



COMMUNITY CARE DIVISION

HOUSING VULNERABLE PEOPLE SERVICE

ANNUAL REPORT 2009 – 2010

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Housing Vulnerable People Service

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Introduction

A restructure of the services provided by Sandwell Homes Community Care Division in 2010 sets out the functions of the Division under three clear headings; Community Alarms and Warden Services, Tenancy Support Service and the newly titled Housing Vulnerable People Service. The Housing Vulnerable People Service is the new title for the services previously provided by the Community Care Unit and now includes the management of the Sandwell Move on Process.

During 2009/2010 the Housing Vulnerable People Service continued to provide services that enhanced the housing options for some of Sandwell Homes' most vulnerable customers. Through the provision of specialist housing advice and support, the Service has enabled vulnerable people to access and sustain independent living or supported accommodation where appropriate. The work of the Service has a beneficial crosscutting impact on many other services provided by Sandwell Homes and our partners in the statutory and third sector.

Evidence of this can be seen in the service provided to people with a planned discharge from either psychiatric or general hospital, where they are unable to return to their previous accommodation and are occupying a valuable hospital bed space. Community Care Housing Officers assess and prioritise people who are ready for discharge from hospital and support them to identify and access suitable accommodation. Timely action on hospital discharge has a positive impact by reducing instances of bed blocking in hospital and also reducing the number of people presenting as homeless to the Housing Options Service at the point of discharge from hospital.

The work of the Housing Vulnerable People Service has a positive impact on the Local Authorities performance on outcomes relating to the numbers of vulnerable people achieving and sustaining independent living, (National Indicators 141 and 142), adults with learning disabilities living in settled accommodation (NI 145 and PSA 16), and care leavers living in suitable accommodation (NI147). The Service also contributes to the Local Authorities P1E returns on the prevention of homelessness.

Service Improvements 2009 - 2010

- The introduction of the Move-on Protocol for people moving on from supported housing in Sandwell.
- The appointment of Emma Jones, Occupational Therapist who has joined Sandwell Homes to provide a specialist occupational therapy services for our customers.
- The transfer of our information management process from excel to SHAPE, Sandwell Homes new information management system, resulting in more detailed and accurate performance information across a wide variety headings including ethnicity, communication and disability.

This annual report contains quantitative information on the Services' overall performance and our performance relating to key vulnerable groups including young people, care leavers, mental ill health, physical disabilities, learning disabilities and move on. In addition to the above, this report covers the Services' most recent customer satisfaction survey results and targets for the coming year.

Housing Vulnerable People Service Overview

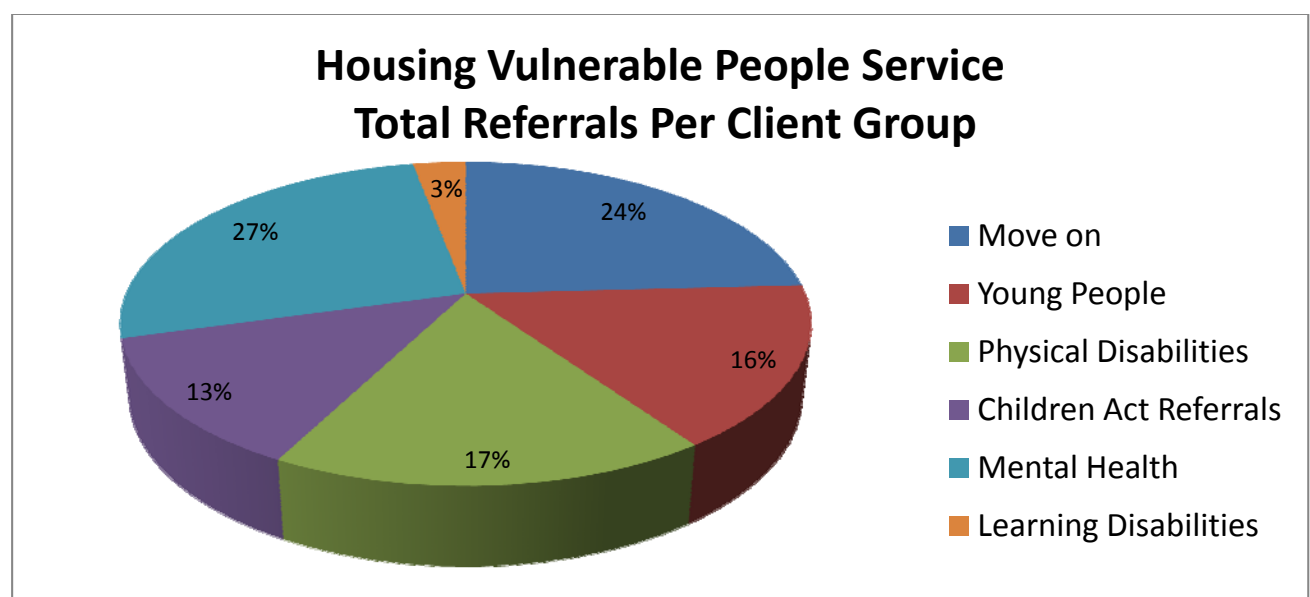
The Service provides essential links between Sandwell Homes and our statutory and non statutory partners and manages Sandwell Homes' obligations under Community Care Act legislation as well as joint protocols and long established working practices with Sandwell Council, Sandwell Mental Health Trust and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

