HAMPSHIRE COUNTY COUNCIL

Decision Report

Decision Maker:	Executive Member for Adult Social Care and Public Health
Date of Decision:	30 July 2014
Title:	Supporting People: Changes to Budget, Services Commissioned and Commissioning Responsibilities
Reference:	5887
Report From:	Director of Adult Services

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1. Executive Summary

1.1. This report outlines the proposed changes to the Supporting People programme. These changes are being proposed as part of a reorganisation of preventative services to enable the Adult Services department to meet its legal obligations to people with the highest needs within reducing financial support from Government. Reductions in the Supporting People budget for 2014/15 were agreed by Hampshire County Council on 20 February 2014, when it set the budget for 2014/15. That same report identified the potential for further reductions in 2015/16 in the Supporting People budget. This report sets out how those reductions are proposed to be achieved.

1.2. This paper provides information about the existing and proposed future resources, service levels and governance proposals for the following client groups, who do not meet eligibility criteria and who have been supported by the Supporting People programme:

a) People considered to be socially excluded, including homeless people, people with mental health problems and ex-offenders

b) Older people

c) People with a long-term disability, including learning disabilities, physical disabilities and sensory impairments

1.3. Prevention and Early Intervention services, such as Supporting People services, have always been integral to Adult Services' strategy. The services funded through the Supporting People budget need to form the basis of the commissioned service response for this sector. Previously however the services have not been integrated within the overall Adult Services' commissioning programme. In order to ensure maximum efficiencies it is

necessary to review them in order to take a more integrated approach to the commissioning of all Prevention and Early Intervention services with mainstream services.

1.4. Services for people who are the victims of domestic abuse are subject to a separate review and are not subject to any funding reductions. Mental Health services and the service provided for ex-service personnel are still under review and will be subject to a separate decision later in this year. These three areas therefore fall outside of the remit of this report.

1.5. This report takes into account the duties that will be placed on Hampshire Council with regards to preventing needs for care and support by the Care Act which comes into force in April 2015.

Summary of Recommendations

1.6. That permission is sought from the Executive Member for Adult Social Care and Public Health to approve the proposals outlined within this report that will reduce overall expenditure by £7.66 million, which include the ending of the contracts listed in Appendices A, F and G, and align the remaining £17.4m expenditure with the department's strategy for delivering care and support.

Socially Excluded Sector

1.7. That the Executive Member for Adult Social Care and Public Health notes that 5 contracts for provision of accommodation-based support services, to assist people who are considered to be socially excluded, listed in Appendix A, come to the end of their initial term on 31 March 2015 and it is not intended to extend them.

1.8. That the Executive Member for Adult Social Care and Public Health notes that the 42 contracts listed in Appendix B will continue to operate within the permitted extension period of these contracts to allow for further review of these services.

1.9. That permission is sought from the Executive Member for Adult Social Care and Public Health to transfer commissioning responsibility for services for young people formerly included in the supporting people programme to Children's Services (see Appendix D). This would include the transfer of the remaining contracts and the virement of £1,890,403 funding, which is net of savings of £774,235.

1.10. That permission is sought from the Executive Member for Adult Social Care and Public Health to extend the end date of the contracts for generic support services and support services for ex-offenders (see Appendix E) by 1 year to 31 March 2016 in order to allow for the commissioning of alternative services.

Older People's Sector

1.11. That the Executive Member for Adult Social Care and Public Health notes that the current older peoples' support services contracts, listed in Appendix F will expire on their contract end date in March 2015 and permission to renew or retender them will not be sought.

1.12. That the Executive Member for Adult Social Care and Public Health notes the termination of the contracts for the community alarm services, listed in Appendix G, with effect from 30 September 2014.

1.13. That permission is sought from the Executive Member for Adult Social Care and Public Health to tender for alternative short-term intensive support service for older people and to award the contracts based on the outcome of the tender exercise. The maximum value of these contracts will be £4.5m million over six years. Contracts will be awarded for an initial three years with the option to extend by up to three further years.

1.14. That the Executive Member for Adult Social Care and Public Health approves in principle the decision to ensure provision of a community-based support service for older people through a grants-based programme which will be subject to a future Executive Member decision.

Disabilities Sector

1.15. That the Executive Member for Adult Social Care and Public Health notes that the current contracts for people with disabilities, listed in Appendix H will end by their scheduled end date of 31 March 2015. Alternative services will be provided under the Learning Disability Procurement Framework that is currently being tendered and that was previously approved by the Executive Member on 24 January 2014. A small number of individual services have been removed from this list as they provide support to individual service users.

2. Contextual Information

2.1. The Supporting People programme provided accommodation-based and community support services under one administrative system. The programme met the support needs of older people, people with disabilities and others who needed support but were not eligible for statutory services.

2.2. In 2003 the original ring-fence on the budget was removed in Hampshire due to its “excellent” status and the ring-fence was removed nationally in 2009. Local authorities had no statutory responsibility to fund these services however Hampshire County Council continued to do so for the purposes of the well-being of the local community. The services were reviewed on a three-year rolling programme to ensure that they were making the most efficient use of resources. The final decision with regard to the outcomes of the reviews rested with the County Council, following consultation with service users, district councils and providers.

2.3. The housing support services commissioned by the Supporting People programme were divided into three categories:

a. Services for people considered to be socially excluded; these included support for homeless people, services for younger people in crisis, for ex-offenders, for veterans, for people who have been victims of domestic abuse and for people with mental health problems.

b. Services for older people; these included support within sheltered accommodation, community support and alarm services.

c. Services for people with disabilities; these included services for people with learning disabilities, physical disabilities, sensory impairments and people with mental health problems.

2.4. There is a clear overlap between the services provided for people with disabilities and older people under the Supporting People programme and the mainstream services provided for the same client groups by the Adult Services' department. The socially excluded sector had more direct relevance to the district councils, the County Council's Children's Services department and the Probation Service, as it included services for non-statutory homelessness, young people and ex-offenders.

3. Current Situation

3.1. Overall the County Council has a £102 million savings target to achieve by 2015. To contribute to this, Adult Services will have to find £43 million of savings in 2015/16. The proposed re-commissioning of the former Supporting People services within the budget agreed by the Council, as set out in this report is designed to help the department achieve these savings.

3.2. Hampshire County Council remains committed to prevention and early intervention and recognises the importance of this in meeting the key elements of the Care Act. In the past, the Council has worked closely with district councils, the Probation Service, service providers and service users to deliver preventative services, and will continue to do so in the future. Traditionally the Council has invested proportionally more than other local authorities in the type of low-level preventative services previously funded by the Supporting People programme. However, it can no longer sustain this high level of investment.

3.3. Additionally, the Council's Adult Services Department has a statutory responsibility to meet the needs of people who meet social care eligibility criteria, as re-confirmed in the Care Act of 2014. It has to balance funding for this obligation with the wish to fund early intervention services.

3.4. The 2014/15 budget presented to Hampshire County Council on the 20 February 2014 set out savings in year and highlighted the potential for more savings in the following year. The report stated that:

a. All Supporting People services were being reviewed.

b. Services commissioned through the remaining budget would increasingly be for people who meet the eligibility criteria for social care.

c. Savings would be expected from the reviews of £4.112 million in 2014/15, with another £3.6 to £4.2 million in 2015/16, totalling £7.712 to £8.312 million over the two year period.

3.5. Hampshire County Council subsequently confirmed to the district and borough councils that more time would be taken over the review with all socially excluded contracts running until at least April 2015, with similar proposals for services for older people.

3.6. All services commissioned as part of the Supporting People programme have since been reviewed. Services for older people and people with a disability had already been recently reviewed, therefore the reviews involved refreshing the data used and checking the outcomes against this. The outcomes of these reviews are detailed in sections (14-27) of this report.

