHAPE reporting CUBE gives us access to detailed information about our customers across many heading types.

We have used the SHAPE reporting CUBE and Getting to Know You information to measure the age of our customers. 'Getting to Know You' is the name for the process used by Sandwell Homes to gather and process information provided by our customers about themselves. The information is used by Sandwell Homes to better understand the needs of our customers and tailor our services accordingly.

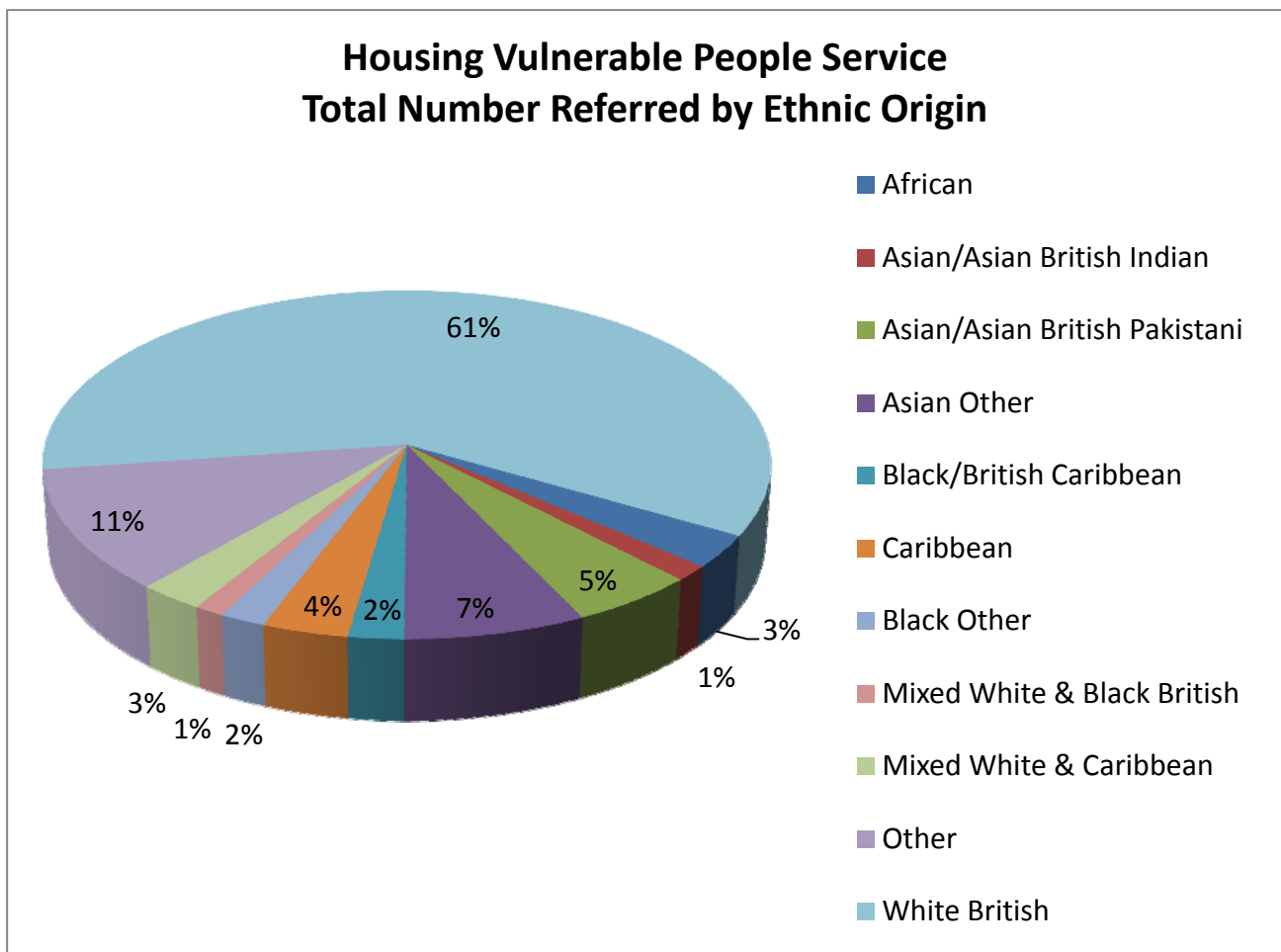
Housing Vulnerable People Service Total Number of Referrals by Age Groups	Totals for 2009/2010	Totals for 2010/2011
16/ 17 Years	47	58
18 to 25 Years	202	195
26 to 40 Years	68	75
41 to 60 Years	75	91
60+ Years	46	72
Child Under 16 Years	0	4
Total Number Referrals by Age Groups	439	495