The Service received 439 requests for assistance with finding appropriate accommodation across all client groups in the year 1st April 2009 to 31st March 2010. Of these requests;

- 416 of these requests progressed into actual cases managed by the Service.
- 23 requests were closed after advice and signposting.

The 416 'Total New Cases' represents a 32% increase on the 316 'Total New Cases' taken on during the previous year.

Housing Vulnerable People Service Total Referrals Per Client Group	
Move on	106
Young People	71
Physical Disabilities	76
Children Act Referrals	57
Mental Health	116
Learning Disabilities	13
Total Number Referred	439

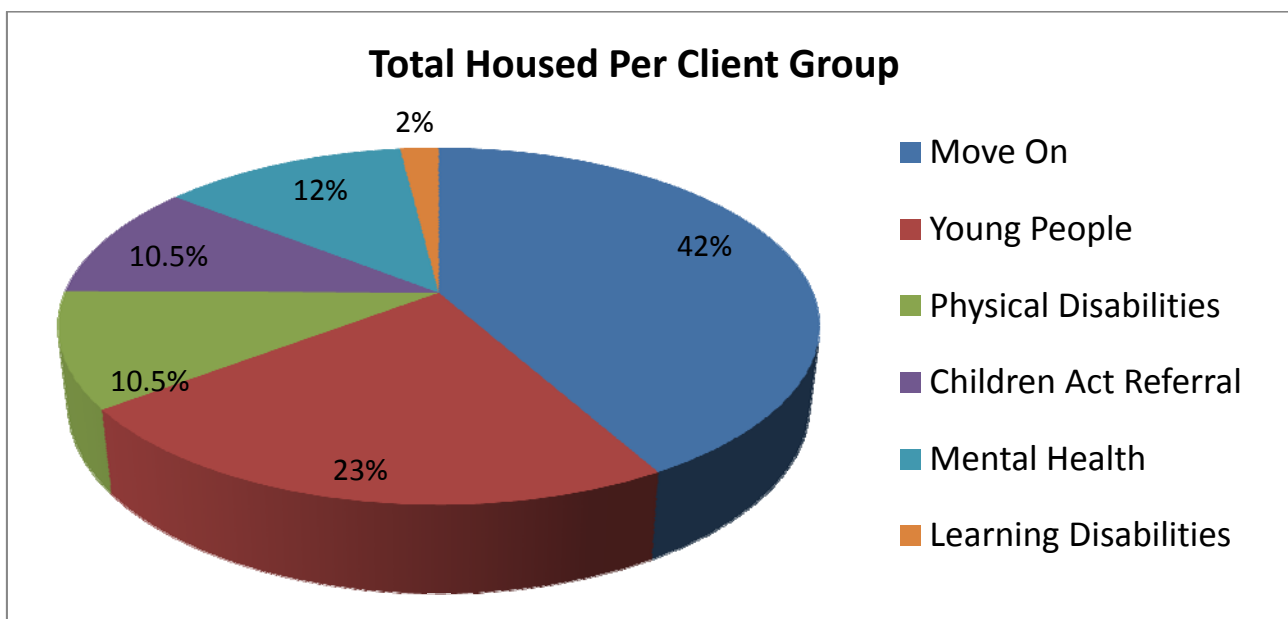


Housing Vulnerable People Service Total Housed by Client Group

The primary function of the Service is to enable vulnerable people to access appropriate housing and support. The Service housed 153 people between 1st April 2009 and 31st March 2010.