4. Overall Financial Implications

4.1. The Supporting People budget for 2013/14, was £25 million. The following table presents the projected savings considered achievable at this point:

Budget	Disabilities	Older people	Socially excluded	Total
Original 2014 / 2015	£7.188m	£5.658m	£12.177m	£25.023 m
Full Year Savings	£1.600m	£3.308m	£2.755m	£7.663m
[1]Remaining Net Budget	**£5.588 m**	**£2.350 m**	**£9.422 m**	**£17.360 m**

4.2. The savings are spread over 3 years; the table below shows the cumulative effect of these savings until 2016/17:

	2014/15	2015/16	2016/17
	Cumulative savings target (£)	Cumulative savings target (£)	Cumulative savings target (£)
Older People	408,200	3,308,300	3,308,300
Disabilities	868,000	1,600,000	1,600,000
Socially Excluded	236,400	1,481,900	2,755,500
Total	**1,512,600**	**6,390,200**	**7,663,800**

5. Impact Assessments

5.1. Full Impact Assessments have been developed in partnership with other agencies, including the district councils, the Probation Service and Public Health. Copies are attached as appendices (I, K and M) to this report and further details can be found in sections 11, 18 and 25 of this report. Within the changes proposed, the impact of changes and the availability of alternative sources of support is different for each of the client groups. Overall, after the proposed changes have taken place, the Adult Services department will still

[1] Includes budget for Domestic Abuse services, budgets transferring to Children's Services and budgets transferring to mental health services

be investing over £16 million from this budget, which is part of a wider programme of investment, totalling in excess of £19 million in preventative services across Adult Services and Public Health. Hampshire therefore still has considerable investment in preventative services of this type.

6. Equality Impact Assessments

6.1. Three separate Equalities Impact Assessments have been carried out: one for proposals for changes to services for people considered to be socially excluded, one for services for older people and one for people with disabilities.

6.2. Details of the findings of the individual Equalities Impact Assessments can be found in sections 12, 19 and 26 of this report with the full assessments at appendices J, L and N.

Services for People Considered to be Socially Excluded

7. Current Service Offering

7.1. Services within the Socially Excluded sector provide short-term housing-related support to people with a wide range of support needs, and can include specialist services for single homeless people, young people in crisis, people with mental health support needs, offenders, ex service personnel, homeless teenage parents and families (including family intervention projects).

7.2. Existing services were intended to provide a progressive support pathway for single homeless people, young people and people with mental health needs through the provision of a range of services to support people at different stages of their journey towards independence. This staged model includes 24 hour housing-related support (stage 1), support for move-on accommodation (stage 2), low level (stage 3) accommodation and community support as a final stage towards independence.

7.3. Services for the socially excluded client group have developed in an ad hoc way across the county. Many services were not originally directly commissioned by Hampshire County Council but were inherited at the beginning of the Supporting People programme in 2003. The complexity of interests in this sector has resulted in reviews achieving a less significant impact than in other areas. This review presents the opportunity to look in depth at the model of provision and ensure that optimum use is made of resources.

8. Review of Services

8.1. Proposals to achieve savings have been developed and have been discussed with a wide range of stakeholders (see section 10).

Young Persons' Accommodation Services

8.2. For these services, it is proposed that the budget (net of savings of £774,000), contracts and responsibility for commissioning and strategic partnership be transferred to the Council's Children's Services department. The rationale for this proposal is that the services commissioned through the former Supporting People programme are for a similar, and in some cases identical, group of young people as those already commissioned by Children's Services.

8.3. Contracts for some services (listed in Appendix A) will not be renewed on their end date of 31 March 2015. Assessment of these services identified reasons for not renewing contracts including low utilisation and overlap with other service provision. Contracts for services providing low levels of support within accommodation will not be renewed and people using them will be enabled to access integrated community support services if required.

Mental Health Services

8.4. A potential savings target of £500,000 has been identified against these services. A separate review of these services is being carried out, the outcome of which will be reported to the Executive Member for Adult Social Care and Public Health for approval later this year.

Crisis Intervention and Prevention Services

8.5. The review of services for crisis intervention for the homeless is complex. Engagement has taken place with district councils, service providers and service users. As part of the engagement with district councils an impact assessment was conducted (see Appendix I) which highlighted the complex impacts of any changes to these services. In response to this engagement process a decision has been taken to extend the review period to ensure that it has explored the opportunities to redesign the service model, to explore all alternative funding streams with partners to ensure we are commissioning sustainable services for socially excluded people.

8.6. Key changes to these services are planned to come into effect from April 2016. A further report to the Executive Member will be submitted in 2015 presenting the outcomes of this review and the department's recommendations.

8.7. A partnership approach to commissioning and managing the services within this sector, which support a wide range of service users, is proposed, with the County Council working closely with district councils, providers and other key stakeholders. This will enable the County Council, which has responsibility for the budget, to ensure that both present, and proposed, commissioning provide the most consistent, fair and cost-effective solution.

Services for Ex-Offenders

8.8. This part of the review needs to be cognisant of the changes to the Probation Service and the duties that the Care Act 2014 will place on Hampshire County Council to provide social care for people in prisons in Hampshire from April 2015. Discussions are ongoing with the Probation Service specifically with regard to people coming out of prison who need social care. It is proposed that the contracts for these services, which are due to expire on 31 March 2015 be extended by 1 year to 31 March 2016 to allow for the commissioning and procurement of alternative services.

Services for Veterans

8.9. Hampshire County Council funds one specialist accommodation-based service for veterans, Mike Jackson House. This has been used as a national resource and is primarily used by non-Hampshire residents. The current level on investment is therefore not sustainable. However, Hampshire County Council will work with the service to identify alternative funding and/or

business models for this service. In the meantime, no immediate reductions to the funding of this service are planned.

9. Proposals

9.1. The Socially Excluded sector presently has a budget of £12.2 million. This consists of three key sections;

- Domestic Abuse (£1.4 million): the domestic abuse element is subject to separate review and is therefore not included in these proposals. Overall, there will be an increase of Hampshire County Council funding into domestic abuse.
- Mental Health (£2 million): this will be subject to separate review (see section 9.2).
- Other contracts (£8.8 million), with current budgets being;
  - Accommodation-based (single homeless) £2,436,737
  - Young people £2,664,638
  - Community support (short term crisis intervention) £3,536,894
  - Family intervention projects £120,303

9.2. The commissioning responsibility and budget for services for young people aged 16 to 21 (or 25 for care leavers and young people with disabilities who do not meet eligibility criteria) will be transferred to Children's Services Department, subject to approval by the Executive Member for Adult Social Care and Public Health. The present budget for young people in this sector is £2,664,638. It is proposed that, of this sum £1,890,403 is transferred to Children's Services by April 2015. This represents a total saving to Adult Services of £774,235, and includes the savings from ending the contracts listed in Appendix A.

9.3. The present budget for all other services, including homelessness, ex-offenders, veterans and others is £6.1m.

9.4. The current services listed in Appendix B will continue to operate within their current contractual arrangements during the period of the review and until 31 March 2016.

9.5. The County Council has agreed with the district councils that they will adopt a partnership approach to managing these services in the future. Overall responsibility for commissioning of services and management of the budget remains with Hampshire County Council.

10. Engagement with Stakeholders and Service Users

10.1. A significant level of engagement and communication has already taken place, including engagement with service-users, provider organisations and district councils. Other organisations, including the Probation Service and the Office of the Police and Crime Commissioner have also been involved in the engagement process. Letters have been sent out to service-users outlining

the proposed changes to their services and a survey carried out to help the Council understand their requirements moving forward. Due to the nature of these services, Hampshire County Council does not have a direct relationship with individual users of these services. Therefore, contact has been via the service providers with approximately 2,800 letters being sent to providers to forward to their service users. This was followed up by a smaller number of survey questionnaires as well as details of how to access the survey online.