Housing Vulnerable People Service Information from Getting to Know You (Ethnic Origin)

We have also used the SHAPE reporting Cube and Getting to Know You information to identify the Ethnic Origin of our customers.

Housing Vulnerable People Service Total Number Referred by Ethnic Origin	Totals for 2009/2010	Totals for 2010/2011
African	11	15
Asian/Asian British Indian	5	7
Asian/Asian British Pakistani	15	25
Asian Other	9	36
Black/Black British Caribbean	7	11
Caribbean	43	17
Black Other	0	9
Mixed White & Black British	7	6
Mixed White & Caribbean	8	13
Other	49	56
White British	285	300
Total Number Referred by Ethnic Origin	439	495



The Service has a Key Performance Indicator for access to services by service users from Black and Minority Ethnic Groups of 20%.

The actual percentage for the Unit is 28%.

KPI: Referrals from Black and Minority Ethnic Groups	20%
Actual Total Referrals from BME Groups	28%
Actual Total Re-housed from BME Groups	22%

Children Act Referrals Outcomes

The Housing Vulnerable People Service provides a dedicated housing service for young people leaving care, which is set out in the joint protocol for Young People in Housing Need (currently under review).

The total number of referrals for young people leaving care received by the Service has increased by 28% from 57 in 2009/2010 to 73 2010/2011.

The total number of young people leaving care re-housed by the Service increased by 112% from 16 in 2009/2010 to 34 in 2010/2011.

35% (12) of young people leaving care re-housed by the service were housed to supported accommodation, 41% (14) were housed to Sandwell Homes independent tenancies and 24% were housed to other independent tenancies.

65% (22) of the young people re-housed into independent accommodation were housed with tenancy related floating support. 53% (18) were housed with the Sandwell Homes Floating Support Service.

Children Act Referrals	Totals for 2008/2009	Totals for 2009/2010	Totals for 2010/2011
Total Referrals	52	57	73
Total Re-housed	31	16	34
Housed to Supported Housing	10	15	12
Housed to Sandwell Homes Independent Tenancies	14	10	14
Housed to Independent Tenancies (Other)	7	1	8
Housed with Sandwell Homes Floating Support	12	7	18
Cases Awaiting Housing at the Year End	4	9	11