This Services success in re-housing 153 vulnerable people assists the Local Authority to achieve its performance target National Indicator NI141 (the number of vulnerable people achieving independent living).

Housing Vulnerable People Service Total Housed Per Client Group	
Move on	64
Young People	35
Physical Disability	16
Children Act Referral	16
Mental Health	19
Learning Disability	3
Total Number Housed	153



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

The Services target is to house applicants within 6 months (26 weeks).

The actual average time to house across all client groups was 3 months (12 weeks).

KPI: Total Average Time to House	26 Weeks
Actual Total Average Time to House	12 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.

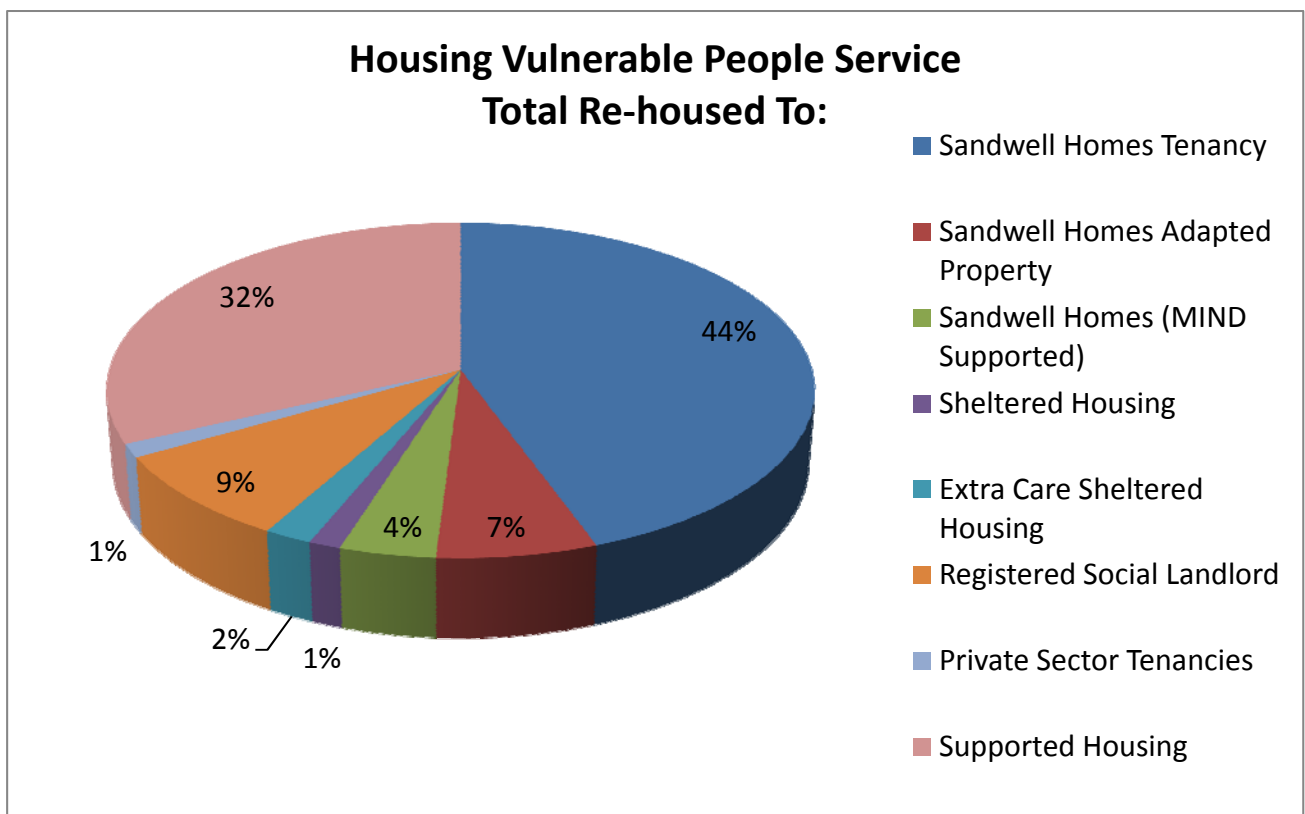
The Service also works with Registered Social Landlords and third sector supported housing providers to access accommodation across other tenure types.