10.2. The outcomes from the engagement exercises have been used to identify the potential impacts of the proposals that have been used to inform the Impact Assessment (Appendix I). The results will also be used to inform the review of these services.

10.3. There have been over 175 responses to the survey from service users. The findings of the survey will also be used to inform the outcomes of the service specifications. The key results of the survey has shown the following areas of support to be most important to those responding to it:

- Making sure you are on the right benefits
- Rent and housing benefit issues
- Help finding accommodation
- Managing bills and setting up payment schemes
- Debt management (including rent and arrears)

10.4. Many of the respondents to the survey were positive about the services they received. In particular, respondents said that they value the support and advice that they receive to help them live independently. When asked “How well is the service preparing you to live independently?” a majority of respondents indicated that it was helping them to do so.

10.5. When asked “What is good about this service?” there was a strong focus on the support they receive in helping them to manage their finances, including help with completing forms, advice on benefits and debt management. The availability and the approachability of staff and the support that they give were also mentioned; some also commented on the non-judgemental nature of the support that they receive. A number of respondents referred to the services giving them a chance to sort their lives out with some mentioning help with stopping offending or support with alcohol and substance misuse issues

10.6. In terms of the improvements that people would like to see to the services, many of the responses reflected very specific issues relating to individual services for example relating to the fabric of the buildings. Many respondents indicated that they were happy with the services as they are; a number flagged up that they felt that there should be more time spent with staff or more staff available.

10.7. When given the opportunity to make any other comments about the services again many of the responses reflected very specific issues relating to individual services and service users. Many of the responses reflected satisfaction with the services. Several people expressed concern at the

possibility that these services could be cut, saying that without these services they would have been homeless or unable to cope

10.8. Further engagement is planned, particularly with service users and their current providers regarding the outcome of the decision and the ongoing reviews. It is also planned to hold a provider event for providers and other stakeholders.

11. Impact Assessment

11.1. This client group includes people, who often have multiple needs, e.g. people who have mental health support needs alongside a substance misuse problem, those with entrenched homelessness and ex offenders often with associated health needs. This group of people has been seen as the group least likely to be able to access other services, even when they at acute risk. Results of a recent national audit concluded:

- Mental Health
  7 out of 10 homeless people have one or more mental health needs, although they may not be diagnosed.

- Substance Misuse
  Over half of clients in the audit use one or more types of illegal drug, with around a quarter engaged is some for of treatment or support. 3 out of 4 clients consume alcohol regularly, with 1 in 5 drinking harmful levels.

- Physical health – 8 out of 10 homeless people had one or more physical health needs including:

Condition	Homeless People	General Population
Musculoskeletal problems	38%	10%
Respiratory problems	32%	5%
Eye complaints	25%	1%

- Tuberculosis. Tuberculosis rates have doubled in the UK in the last 10 years. The homeless population is particularly vulnerable to the disease, and more likely to present with advanced forms of it. If the patient is diagnosed and is being treated, a homeless person is also more likely to discontinue treatment given their chaotic lifestyle.

- Primary care is the first point of contact for health services to respond to an individuals health needs. However, evidence in the national audit suggests that homeless people are more likely to access healthcare through accident and emergency services, with their stay likely to be longer. Their lifestyles may also mean that they are more likely to seek medical help when their condition has significantly deteriorated.

11.2. Significant numbers of people in homelessness services are being sanctioned as a result of not being able to meet the conditions required to receive benefits, resulting from changes to welfare provision. This could be as much as 1 in 3 for Job Seekers Allowance and 1 in 5 for Employment and Support Allowance. We also know that the main support need for those accessing community support services at the moment is debt.

11.3. Ex-offenders will continue to be able to access support services for homeless people as they currently do to meet personalised needs. Discussions with the probation service are ongoing, and will deliver a model of service that:
a. meets the (health and) social care needs of people in prison
b. meets the (health and) social care needs of people coming out of prison into the community, with a view to quickly reducing presenting need before people are transferred to main community provision.

11.4. Armed Forces Veterans will continue to be able to access support services for homeless people as they currently do, to meet personalised needs. In 2012/13 a total of 142 people with a connection to the armed forces used Supporting People services. 56 of these used specialist veterans' service, Mike Jackson House. Of this 56, 17 (30%) had a connection to Hampshire. Of the 86 other people with a connection to the armed forces, who used Supporting People services, 100% had a connection to Hampshire. An assurance has been given that funding will not be withdrawn until an alternative finance stream is established.

11.5. For Young People, a strategic review is planned to identify change. The impact of this will be considered through a separate Equalities Impact Assessment. The changes proposed in the short term, will have minimal impact on the client group. The Council's Children's Services department will take over the funding, contracts and commissioning responsibility for young single homeless aged 16 to 25 from 1 April 2015.

12. Equalities Impact Assessment

12.1. The Equalities Impact Assessment carried out around the proposals for people who are considered to be socially excluded has shown that they will impact upon the following groups of people: young people and people with mental health problems.

12.2. People currently using the services (listed in Appendix A) whose contracts will not be renewed on their end date of 31 March 2015 will be supported to access integrated community support services if they require them.

12.3. People using specialist Mental Health services, may be disabled as defined by the Equalities Act 2010, as a result of their mental illness. The impact of any potential changes to specialist mental health provision will be considered as part of a later strategic review of these services and would be subject to a separate Equalities Impact Assessment.

12.4. Young people may be disproportionately affected by proposals. Historically Supported Housing Panel data has shown a high proportion of referrals from people under the age of 25 across all socially excluded services. Information

from client record forms from 2010/11 showed that 42.1% of all clients accessing services during this period were aged 25 or less.

12.5. In order to try to mitigate the impacts on these groups the following actions are proposed:

- Services for 16 -21 year olds will now be considered as part of any Children's Services Departmental review and as such will be subject to a separate Equalities Impact Assessment
- Young people aged 22 – 25 will continue to be able to access single homeless services. Reduced resources and welfare reform mean however, that there will be increased demand for services from all age groups.

12.6. It cannot be determined whether these proposals will have a disproportionate impact on people on the grounds of race, sex, sexual orientation, gender reassignment, marital status or religion. This is due to data not being collected and not having received any complaints, comments or feedback from service users or providers about these characteristics.

13. Summary

13.1. Sixteen contracts with a value of £1.89 million would transfer to Children's Services Department. These services would be subject to a later separate review by Children's Services.

13.2. Twenty-eight contracts for mental health services with a value £2 million pounds would be incorporated into mainstream Adult Services commissioning. These services would be subject to a later separate review of mental health services.

13.3. Due to the complex nature of the remainder of services for people considered to be socially excluded, these services will be reviewed with a report containing the findings of the review and the department's recommendations in 2015.

Services for Older People

14. Current Service Offering

14.1. The current service offering within the Older Persons' sector includes housing-related and other support services for older people living in sheltered housing, alarms services, community support services as well as handyperson and gardening support services. These services are generally available to person over 55 years old.

15. Review of Services

15.1. Supporting People contracts for this sector are presently due to end by 31 March 2015, with the exception of community alarm contracts. This report also requests that the Executive Member for Adult Social care and Public Health notes the termination of support for the community alarms services which are currently due to end by the 30 September 2014. Proposals to either end services, resulting in direct savings, or commission alternative support services to replace them have been made on the basis of the strategic review of these services already conducted.