KPI: Target Time to House Young People Leaving Care 16 weeks

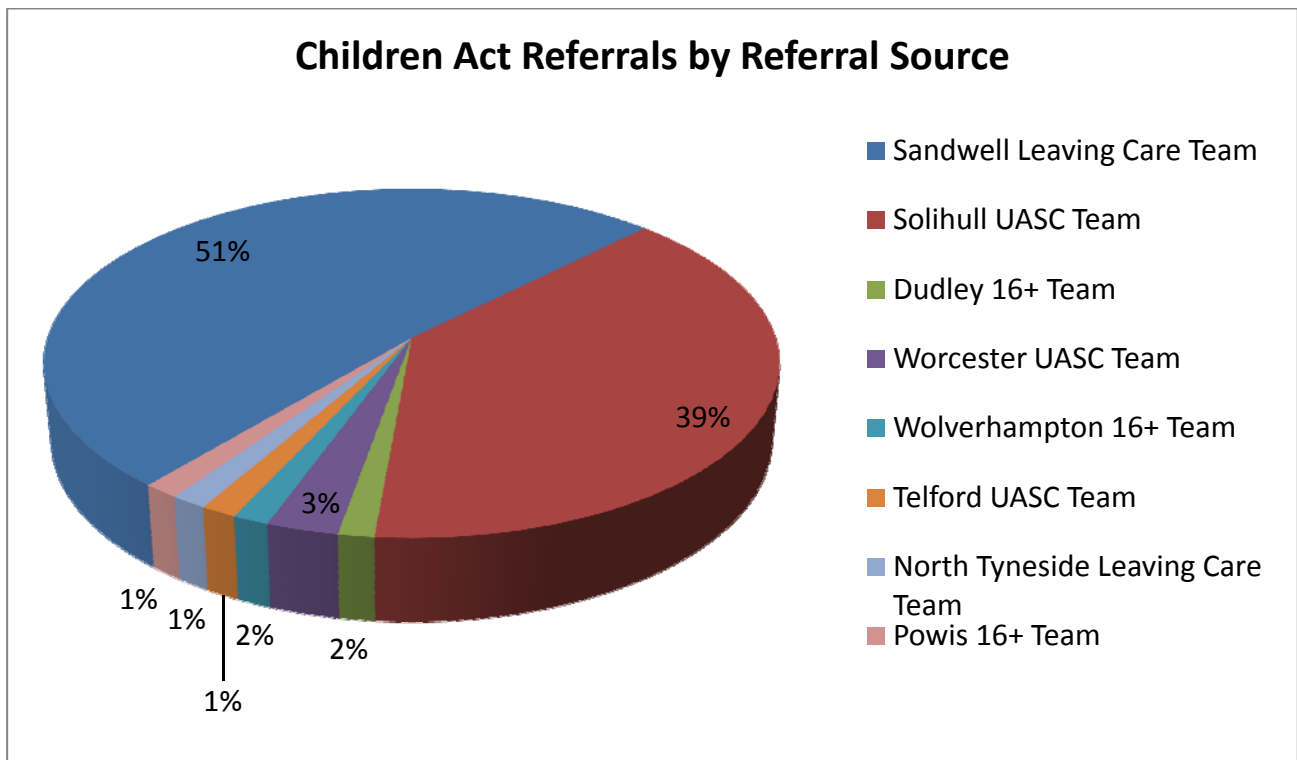
Actual Average Time to House Young People Leaving Care 13 weeks

KPI: Target Referrals from BME Young People Leaving Care 20%

Actual Referrals from BME Young People Leaving Care 37%

% of Total Young People Leaving Care (BME) Re-housed 32%

The Service has experienced a significant increase in the number of young people leaving care being referred for assistance accessing appropriate housing during 2010/2011. The main reason for this can be attributed to the numbers of unaccompanied asylum seeking children being placed in private sector supported housing in Sandwell by a variety of other local authorities across England.



The Service is accepting referrals for young people leaving care from local authorities outside Sandwell on the condition that they are assessed for re-housing using the same criteria used to assess Sandwell care leavers as set out in the Young People in Housing Need Protocols and because the alternative would lead to an increase in the number of young people presenting as homeless at Sandwell Homes Housing Options.

53% (39) of the total number of the care leavers referred had their cases closed without being re-housed by the Service during the year 2010/2011. The reasons for this are explained in the table below, headed Young People Leaving Care Breakdown of Total Cases Not Re-housed.

**Young People Leaving Care
Breakdown of Total Cases Not Re-housed**

Signposted back to referral agency	3
Advice and assistance only	9
No leave to remain	3
Address not known/lost contact	3
Applicant no longer wants to move	6
Not ready to move on from supported accommodation	3
Found own accommodation	6
Returned to Family/Home	2
Signposted to supported housing	1
Supporting information not received from referral agency	3

Total 39

Learning Disability Outcomes

The Housing Vulnerable People Service works with the Community Learning Disabilities Team to house people with learning disabilities into accommodation with appropriate care and support. This can either be supported housing or supported living in independent accommodation.