Housing Vulnerable People Service

Total Re-housed To:

Sandwell Homes Tenancy	68
Sandwell Homes Adapted Property	10
Sandwell Homes (MIND Supported)	6
Sheltered Housing	2
Extra Care Sheltered Housing	3
Registered Social Landlord	13
Private Sector Tenancies	2
Supported Housing	49

Total 153



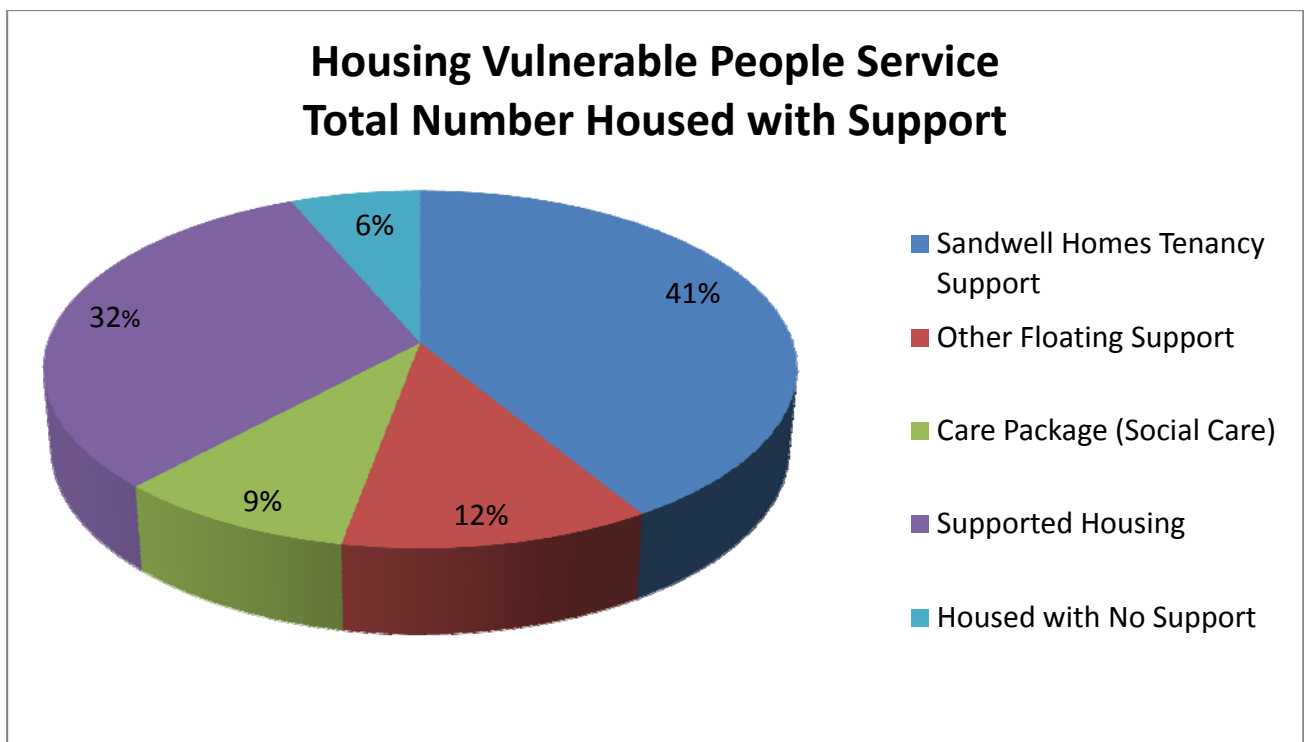
Housing Vulnerable People Service Total Number Housed with Support

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 Sandwell Homes Tenancy 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	
Sandwell Homes Tenancy Support	64
Other Floating Support	18
Care Package (Social Care)	12
Supported Housing	49
Housed with No Support	10
Total	153



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

The Service has implemented 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.