15.2. In summary, the proposed measures with regard to services for Older People are as follows:

a. Contracts for services within sheltered housing schemes are due to expire by 31 March 2015.

b. Contracts for alarm services are due to end by 30 September 2014, following notice being given by Hampshire County Council to end support for these services.

c. Contracts for community support schemes are due to expire by 31 March 2015.

d. Funding for existing long-term leaseholders would remain unchanged, but no new referrals would be made to this service.

e. Contracts for handyperson services and gardening schemes are due to expire by 31 March 2015.

15.3. In order to understand the impact of these measures, engagement with service users, providers and district councils has taken place between May and July 2014.

16. Proposals

16.1. The older persons sector presently has a budget of £5.658 million. This consists of two key sections:

- Support for Extra Care schemes (£1.1 million) is subject to a separate business case and is therefore not a part of this review.
- Other contracts (£4.6 million), with current budgets being:

- Older persons accommodation £414,400
- Alarm services £529,200
- Community support £2,934,500
- Long term Leaseholders £34,600
- Home Improvements Agency / Handypersons / Gardening £649,700

16.2. Total savings from this budget were proposed of £2.512m by 31 March 2015 with total savings of £3,505,906 being proposed for 31 March 2016, at the latest. This target is being reviewed in light of the decision to slow down the savings plan for 2014/15 in relation to Older Peoples sheltered housing and community support thereby giving the County Council, District Councils and providers more time to rationalise and review these services in the coming months. Some savings will still be required in 2014/15 but these should come from areas that have the greatest agreement. The proposal is that the Community Alarms service should end on 30 September 2014, with people that meet social care eligibility criteria being referred to the Telecare service, which uses technology to allow people to remain living independently in their own homes. Those who do not meet the criteria would be offered a self-funded option. The full-year effect of these savings would be £529,200 with the part-year effect for 2014/15 being £264,600.

16.3. Subject to agreement by the Executive Member for Adult Social Care and Public Health, the proposed model of service for older people will consist of two key elements, detailed below.

16.4. A community-based, grant-funded, support scheme would be further developed based on current pilot schemes. Currently Hampshire County Council helps to fund a scheme in Winchester called Live at Home, which is operated by Methodist Homes for the Aged. This offers support and friendship to older people living in their own homes; helping to maintain independent living, improve well-being and reduce isolation. This support includes such services as drop in surgery sessions, advice, sign-posting, and taking people to visit their GP or to go to hospital. It is proposed that Hampshire County Council commissions further schemes, based on geographical lots to cover the rest of the county.

16.5. An intensive support service to meet the short-term needs of older people who do not meet eligibility criteria, would be tendered, subject to approval by the Executive Member for Adult Social Care and Public Health. This would work in conjunction with Hampshire County Council's Community Independence Teams (CIT). The service would provide support to people where CIT have identified a need but where environmental circumstances would make this unattractive to a volunteer or there is not a suitable voluntary service to meet this need. It is estimated that this service will work with an client for a maximum of 6 – 12 weeks then will have strong links with existing community resource such as the Older Persons' Advice Line (OPAL) or village agent. The maximum value of this would be £4.5 million over 6 years.

17. Engagement with Stakeholders and Service Users

17.1. A significant level of engagement and information exchange has already taken place, including engagement with service-users, provider organisations and district councils. Letters have been sent out to service-users outlining the proposed changes to their services and a survey carried out to help the Council understand their requirements moving forward. Because of the nature of these services, Hampshire County Council does not have a direct relationship with individual users of these services. Therefore, contact has been via the service providers with approximately 14,000 standard letters being sent to providers to forward to their service users. This was followed up by a smaller number of survey questionnaires as well as details of how to access the survey online. Providers were also given electronic copies of the survey that they could print off should further copies be required.

17.2. The outcomes from these engagement exercises have been used to identify the potential impacts of the proposals and have been used to inform the Impact Assessment (Appendix K). The results will also be used to inform the outcomes for developing the detailed service specifications for the services proposed in this report.

17.3. There have been over 1,400 responses to the survey from service users. The findings of the survey will be used to inform the outcomes of the service specifications. The key results of the survey has shown the following to be most important to those responding to it:

- Feeling safe at home
- Knowing about the benefits I am entitled to
- Information about Health and Wellbeing

17.4. The vast majority of respondents were positive about the services that they receive. Some of the answers received were very specific in terms of how they related to an individual service; however there were some strong common trends. When asked what was good about the support that they received they particularly focussed on having a warden, scheme manager or support worker on site, and also having an alarm service. These they said were key in helping them to maintain their independence and in giving the residents the feeling of security knowing that someone is close at hand. In terms of the wardens or scheme managers, these were particularly valued in terms of helping people deal with paperwork, sorting out benefits as well as sorting out more general problems. A number of respondents also praised the social activities that were facilitated by the wardens such as coffee mornings and fish and chip suppers. The same themes were reflected in the responses to the question “What impact has this service had on you personally?”

17.5. When asked about what improvements they would like to see to the service, many of the responses again reflected very specific issues relating to individual services. However many people stated that they were happy with the service as it is. They wanted to see the service continue, or indeed to be enhanced with extra visits from wardens and scheme managers.

17.6. When given the opportunity to make any other comments about the services and the proposals many respondents said that they did not want the services they receive to change or to be removed. A number described them as a lifeline, whilst many expressed anxiety as to how they would cope living independently without these services.

17.7. Further engagement is planned, particularly with service users and their current providers. This will include communications about changes to services, should the recommendations in this report be approved by the Executive Member for Adult Social Care and Public Health, as well details of alternative services that people may wish to access

18. Impact Assessment

18.1. Adult Services spends in excess of £40m per annum on supporting older people to remain in their own home in addition to the housing support investment. Contracts for the current housing support service will end on 31 March 2015. £1m per annum will be used to commission new countywide services to take referrals from the Community Independence Team and respond to people who meet eligibility criteria or are on the cusp of it. This will also enhance use of the voluntary sector.

18.2. There is a substantial network of community-based resources to provide low level community services to Older People across Hampshire. There is a cohort of people who have a level of needs that are below eligibility criteria. Plans are being put in place to mitigate this impact by allowing continuing referral to the service for those just below eligibility criteria by the Community Independence Team.

19. Equalities Impact Assessment

19.1. The Equalities Impact Assessment carried out around the proposals for Older Peoples' services has shown that they will impact on 3 main groups: older people, people with a disability and women.

19.2. All Older People's services are targeted at people aged 55 years and over and therefore these proposals will have a disproportionate impact on this group.

19.3. A number of older people have a disability and these proposals would have a disproportionate impact on this group.

19.4. Demographic data has shown that within the population over the age of 65 years there are 79 men per 100 women and that older women are more likely to live alone than men (Office for National Statistics mid 2010 UK population estimate). These proposals would also therefore have a disproportionate impact on women

19.5. In order to try to mitigate the impacts on these groups the following actions are proposed:

- Letters have been sent to the service users (approx. 14,000) via the providers to ensure that all those currently receiving some service

funded by Supporting People can request a care needs assessment to determine eligibility for care services.

- Providers are being asked to signpost older people to alternative sources of service via Older People's Advice Line (OPAL) and / or care needs assessment if is thought they may have an eligible need.
- Providers would be asked to support current service users to access alternative funding such as Attendance Allowance to fund alternative services.
- People with low level support needs and disabilities would be signposted to alternative services/networks in community.
- People with low level housing related support needs would be offered community support services to intervene at times of crisis.
- Older People would be offered Care Needs assessment if it is thought they may have a need that meets social care eligibility criteria
- Providers would be asked to identify where people have care packages and inform their care managers of changes to their former Supporting People services.
- Telecare service may replace some of the community alarm services that will be decommissioned for people who people meet the eligibility criteria. Other people will be encouraged to seek alternative services, which will include self-funding their own alarm service.