In 2010/2011 the Service received 10 referrals, compared with 13 referrals received for 2009/2010.

1 person was re-housed during the period to extra care sheltered housing.

Learning Disability Referrals	2008 - 2009	2009 - 2010	2010 - 2011
Total Referrals	15	13	10
Total Re-housed	5	3	1
Housed to Supported Housing	1	1	1
Housed to Sandwell Homes Independent Tenancies	4	1	0
Housed to Sandwell Homes Adapted Property	0	1	0
Housed with a Care Package from CLDT (24 hour care)	Not Recorded	2	0
Cases Awaiting Housing at the Year End	4	1	1

KPI: Target Time to House People with Learning Disabilities 16 Weeks

Actual Average Time to House People with Learning Disabilities 5 weeks

KPI: Target Referrals for people from BME groups with LD 20%

Actual Referrals for people from BME groups with LD 20%

% of Total people with Learning Disabilities (BME) Re-housed 0%

Learning Disability Breakdown of Total Cases Not Re-housed

Advice and assistance only	7
No longer wants to move	1
Total	8

Mental Health Outcomes

The Housing Vulnerable People Service works closely with a variety of mental health service providers including Hallam Street Hospital, Community Mental Health Teams, Assertive Outreach and the Early Intervention Team to provide housing and support for vulnerable people in housing need suffering mental ill health.

During the period 2010/2011 the total number of mental health referrals remained the same with 116 people being referred. The total number re-housed increased by 32% from 19 in 2009/2010 to 28 in 2010/2011.

The Service continues to have a strong working relationship with Sandwell Mind having housed people living with mental ill health to Sandwell Homes tenancies with MIND Support and independent tenancies with MIND floating support.

Mental Health Referrals	2008 - 2009	2009 - 2010	2010 - 2011
Total Referrals	108	116	116
Total Re-housed	21	19	28
Housed to Supported Housing	4	9	12
Housed to Sandwell Homes Independent Tenancies	9	5	10
Housed to Sandwell Homes Tenancies with MIND Support	3	5	4
Housed to RSL Tenancies	0	0	2
Housed with Sandwell Homes Floating Support	12	7	6
Housed with other floating support	Not Recorded	Not Recorded	5
Cases Awaiting Housing at the Year End	9	13	20

KPI: Target Time to House People with Mental Health 16 weeks

Actual Average Time to House People with Mental Health 15 weeks

KPI: Target Referrals for People from BME Groups with MH 20%

Actual Referrals from BME Groups with MH 32%

% of Total people with mental health (BME) Re-housed 18%

Mental Health**Breakdown of Total Cases Not Re-housed**

Advice and assistance only	41
No longer wants to move	4
Not Ready for Move on	2
Found own accommodation	9
Returned to previous home/family	5
Supporting information not received from referring agent	3
Applicant too ill to proceed	4

Total	68
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Move-on from Supported Accommodation Outcomes

On 1st April 2009 the Sandwell Move on Process was launched. The Process provides access to local authority, registered social landlord and private sector accommodation for people who are ready to move on from supported housing having completed a programme of support.

The Move on process has now been established for over two years and is part of the core business of the Housing Vulnerable People Service having a considerable impact on the overall number of referrals received and re-housed. Move on referrals accounted for 20% of the total referrals made and 33% of the total housed by the Service.

Move on Referrals	2008 - 2009	2009 - 2010	2010 - 2011
Total Referrals	Not Recorded	106	99
Total Re-housed	29	64	58
Housed to Sandwell Homes Independent Tenancies	Not Recorded	50	47
Housed to RSL Independent Tenancies	Not Recorded	11	10
Housed to Private Sector Tenancies	Not Recorded	2	1
Housed with Sandwell Homes Floating Support	Not Recorded	42	37
Housed with other floating support	Not Recorded	8	9
Cases Awaiting Housing at the Year End	Not Recorded	20	26

In order to move people out of supported housing in a timely fashion when they have demonstrated that they are ready to live independently the KPI for the average time to move on has been set at the more ambitious level of 12 weeks.