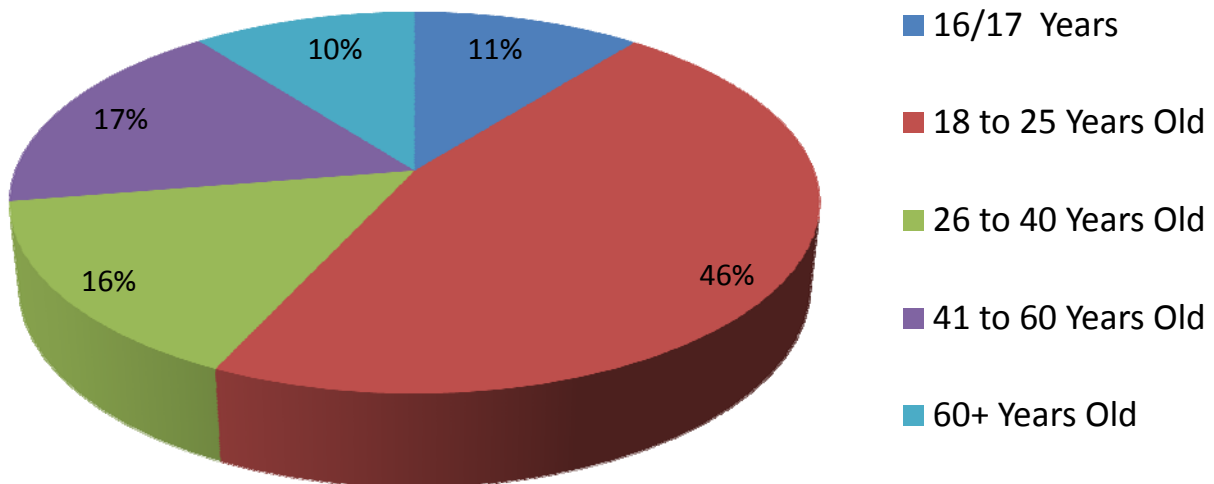
We have used the SHAPE reporting CUBE and Getting to Know You information to measure the age of our customers. 'Getting to Know You' is the name for the process used by Sandwell Homes to gather and process information provided by our customers about themselves. The information is used by Sandwell Homes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

Housing Vulnerable People Service Total Number of Referrals by Age Groups

16/ 17 Years	47
18 to 25 Years Old	202
26 to 40 Years Old	68
41 to 60 Years Old	75
60+ Years Old	46

Total Number Referrals by Age Groups 439

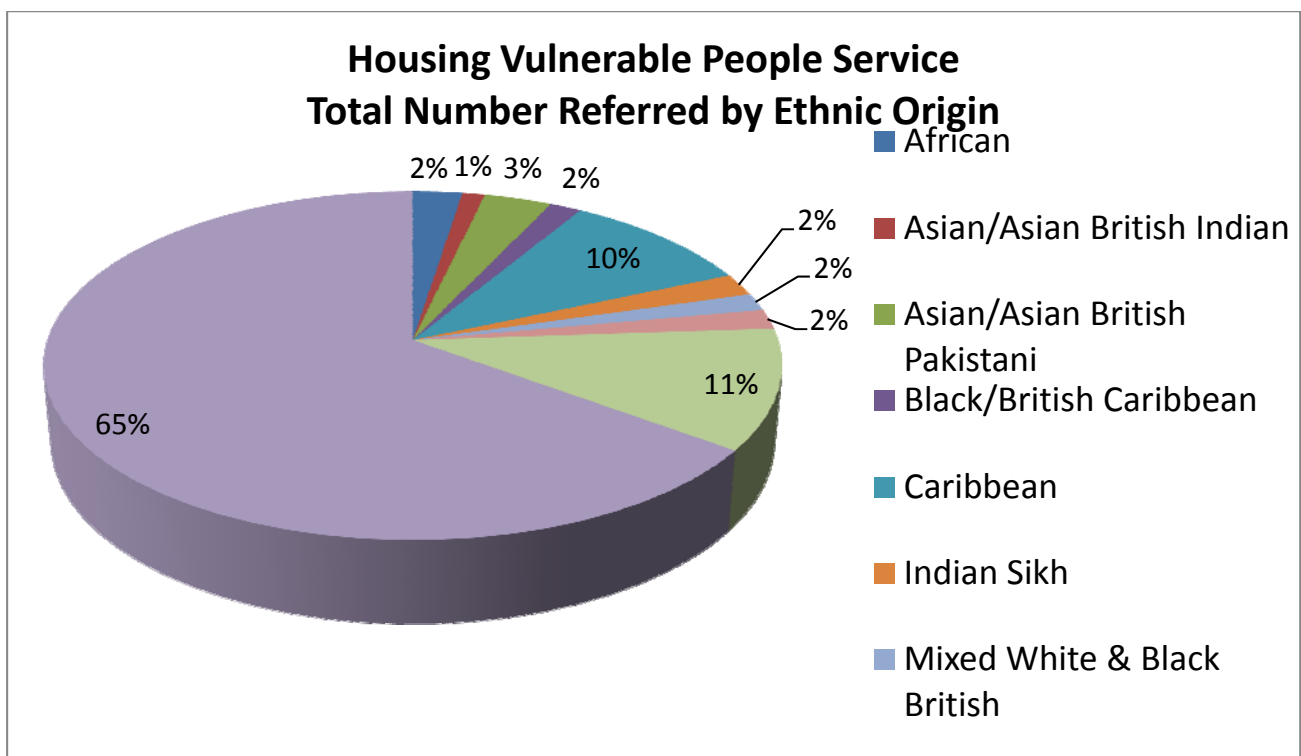
Housing Vulnerable People Service Total Referred by Age Groups