19.6. Every effort will be made to ensure providers would support people in the ways detailed above, through the development of detailed exit plans. Early indications from providers who have been contacted by the Council has suggested that they are planning for this, however there is a risk that some providers may not be able or willing to do so.

19.7. There will be no impact on the level of service received by people living in Extra Care housing schemes.

19.8. It cannot be determined whether these proposals will have a disproportionate impact on people on the grounds of race, sexual orientation, gender reassignment, marital status or religion. This is due to data not being collected and not having received any complaints comments or feedback from service users or providers about these characteristics.

19.9. It is proposed that monitoring data around these characteristics would be requested quarterly as part of a robust performance monitoring process for all proposed new services, as well as the remaining existing services, from April 2015. Remedial action would be taken if any differential impact is identified

19.10. In delivering the proposed new services, providers would have to comply with the Equality Act 2010.

20. Summary

20.1. Following the review of services within the older people's sector, it is proposed to cease individual contracts to the value of £4.308 million.

20.2. It is proposed that the Council commissions alternative services, for older people to the value of £1 million.

20.3. The proposals contained within the review of services in this sector would generate overall full year savings of £3.308 million.

Services for People with a Disability

21. Current Service Offering

21.1. Currently the services within this sector consist of a mixture of community support services and accommodation-based services. The contracts within the disability sector provide a service to over 1330 people across Hampshire. Over the next 10 months all individuals using these services will be offered an assessment of their needs.

22. Review of Services

22.1. The routine Supporting People review of the disabilities sector took place in 2012/13. This review has been revisited and the recommendations have been extended. Additionally, the contracts have been reviewed in detail and savings identified with effect from 1st April 2014. Existing service providers have been offered contract extensions to end 31 March 2015, on changed terms and conditions. This exercise has realised a direct saving of £868,130 by removing under-utilised capacity and capping support hours at 7 hours per week in line with the review recommendations.

22.2. Everyone will receive an individual assessment; this will inform the commissioning of services for these individuals or highlight the support that they may require. Once this has been carried out then potential savings for 2015/16 can be calculated. It is believed that there is currently some level of duplication around delivery of care and support services to people within this sector. Alternative services will be offered to these people subject to their assessed care and support needs. For people who meet the eligibility criteria for care, their care will be procured via the Care at Home framework or the Learning Disability framework. It is envisaged that this will result in a minimum saving through redirection of resources of £700,000. A personalised approach will be taken for people who currently access services or support who are older or may have different needs.

22.3. Future services for people with a learning disability, using the transferred budget, will be commissioned by the learning disability commissioning team through the learning disability framework. This will include £500,000 of services aimed at managing demand that will be developed in partnership with the Prevention and Early Intervention team.

22.4. The majority of people using these services are younger adults with a learning disability. Other people using these services are older people, people with a physical disability, sensory impairment, mental health problem or Autism / Asperger's. When the reviews are complete and commissioning responsibility determined, funding will transfer to the relevant team.

23. Proposals

23.1. The Disabilities sector presently has a budget of £7,187,623. Savings have already been achieved (through contract renegotiation) of £868,130 with

effect from 1 April 2014. Savings have been identified through the reduction of under-used contracts and the reduction in level of maximum hours support from fifteen to seven. Further savings will be made by managing demand, further reducing hours of support in line with individual assessments and sign posting people to alternative support. It is proposed that the total minimum savings of £1.6m be realised for this sector by 31 March 2015. It is proposed that the remaining net budget is transferred to the learning disability mainstream commissioning arrangements from April 2015.

24. Engagement with Stakeholders and Service Users

24.1. A high level of engagement and information exchange has already taken place, including engagement with service-users, provider organisations and district councils.

24.2. Further engagement is planned, to consider the impact of the decision to move towards eligibility criteria for services for people with a disability. Assessments of each individual will take place between now and March 2015. Part of this assessment will be to gather views of current service users for future services and to understand the impact on them as individuals. The outcomes of the process will inform the future commissioning arrangements for services for these individuals.

25. Impact Assessment

People with a Learning Disability

25.1. After these proposed savings, Hampshire County Council would continue to spend £6m per annum of the service currently commissioned through the Supporting People programme. From April 2014, these services will be commissioned alongside mainstream Learning Disability Services from the care and support framework currently being procured. The process of moving towards Adult Services eligibility criteria will be implemented over the next 12 months.

25.2. Voluntary and community sector networks are less well established for people with low level Learning Disability, Autism or Asperger's. This work stream will continue to be developed through the Learning Disability Transformation Board. The Community Independence Team (CIT) is being expanded to be able to provide a service to people with a learning disability, Autism or Asperger's who fall below eligibility criteria. A minimum of £500,000 per annum will be used to commission a community-based service for people on the cusp of eligibility referred through CIT. The budget for this will sit with the main learning disability care team. The service will be jointly commissioned between the main learning disability team and the prevention and early intervention team. All current service users will be assessed for eligibility before their service is changed or withdrawn. Referrals to alternative services will be made and where this is not immediately possible, their service will be continued until an alternative is available.

People with Physical Disabilities and Sensory Impairment.

25.3. These groups will be similarly affected. However, those with low or moderate need will be able to access the newly commissioned generic support to meet crisis support needs and Hampshire County Council's Community Independence Team.

26. Equalities Impact Assessment

26.1. All services within this sector are provided to people with a disability and therefore this proposal will have a disproportionate impact on this group and this is reflected in the Equalities Impact Assessment.

26.2. In order to try to mitigate the impacts on these people the following actions are proposed:

- All current service users will be offered an assessment to identify their care and support needs. Alternative services will be offered to these people subject to their assessed care and support needs. Some people who receive support through Supporting People are also in receipt of a care package through Adult Services. For these people, individual assessment and review of their needs will be carried out by Adult Services' care management teams.
- Assessments for people who are currently only in receipt of Supporting People services, and for whom it is not currently known whether they have needs that meet eligibility criteria, will be carried out by the Community Independence Team. This team has recently been expanded to be able to provide a service to people with a disability and, initially, to support people currently receiving Supporting People services to access other sources of support where appropriate. If this assessment process identifies that a person has needs that meet eligibility criteria, the Community Independence Team will work directly with the Care Management team to ensure the right support is put in place.
- Plans will be put in place for everyone who has an assessment. For some people who have needs that meet the eligibility criteria, their needs will be met through the provision of a service commissioned by Adult Services.
- For people who require some support, but whose needs are not assessed as meeting eligibility criteria, they will be supported to access services designed to develop and maintain their independence. These services will be commissioned specifically to enable people to maintain their tenancies and to live as independently as possible. These people will be supported to access this service by Community Independence Team.
- For those people whose needs do not meet the eligibility criteria, Community Independence Teams will support individuals to access

resources in the community and in some cases provide short-term enablement or longer term low-level support.

- In order to support people through this process, where appropriate, referrals to independent advocacy services can be made. In addition, support may be offered from either the care management teams or Community Independence Teams,

26.3. Service users who meet eligibility criteria will be subject to Hampshire County Council's charging policy and may begin to be charged for the services they receive. Service users who do not meet eligibility criteria and who choose to continue with the service on a private basis with providers will be charged for this. Generally, this client group has a fixed income and may experience greater financial hardship as a result of these changes.

26.4. It cannot be determined whether these proposals will have a disproportionate impact on people on the grounds of age, race, religion, sex, sexual orientation, gender realignment, marital status, or pregnancy. This is due to data not being collected and not having received any complaints comments or feedback from service users or providers about these characteristics.

26.5. In delivering the proposed new services, providers would have to comply with the Equality Act 2010.

27. Summary

27.1. Following the review of services within the disabilities sector, it is proposed to cease individual contracts to the value of £6.319 million.