KPI: Target Time to Move on from Supported Housing	12 weeks
Actual Average Time to Move on	16 weeks

There are two key reasons that contributed to the KPI for the length of time to move on from supported housing not being achieved;

- People moving on from supported accommodation are allowed up to three opportunities to bid for and view properties through Sandwell Homes Choice Based Lettings and are supported to make sustainable accommodation choices.

- The Sandwell Homes Decent Homes Programme has caused delays in the allocation of some properties when refurbishment work has over run.

KPI: Target Referrals for BME Groups to Move On	20%
Actual Referrals for BME Groups to Move on	45%
% of Total Move on applicants (BME) Re-housed	45%

Move on	
Breakdown of Total Cases Not Re-housed	
Advice and assistance only	5
Moved away, address unknown/lost contact	3
Not ready for move on	13
No longer wants to move	4
Found own accommodation	9
Returned to previous home/family	1
Supporting info not received from referrer	4
Total	39

Physical Disabilities Outcomes

The Housing Vulnerable People Service works with key agencies such as the Independent Living Centre, Children with Disabilities Team, Adult Care Services and others, to assess the housing and support needs of people with physical and or sensory disabilities.

The key focus of the Service is to make the best use of Sandwell Homes' adapted properties as they become available to let by matching people with physical disabilities to properties with adaptations that meet their needs.

The Service plays an important preventative role by supporting the NHS Trust with the discharge of people with disabilities from hospital or residential rehabilitation units and also works to prevent people being admitted to hospital or residential care.

The Service works closely with the Housing Occupational Therapist to ensure that applicants with physical disabilities are appropriately assessed and re-housed in accordance with their needs.

Physical Disability Referrals	2008 - 2009	2009 – 2010	2010 – 2011
Total Referrals	117	76	113
Total Re-housed	64	16	26
Housed to Extra Care Sheltered Housing	5	3	1
Housed to Other Sheltered Housing	Not Recorded	2	4
Housed to Sandwell Homes Independent Tenancy	Not Recorded	Not Recorded	6
Housed to Sandwell Homes Adapted Property	52	11	12
Housed to RSL Independent or Adapted Tenancies	0	0	3
Cases Awaiting Housing at the Year End	32	7	25

KPI: Target Average Time to House 16 weeks

Actual Average Time to House 16 weeks

KPI: Target Referrals for BME Groups with Physical Disabilities 20%

Actual Referrals for BME Groups with Physical Disabilities 17%

% of Total Physical Disability applicants (BME) Re-housed 19%

Breakdown of Total Cases Not Re-housed

Advice and assistance only	28
No longer wants to move	4
Housed to private rented accommodation	1
Found own accommodation	10
Returned to previous home/family	6
Signposted to neighbourhood office for suitable housing	25
Supporting information not received from referral agent	1
Applicant too ill to proceed	1
Total	76

Case Study: Heavenly result for Heavenly and family

A six-year old girl, currently confined to a wheelchair, after a life-saving operation and her family have been able to move into a specially-adapted home thanks to the efforts of the Housing Vulnerable People Service and other teams within Sandwell Homes. Heavenly Saunders underwent an operation in August last year to remove a brain tumour, which sadly resulted in her suffering a stroke, affecting her left side, leaving her needing to use a wheelchair. Living in privately-rented accommodation, which was unsuitable for Heavenly's long term needs, Mum, Kelly registered with Sandwell Homes in October last year, and the registration team passed on details to the Housing Vulnerable People Service (formerly the Community Care Unit).



The family was then jointly assessed by Jon Hanney from the Housing Vulnerable People Service and Emma Jones Housing Occupational Therapist with an appropriate type of property being identified. In addition, Jon gave Heavenly's family support to express an interest in suitable properties for the family's needs. A four-bedroom house with adaptations including, ramped access, downstairs bedroom and wet-room was identified by the Housing Vulnerable People Service and Choice-Based Lettings in West Bromwich. This was followed by an inspection by the Emma Jones Housing Occupational Therapist and Jon Hanney from the Housing Vulnerable People Service who gave the green light to the property being suitable for the family's needs.