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	
African	11
Asian/Asian British Indian	5
Asian/Asian British Pakistani	15
Black/Black British Caribbean	7
Caribbean	43
Indian Sikh	9
Mixed White & Black British	7
Mixed White & Caribbean	8
Other	49
White British	285
Total Number Referred by Ethnic Origin	439



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 24%.

KPI: Referrals from Black and Minority Ethnic Groups	20%
Actual Total Referrals from BME Groups	24%

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/consultation).

The total number of referrals for young people leaving care received by the Service has increased by 9% from 52 in 2008/2009 to 57 2009/2010.

The total number of young people leaving care re-housed by the Service decreased by 48% from 31 in 2008/2009 to 16 in 2009/2010.

31% (5) of young people leaving care re-housed by the unit were housed to supported accommodation and 69% (11) were housed to independent tenancies.

73% (8) of young people re-housed into independent accommodation were housed with tenancy related floating support. 64% (7) were housed with support from the Sandwell Homes Tenancy Support Service.

Children Act Referrals	2007 - 2008	2008 - 2009	2009 - 2010
Total Referrals	62	52	57
Total Re-housed	46	31	16
Housed to Supported Housing	16	10	5
Housed to Sandwell Homes Independent Tenancies	21	14	10
Housed to Independent Tenancies (Other)	Not Recorded	7	1
Housed with Sandwell Homes Tenancy Support	6	12	7
Cases Awaiting Housing at the Year End	Not Recorded	4	9

KPI: Target Time to House Young People Leaving Care **26 weeks**

Actual Average Time to House Young People Leaving Care **12 weeks**

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

Actual Referrals from BME Young People Leaving Care **16%**

47% (27) of the total number of young people referred had their cases closed without being re-housed during the year 2009/2010. The reasons for this are explained in the table 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	4
Advice and assistance only	7
No leave to remain	1
Address not known/lost contact	4
Applicant no longer wants to move	1
Not ready to move on from supported accommodation	1
Found own accommodation	2
Referred to Housing Options	2
Signposted to Single Referral Panel	1
Supporting information not received from referral agency	4

Total 27

Learning Disability Outcomes

The Housing Vulnerable People Service works closely 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 2009/2010 the Service received 13 referrals, compared with 15 referrals received for 2008/2009.

3 people were re-housed during the period, 1 was housed to supported housing and 2 were housed to Sandwell Homes independent tenancies with live-in carers.