27.2. It is proposed that the Council commissions alternative services, including a minimum of £500,000 for a community-based service for people on the cusp of eligibility, and approximately £5.1 million for clients with assessed eligible needs.

27.3. The proposals contained within the review of services in this sector would generate overall full-year savings of approximately £1.6 million, including £868,000 already achieved through contract renegotiation.

28. HR Implications

28.1. The Supporting People team are already being utilised as part of mainstream Adult Services' commissioning team, and their roles will continue.

28.2. In commissioning the proposed alternative services, it is believed that they will be sufficiently different to the current services that TUPE regulations may not apply between providers. However, it is not possible at this stage to say that they will not apply. If they do so, the transfer would be between independent sector providers.

29. Legal Implications

29.1. Under the NHS and Community Care Act 1990, the County Council has a duty to carry out a community care assessment where it appears to the Council that the person may have a need for community care services.

29.2. The County Council has a duty under Section 149 of the Equality Act 2010 to have due regard in the exercise of its functions to the need to:
a). Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
b). Advance equality of opportunity between the persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
c). Foster good relations between persons who share a relevant protected characteristic and persons who do not share it

Due regard in this context involves having due regard in particular, to the need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic, to take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it and to encourage persons sharing a relevant protected characteristic to participate in public life of in any other activity which participation by such persons is disproportionally low.

Exercising the duty includes the relevant decision maker considering the Equality Impact Assessment.

30. Conclusion

30.1. A decision was made in February 2014 by the Cabinet of Hampshire County Council that £4.1 million of savings from the Supporting People budget should be made in 2014/15. The report further highlighted the potential need to achieve further savings of between £3.6-£4.2m in 2015/16.

30.2. Significant engagement has taken place with service users, District Councils, providers and other key stakeholders including the Probation Service and the Office of the Police and Crime Commissioner, in order to

inform the proposals outlined within this paper that will enable Adult Services' Department to achieve these savings.

31. Recommendations

31.1. That permission is sought from the Executive Member for Adult Social Care and Public Health to approve the proposals outlined within this report that will reduce overall expenditure by £7.66 million and which include the ending of the contracts listed in Appendices A, F and G, and align the remaining £17.4m expenditure with the department's strategy for delivering care and support.

Socially Excluded Sector

31.2. That the Executive Member for Adult Social Care and Public Health notes that 5 contracts for provision of accommodation-based support services, to assist people who are considered to be socially excluded, listed in Appendix A, come to the end of their initial term on 31 March 2015 and it is not intended to extend them.

31.3. That the Executive Member for Adult Social Care and Public Health notes that the 42 contracts listed in Appendix B will continue to operate within the permitted extension period of these contracts to allow for further review of these services.

31.4. That permission is sought from the Executive Member for Adult Social Care and Public Health to transfer commissioning responsibility for services for young people formerly included in the supporting people programme to Children's Services (see Appendix D). This would include the transfer of the remaining contracts and the virement of £1,890,403 funding, which is net of savings of £774,235.

31.5. That permission is sought from the Executive Member for Adult Social Care and Public Health to extend the end date of the contracts for generic support services and support services for ex-offenders (see Appendix E) by 1 year to 31 March 2016 in order to allow for the commissioning of alternative services.

Older People's Sector

31.6. That the Executive Member for Adult Social Care and Public Health notes that the current older peoples' support services contracts, listed in Appendix F will expire on their contract end date in March 2015 and permission to renew or retender them will not be sought.

31.7. That the Executive Member for Adult Social Care and Public Health notes the termination of the contracts for the community alarm services, listed in Appendix G, with effect from 30 September 2014.

31.8. That permission is sought from the Executive Member for Adult Social Care and Public Health to tender for alternative short-term intensive support service for older people and to award the contracts based on the outcome of the tender exercise. The maximum value of these contracts will be £4.5m million over six years. Contracts will be awarded for an initial three years with the option to extend by up to three further years.

31.9. That the Executive Member for Adult Social Care and Public Health approves in principle the decision to ensure provision of a community-based support service for older people through a grants-based programme which will be subject to a future Executive Member decision..

Disabilities Sector

31.10. That the Executive Member for Adult Social Care and Public Health notes that the current contracts for people with disabilities, listed in Appendix H will end by their scheduled end date of 31 March 2015. Alternative services will be provided under the Learning Disability Procurement Framework that is currently being tendered and that was previously approved by the Executive Member on 24 January 2014.

CORPORATE OR LEGAL INFORMATION:

Links to the Corporate Strategy

Hampshire safer and more secure for all:	No
Corporate Improvement plan link number (if appropriate):	
Maximising well-being:	No
Corporate Improvement plan link number (if appropriate):	
Enhancing our quality of place:	No
Corporate Improvement plan link number (if appropriate):	

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

Document	Location
None	

IMPACT ASSESSMENTS:

1. Equality Duty

1.1 The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Due regard in this context involves having due regard in particular to:

a) The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;

b) Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;

c) Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionally low.

1.2 **Equalities Impact Assessment:**

Three separate Equalities Impact Assessments have been carried out: one for each of the service types affected. The key findings form an integral part of this report (sections 12, 19 and 26) with the full reports at appendices J, L and N.

2. Impact on Crime and Disorder

There is a risk that ending the funding for certain services will lead to increased numbers of older people using rogue traders for maintenance work. This risk will be mitigated by working with reputable service providers to develop their services across the county on a self-funded basis.

There is a risk that people who do not meet eligibility criteria would be more likely to be the victims of crime or to commit a crime without support. This will be mitigated by ensuring that people are carefully targeted for the preventative services and that these services are aware of and respond to, this risk.

3. Climate Change

a) How does what is being proposed impact on our carbon footprint / energy consumption?

The decisions being sought in this paper do not impact climate change.

This paper deals largely with transfer of budget and commissioning responsibility from former position in ‘Supporting People’, to another location. Future commissioning with this budget will include consideration of Climate Change.

Appendix A: Socially excluded services identified to end on or before 31 March 2015

PROVIDER	SERVICE	CLIENT GROUP	DISTRICT	Contract Value 2013/14
TWO SAINTS LIMITED	Gordon Road 7091	Young People	Fareham & Gosport	13,312
Step by Step	MILLS HOUSE 7060	Young People	Hart & Rushmoor	18,615
Step by Step	COMMUNITY FLATS & TENANCY SUPPORT 7061	Young People	Hart & Rushmoor	38,114
IN TOUCH SUPPORT	BLEASE COURT OLD BAKERY 7015	Young People	New Forest	8,682
Alabare	38 WINCHESTER ROAD ROMSEY 7053	Young People	Test Valley	53,467

Appendix B: Socially Excluded Services to Continue within Permitted Extension Period