Partnership manager, Glenn Nightingale arranged for the property to be decorated and colleagues at Stone Cross Neighbourhood Office authorised a two-week extension to the start date of the tenancy to allow the family time to move in, decorate and arrange for appropriate support services to be arranged. Kelly, Heavenly and her brother Dillon aged 8 and sister Serenity aged 3, moved into their newly adapted home in February, just four months after initially contacting Sandwell Homes and have expressed their thanks to the Housing Vulnerable People Service and everyone at Sandwell Homes who supported them with their re-housing.

Young People (Age 16 – 25 Years) Outcomes

The Housing Vulnerable People Service continues to work closely with the Sandwell Single Referral Panel and Sandwell Housing Options to refer vulnerable young people to accommodation appropriate for their needs.

- 42% (31) of the total number of referrals was for young expectant women.
- 36% (26) of the total referrals were for young women with one or more dependent children.
- 85% (62) of the total referrals of young people were female and 15% (11) were male.

In addition to the 73 young people reported in this section, a further 79 Young People were recorded and reported under the heading 'Move on' and 72 under the heading 'Young People Leaving Care'.

Young People Referrals	2008 - 2009	2009 – 2010	2011 - 2012
Total Referrals	112	71	73
Total Re-housed	61	35	29
Housed to Supported Housing	39	34	27
Housed to Supported Housing for Mother and Baby	Not Recorded	32	24
Housed to General Needs Supported Housing	Not Recorded	2	3
Housed to Independent Tenancies	22	1	2
Cases Awaiting Housing at the Year End	8	4	13

The average time to accommodate young people tends to be shorter because this client group are mostly re-housed to supported housing, predominantly for young families.

KPI: Average Time to House Young People **16 weeks**

Actual Average Time to House Young People **7 weeks**

KPI: Target for Referrals for BME Young People **20%**

Actual Referrals for BME Young People **26%**

% of Total Young People Aged 16 – 25 years (BME) Re-housed **24%**

Breakdown of Total Cases Not Re-housed

Advice and assistance only	7
Applicant has no leave to remain	1
Applicant no longer wants to move	6
Moved away/lost contact	2
Returned to previous home/family	4
Signposted to Housing Options	8
Signposted to Neighbourhood Office	1
Signposted to Single Referral Panel	1
Not ready for move on	1
Found own accommodation	4

Total	32
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Vulnerable Families

The Housing Vulnerable People Service is dealing with a small but increasing number of requests for assistance to find suitable accommodation for families where children are at risk of being taken into local authority care or remaining in care because of the lack of suitable accommodation.

Requests for assistance with vulnerable families are predominantly being made by Sandwell Social Services; however, a small number of referrals are made by neighbouring local authorities where the family member seeking to take responsibility for the children wants to remain living in Sandwell. In addition to this, the Vulnerable Families Housing Panel, a service offered by Sandwell Homes in conjunction with Children services, gives an opportunity to Social Workers working with families in Sandwell to seek housing advice where there are children at risk or in need and where there are concerns about the families housing situation.

Vulnerable Families	2008 - 2009	2009 – 2010	2011 - 2012
Total Referrals	Not Recorded	Not Recorded	11
Total Re-housed	Not Recorded	Not Recorded	5
Housed to Supported Housing for Mother and Baby	Not Recorded	Not Recorded	2
Housed to Independent Tenancies	Not Recorded	Not Recorded	3
Cases Closed Advice and Signposting	Not Recorded	Not Recorded	4
Cases Awaiting Housing at the Year End	Not Recorded	Not Recorded	2

KPI: Average Time to House Vulnerable Families	16 weeks
Actual Average Time to House Vulnerable Families	9 weeks