Learning Disability Referrals	2007 - 2008	2008 - 2009	2009 - 2010
Total Referrals	7	15	13
Total Re-housed	3	5	3
Housed to Supported Housing	0	1	1
Housed to Sandwell Homes Independent Tenancies	0	4	1
Housed to Sandwell Homes Adapted Property	0	0	1
Housed with a Care Package from CLDT (24 hour care)	Not Recorded	Not Recorded	2
Cases Awaiting Housing at the Year End	Not Recorded	4	1

KPI: Target Time to House People with Learning Disabilities 26 Weeks

Actual Average Time to House People with Learning Disabilities 31 weeks

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

Actual Referrals for people from BME groups with LD 19%

Learning Disability Breakdown of Total Cases Not Re-housed

Signposted back to referral agency	2
Advice and assistance only	2
Signposted to neighbourhood office for suitable housing	1
Supporting information not received from referral agent	1

Total 6

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 solutions for vulnerable people in housing need suffering mental ill health.

During the period 2009/2010 the total number of mental health referrals increased by 7.5% from 108 to 116, however the total number re-housed fell by 9.5% from 21 in 2008/2009 to 19 in 2009/2010.

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

Mental Health Referrals	2007 - 2008	2008 - 2009	2009 - 2010
Total Referrals	97	108	116
Total Re-housed	25	21	19
Housed to Supported Housing	4	4	9
Housed to Sandwell Homes Independent Tenancies	15	9	5
Housed to Sandwell Homes Tenancies with MIND Support	6	3	5
Housed with Sandwell Homes Tenancy Support	6	12	7
Cases Awaiting Housing at the Year End	0	9	13

Mental Health

Breakdown of Total Cases Not Re-housed

Advice and assistance only	34
No longer wants to move	3
Not Ready for Move on	3
Found own accommodation	4
Returned to previous home/family	5
Signposted to Housing Options Team	14
Signposted to Neighbourhood Office	6
Signposted to supported housing project	1
Supporting information not received from referral agent	6
Applicant too ill to proceed	5

Total	81
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KPI: Target Time to House People with Mental Health	26 weeks
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Actual Average Time to House People with Mental Health	10 weeks
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KPI: Target Referrals for People from BME Groups with MH	20%
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Actual Referrals from BME Groups with MH	19%
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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 Success of the Move on Process in enabling vulnerable people to move on from supported housing when they have completed their programmes of support has had a number of key benefits including;

- Significantly increasing the number of people accessing independent accommodation across all sectors, including Local Authority, Registered Social Landlord (RSL) and the private rented sector.
- Improving access to settled accommodation for vulnerable people living all categories of supported housing in Sandwell, including Learning Disability, Mental Health, Young People and Young Families.
- Reducing the number of people remaining in supported housing when they no longer need the support on offer, thus freeing up the valuable bed spaces for other people who need them.

The Move on process has now been established as part of the core business of the Housing Vulnerable People Service and has had a considerable impact on the overall number of referrals received and re-housed. Move on referrals accounted for 24% of the total referrals made and 42% of the total housed by the Service.

It must be acknowledged that some of the referrals housed under the move on process would have been counted under other categories in previous years.

Move on Referrals	2007 - 2008	2008 - 2009	2009 – 2010
Total Referrals	Not Recorded	Not Recorded	106
Total Re-housed	40	29	64
Housed to Sandwell Homes Independent Tenancies	Not Recorded	Not Recorded	50
Housed to RSL Independent Tenancies	Not Recorded	Not Recorded	11
Housed to Private Sector Tenancies	Not Recorded	Not Recorded	2
Housed with Sandwell Homes Tenancy Support	Not Recorded	Not Recorded	42
Housed with other floating support	Not Recorded	Not Recorded	8
Cases Awaiting Housing at the Year End	Not Recorded	Not Recorded	20

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.

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 so that we support them 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 Time to Move on from Supported Housing	12 weeks
Actual Average Time to Move on	14 weeks

KPI: Target Referrals for BME Groups to Move On	20%
Actual Referrals for BME Groups to Move on	45%

Move on Breakdown of Total Cases Not Re-housed	
Advice and assistance only	2
Moved away, address unknown/lost contact	2
Not ready for move on	11
Found own accommodation	6
Returned to previous home/family	1
Supporting info not received from referrer	8
Total	30

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 also works with vulnerable people who require adaptations to their existing properties so that they can remain in their own homes.