PROVIDER	SERVICE	CLIENT GROUP	DISTRICT	Contract Value 2013/14
HOME GROUP LIMITED	BASINGSTOKE GROUP HOMES 7116	Single Homeless	Basingstoke	167,699
SOVEREIGN HOUSING ASSOCIATION LIMITED	The Joshua Tree 7236	families	Basingstoke	122,490
THE YOU TRUST	SAIL 7339	Single Homeless	Basingstoke	84,889
Service User Reference Forum	Service User Reference Forum	Generic	County	16,500
RADIAN GROUP LIMITED	DRUM HOMELESS SUPPORT 7767	Families	East Hants	28,779
LIFE 2009	ELVETHAM HEATH LIFE HOUSE 7030	Teen Parents	Hart & Rushmoor	26,277
LIFE 2009	FARNBOROUGH LIFE HOUSE 7031	Teen Parents	Hart & Rushmoor	43,640
LIFE 2009	LIFE COMMUNITY SUPPORT 7032	Teen Parents	Hart & Rushmoor	49,197
SANCTUARY HOUSING ASSOCIATION	Bridge House 7054	Single Homeless	Test Valley	43,074
HOME GROUP LIMITED	Test Valley Family Intervention Project 7354	Families	Test Valley	40,303
WINCHESTER CHURCHES HOUSING GROUP LIMITED, KEYSTONE	WINCHESTER CHURCHES H'ING GROUP KEYSTONE 7096	Single Homeless	Winchester	11,680
FIRST WESSEX	MILFORD HOUSE 7378	Single Homeless	Winchester	49,293
THE YOU TRUST	MAY PLACE 7338	Single Homeless	Basingstoke	392,610
TWO SAINTS LIMITED	101 GOSPORT ROAD 7086	Single Homeless	Fareham & Gosport	353,626
TWO SAINTS LIMITED	DENE COURT 7082	Single Homeless	Test Valley	307,457
TWO SAINTS LIMITED	ST ALBANS ROAD 7084	Single Homeless	Havant	69,454
HOME GROUP LIMITED	MARY ROSE COURT 7115	Single Homeless	Basingstoke	146,618
RADIAN GROUP LIMITED	TEMPORARY ACCOMMODATION TENANCY SUPPORT SERVICE 7770	Single Homeless	East Hants	80,496

PROVIDER	SERVICE	CLIENT GROUP	DISTRICT	Contract Value 2013/14
HOME GROUP LIMITED	81 LEIGH ROAD 7122	Single Homeless	Eastleigh	28,939
GOSPORT BOROUGH COUNCIL	GOSPORT TENANCY SUPPORT SERVICE 7063	Generic	Fareham & Gosport	135,513
HOME GROUP LIMITED	BULLER COURT AND 43 GROSVENOR ROAD 7342	Single Homeless	Hart & Rushmoor	204,774
E C ROBERTS CENTRE	FAMILY TENANCY SUPPORT 7009	Families	Havant	67,525
ASTER LIVING	ANDOVER HOMELESS FAMILIES HOSTEL AND YOUNG PERSONS MOVE ON 7766	Single Homeless	Test Valley	31,833
HOME GROUP LIMITED	STUBBS/TURIN COURT 7101	Single Homeless	Test Valley	38,586
CHOICE SUPPORT	WEST VIEW HOUSE 7024	Single Homeless	Winchester	295,370
WINCHESTER CHURCHES NIGHTSHELTER	WINCHESTER CHURCHES NIGHTSHELTER 7050	Single Homeless	Winchester	61,680
THE RIVERSIDE GROUP	MIKE JACKSON HOUSE 7136	Ex Service Personnel	Hart & Rushmoor	240,105
HOME GROUP LIMITED	GENERIC FLOATING SUPPORT BASINGSTOKE AND DEANE 7795	Generic	Basingstoke	£224,529
THE YOU TRUST	SHORT TERM GENERIC FLOATING SUPPORT BASINGSTOKE 7043	Generic	Basingstoke	151,449
IN TOUCH SUPPORT	IN TOUCH EAST HANTS FLOATING SUPPORT 7016	Generic	East Hants	108,136
TWO SAINTS LIMITED	TWO SAINTS MOVE ON FLOATING SUPPORT 7094	Generic	Eastleigh	20,258
FIRST WESSEX	EAST FLOATING SUPPORT 7377	Generic	Eastleigh	135,050
TWO SAINTS LIMITED	ARC FLOATING SUPPORT 7089	Single Homeless	Fareham & Gosport	286,499
TWO SAINTS LIMITED	HOMELESSNESS EARLY INTERVENTION AND RESETTLEMENT SERVICE 7787	Single Homeless	Fareham & Gosport	130,226
THE YOU TRUST	Short Term Generic Floating Support Fareham and Gosport 7359	Generic	Fareham & Gosport	178,699
IN TOUCH SUPPORT	HART AND RUSHMOOR GENERIC FLOATING SUPPORT 7133	Generic	Hart & Rushmoor	260,454
GUINNESS CARE & SUPPORT	GUINNESS CARE & SUPPORT Floating 7010	Generic	Havant	347,154
TWO SAINTS LIMITED	SINGLE HOMELESS FLOATING SUPPORT NEW FOREST 7085	Single Homeless	New Forest	96,946
IN TOUCH SUPPORT	NEW FOREST FLOATING SUPPORT 7012	Generic	New Forest	102,252

PROVIDER	SERVICE	CLIENT GROUP	DISTRICT	Contract Value 2013/14
TWO SAINTS LIMITED	TEST VALLEY Floating 7135	Generic	Test Valley	127,122
THE TRINITY CENTRE	TRINITY FLOATING SUPPORT 7045	Single Homeless	Winchester	35,740
A2 DOMINION HOUSING GROUP LIMITED	WINCHESTER FLOATING SUPPORT 7047	Generic	Winchester	212,704

Appendix C: Socially Excluded Services for Ex-Offenders

PROVIDER	SERVICE	CLIENT GROUP	DISTRICT	Contract Value 2013/14
SOCIETY OF ST JAMES	SaRBS Rent Bond Scheme Hampshire 7604	Offenders	County	78,978
TWO SAINTS LIMITED	250 SOUTHAMPTON ROAD 7093	Offenders	Eastleigh	28,626
LANGLEY HOUSE TRUST	Elderfield - Main Building & Park Farm 7068	Offenders	Winchester	231,874
HOME GROUP LIMITED	WINCHESTER EX-OFFENDERS SERVICE 7126	Offenders	Winchester	38,586
LANGLEY HOUSE TRUST	Elderfield - Wedgewood 7281	Offenders	Winchester	17,176

Appendix D: Socially Excluded Services Transferring to Children's Services Department

PROVIDER	SERVICE	CLIENT GROUP	DISTRICT	Contract Value 2013/14
The You Trust	VULNERABLE YP SERVICE BASINGSTOKE 7042	Young People	Basingstoke	183,282
Step by Step	Young Person's Supported Accommodation in Havant, Hampshire 7810	Young People	Havant	325,278
HOME GROUP LIMITED	Young People Joint Supported Lodgings Service (North) 7839	Young People	County	64,120
TWO SAINTS LIMITED	Young People Joint Supported Lodgings Service (South East) 7840	Young People	County	£175,375
TWO SAINTS LIMITED	Young People Joint Supported Lodgings Service (West) 7841	Young People	County	£144,058
RADIAN GROUP LIMITED	KNIGHTON CORNER 7768	Young People	East Hants	38,586
HOME GROUP LIMITED	YOUNG PEOPLE'S SERVICE EASTLEIGH 7125	Young People	Eastleigh	54,985
The You Trust	YP F&G ACCOMMODATION 7040	Young People	Fareham & Gosport	192,933
Step by Step	Young People Stage 1	Young People	Fareham & Gosport	144,807
Step by Step	YOUNG PERSONS Accommodation 7597	Young People	Hart & Rushmoor	319,097
IN TOUCH SUPPORT	THE OLD BAKERY 7013	Young People	New Forest	26,528
IN TOUCH SUPPORT	BLEASE COURT NEW FOREST 7014	Young People	New Forest	28,939
HOME GROUP LIMITED	NEW FOREST YOUNG PERSONS SERVICE 7105	Young People	New Forest	205,276

PROVIDER	SERVICE	CLIENT GROUP	DISTRICT	Contract Value 2013/14
Alabare	WINCHESTER ROAD ANDOVER 7052	Young People	Test Valley	240,722
Chapter One	70 JUNCTION ROAD 7055	Young People	Test Valley	113,538
A2 DOMINION HOUSING GROUP LIMITED	WINCHESTER YOUNG PERSON'S PROJECTS 7049	Young People	Winchester	217,045