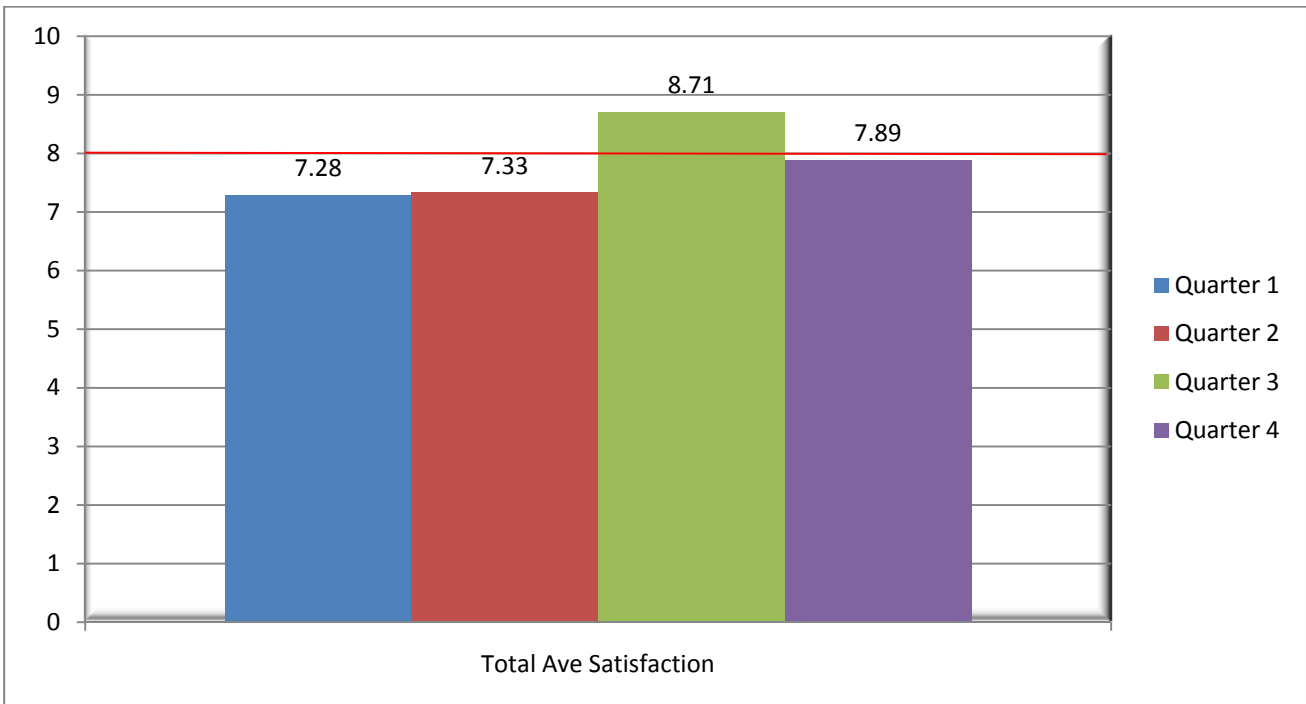
KPI: Target for Referrals for BME Vulnerable Families	20%
Actual Referrals for BME Vulnerable Families	27%
% of Total Vulnerable Families (BME) Re-housed	20%

Customer Satisfaction

The Housing Vulnerable People Service is dedicated to continuously improving the services provided to vulnerable people in housing need and customer satisfaction surveys are conducted to measure performance against the expectations of the people who have used the service.

From the 1st April 2010 quarterly customer satisfaction surveys were run to measure performance against the expectations of service users.

HVPS Customer Satisfaction Average Outcomes	Quarter 1 2010/2011	Quarter 2 2011/2011	Quarter 3 2010/2011	Quarter 4 2010/2011
Total Average Score out of 10	7.28	7.33	8.71	7.89



The target for overall satisfaction amongst customers of the Housing Vulnerable People Service for 2011/2012 is set at 8.00. We aim to achieve this target through the development and publication of Service Standards which will provide clear and concise information about the Housing Vulnerable People Service and our 'offer' to our customers.