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 Housing Vulnerable People Service has appointed an Occupational Therapist to improve access to assessments for adaptations and adapted properties for with physical disabilities.

Physical Disability Referrals	2007 - 2008	2008 - 2009	2009 – 2010
Total Referrals	66	117	76
Total Re-housed	37	64	16
Housed to Extra Care Sheltered Housing	3	5	3
Housed to Other Sheltered Housing	Not Recorded	Not Recorded	2
Housed to Sandwell Homes Adapted Property	37	52	11
Cases Awaiting Housing at the Year End	10	32	7

KPI: Target Average Time to House 26 weeks

Actual Average Time to House 12 weeks

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

Actual Referrals for BME Groups with Physical Disabilities 9%

Breakdown of Total Cases Not Re-housed

Signposted back to referral agency	1
Advice and assistance only	15
Housed to private rented accommodation	1
Found own accommodation	3
Returned to previous home/family	2
Signposted to Property Shop for suitable housing	2
Signposted to neighbourhood office for suitable housing	15
Signposted to Occupational Therapist	4
Supporting information not received from referral agent	3
Applicant too ill to proceed	3

Total	49
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Young People (Age 16 – 25 Years) Outcomes

The Housing Vulnerable People Service continues to work closely with Sandwell Single Referral Panel and Sandwell Housing Options by processing referrals through to Sandwell's supported housing schemes for accommodation for Young Families.

- 59% (42) of the total number of referrals was for young expectant women.
- 34% (24) of the total referrals were for young women with one or more dependent children.
- 96% (68) of the total referrals of young people were female and 4% (3) were male.

In addition to the 71 young people reported in this section, a further 52 Young People were recorded and reported under the heading 'Move on' and 57 under the heading 'Young People Leaving Care'.

Young People Referrals	2007 - 2008	2008 - 2009	2009 – 2010
Total Referrals	88	112	71
Total Re-housed	52	61	35
Housed to Supported Housing	29	39	34
Housed to Supported Housing for Mother and Baby	Not Recorded	Not Recorded	32
Housed to General Needs Supported Housing	Not Recorded	Not Recorded	2
Housed to Independent Tenancies	23	22	1
Cases Awaiting Housing at the Year End	Not Recorded	8	4

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

Turnover for supported housing for young families is maintained by timely referrals for move on under the Move on Protocol.

KPI: Average Time to House Young People **26 weeks**

Actual Average Time to House Young People **8 weeks**

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

Actual Referrals for BME Young People **25%**

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	4
Found own accommodation	3
Returned to previous home/family	2
Signposted to Housing Options	9
Signposted to Neighbourhood Office	1
Signposted to Single Referral Panel	4
Supporting info not received from referral agent	1

Total	32
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Customer Satisfaction

The Housing Vulnerable People Service is dedicated to continuously improving the services we provide to vulnerable people in housing need and to this end we conduct customer satisfaction surveys to measure our performance against the expectations of the people who have used our service.

For this report we focussed on customers housed during the final quarter of the financial year (1st January to 31st March 2010) across all client groups and the results were as follows:

Community Care Housing Unit Customer Satisfaction Survey Questions	Total Average Score out of 10
How happy were you with the information given to you about the Community Care Housing Process?	6.86
How happy were you with the length of time taken by the community Care Unit to contact you?	6.60
How would you rate the helpfulness of the staff at the Community Care Unit?	6.93
How happy were you with your involvement with your re-housing?	8.06
How happy were you that the Community Care Housing Officer fully understood your housing needs?	7.06
How clear were you about the housing options available to you?	6.86
How happy were you with the length of time that it took to resolve your housing issue?	7.2
How happy were you with being kept updated throughout the process?	7.06
Were you satisfied that your housing need was met by the Community Care Unit?	7.6
How well are you managing in your new home?	8.66

Total overall average score	7.28
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The target for overall satisfaction amongst customers of the Housing Vulnerable People Service for 2010/2011 is set at 8.50. 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.

From the 1st April 2010 the Service has been working with Sandwell Homes Business Development to run quarterly customer satisfaction surveys to measure our performance against the expectations of our service users. The first of these surveys is being conducted with the aid of information provided by SHAPE focussing on people housed by the unit between 1st April 2010 and 30th June 2010.