Appendix E: Socially Excluded Services Transferring to Mental Health

PROVIDER	SERVICE	CLIENT GROUP	DISTRICT	Contract Value 2013/14
SANCTUARY HOUSING ASSOCIATION	CLIDDESDEN ROAD 7757	Mental Health	Basingstoke	94,535
HOME GROUP LIMITED	WELLINGTON TERRACE 7114	Mental Health	Basingstoke	£56,749.16
TWO SAINTS LIMITED	East Hampshire Mental Health Floating Support 7802	Mental Health	East Hants	47,750
IN TOUCH SUPPORT	MENTAL HEALTH SERVICE EAST HANTS 7018	Mental Health	East Hants	25,081
HOME GROUP LIMITED	EASTLEIGH MENTAL HEALTH 7121	Mental Health	Eastleigh	70,467
IN TOUCH SUPPORT	Fareham and Gosport Mental Health Floating Support 7801	Mental Health	Fareham & Gosport	250,955
Richmond Fellowship	RUSHMOOR & HART MENTAL HEALTH FLOATING SUPPORT 7134	Mental Health	Hart & Rushmoor	114,499
Together	ANCELLS FARM AND CHURCH HILL 7340	Mental Health	Hart & Rushmoor	61,358
Alexander Care and Support	Hart and Rushmoor Long Term Mental Health Support Service	Mental Health	Hart & Rushmoor	£122,022.97
Southern Health Foundation	Havant Mental Health Floating Support 7364	Mental Health	Havant	152,111
SANCTUARY HOUSING ASSOCIATION	BOXWOOD 7755	Mental Health	Havant	28,939
SANCTUARY HOUSING ASSOCIATION	MILL ROAD 7758	Mental Health	Havant	28,939
TWO SAINTS LIMITED	Havant Stages 1 and 2 Mental Health Service 7804	Mental Health	Havant	107,075

PROVIDER	SERVICE	CLIENT GROUP	DISTRICT	Contract Value 2013/14
CHOICE SUPPORT	MENTAL HEALTH INDEPENDENT 7023	Mental Health	Havant	£48,373.66
The You Trust	35 BEDHAMPTON HILL	Mental Health	Havant	£66,938.91
Rethink	THE HOLLIES 7033	Mental Health	New Forest	82,576
HOME GROUP LIMITED	NEW FOREST MENTAL HEALTH SERVICE 7102	Mental Health	New Forest	154,314
HOME GROUP LIMITED	ANDOVER MENTAL HEALTH SHORT TERM SERVICE 7097	Mental Health	Test Valley	53,055
HOME GROUP LIMITED	ANDOVER HOME SUPPORT 7100	Mental Health	Test Valley	29,107.19
HOME GROUP LIMITED	Andover Mental Health - Long Term 7303	Mental Health	Test Valley	23,375.41
HOME GROUP LIMITED	WINCHESTER MENTAL HEALTH 7366	Mental Health	Winchester	46,303
SANCTUARY HOUSING ASSOCIATION	THE LOOKOUT 7759	Mental Health	Winchester	36,208
Together	WINCHESTER OUT REACH 5569	Mental Health	Winchester	84,179
Together	St George's Mental Health Service 7803	Mental Health	Winchester	187,831
SANCTUARY HOUSING ASSOCIATION	YORK HOUSE WINCHESTER	Mental Health	Winchester	£39,666.03
Home Help UK	Home Help UK	Mental Health	East Hants	£1,616.43
HOME GROUP LIMITED	FAREHAM & GOSPORT MENTAL HEALTH SERVICES LONG TERM 7325	Mental Health	Fareham & Gosport	£28,939.00
SCA Care	MENTAL HEALTH SUPPORT WORK SERVICE 7020	Mental Health	Havant	£14,860.71

Appendix F – Older People's services due to expire by the end of March 2015

District	Provider	ID	Scheme
Bas. & Deane	HANOVER HOUSING ASSOCIATION	5183	FISKE CLOSE 5183
Bas. & Deane	HANOVER HOUSING ASSOCIATION	5184	HANOVER GARDENS BASINGSTOKE 5184
Bas. & Deane	HANOVER HOUSING ASSOCIATION	5182	WEALE COURT 5182
Bas. & Deane	HOUSING 21	5619	HYLTON COURT 5619
Bas. & Deane	HOUSING 21	5627	WALLIS COURT 5627
Bas. & Deane	RAGLAN HOUSING ASSOCIATION	7246	RAGLAN COURT AND DANKWORTH BUNGALOWS 7246
Bas. & Deane	SIR ROBERT GEFFERYS TRUST	5814	GEFFERYS FIELDS 5814
East Hampshire	ABBEYFIELD SOCIETY LISS	5898	35 ST MARYS ROAD 5898
East Hampshire	HANOVER HOUSING ASSOCIATION	5171	FIELDERS COURT 5171
East Hampshire	HANOVER HOUSING ASSOCIATION	5170	HANOVER COURT EAST HANTS 5170
East Hampshire	SANCTUARY HOUSING ASSOCIATION	7622	INWOOD COURT 7622
East Hampshire	SANCTUARY HOUSING ASSOCIATION	7621	SHAFTESBURY COURT EAST HANTS 7621
Havant	HOUSING 21	5623	PATRICK HOWARD DOBSON 5623
Havant	SAXON WEALD HOMES	7250	Meadow Court 7250
Eastleigh	ANCHOR TRUST	5587	GLENSIDE 5587

District	Provider	ID	Scheme
Eastleigh	HANOVER HOUSING ASSOCIATION	5173	HILLSIDE CLOSE 5173
Eastleigh	HOUSING 21	5620	MALMESBURY COURT 5620
Eastleigh	HOUSING 21	5625	REGINALD MITCHELL COURT 5625
Eastleigh	RAGLAN HOUSING ASSOCIATION	5873	BRAMBLE CLOSE 5873
Eastleigh	RAGLAN HOUSING ASSOCIATION	5875	RAGLAN COURT EASTLEIGH 5875
Fareham	ABBEYFIELD FAREHAM SOCIETY	7356	24-26 EAST STREET 7356
Fareham	HANOVER HOUSING ASSOCIATION	5187	WHITE LODGE GARDENS 5187
Fareham	THE ABBEYFIELD SOCIETY	5903	ABBEYFIELD COURT 5903
Gosport	ANCHOR TRUST	5588	PEMBROKE COURT 5588
Gosport	HANOVER HOUSING ASSOCIATION	5179	COOLEY HOUSE 5179
Gosport	RAGLAN HOUSING ASSOCIATION	7605	RAGLAN COURT FAREHAM AND GOSPORT 7605
Gosport	THORNGATE ALMSHOUSE TRUST	5206	THORNGATE ALMSHOUSE SERVICE 5206
Hart	HANOVER HOUSING ASSOCIATION	5189	FISKE COURT 5189
Hart	HANOVER HOUSING ASSOCIATION	5177	HANOVER CLOSE HART 5177
Hart	HAWLEY ALMSHOUSES AND RELIEF IN NEED CHARITY	7244	Hawley Combined Services 7244
Hart	SIR ROBERT GEFFERYS TRUST	5815	GEFFERYS HOUSE 5815
Rushmoor	ANCHOR TRUST	5590	ST CLEMENTS COURT 5590

District	Provider	ID	Scheme
Rushmoor	ANCHOR TRUST	5586	FERNHILL HOUSE 5586
Rushmoor	HANOVER HOUSING ASSOCIATION	5172	RUNNYMEADE COURT 5172
Rushmoor	HOUSING 21	5624	PEGASUS COURT 5624
HART	ODIHAM CONSOLIDATED CHARITIES	5667	ODIHAM ALMSHOUSES 5667
Rushmoor	RAGLAN HOUSING ASSOCIATION	5880	WAVELL COURT 5880
Rushmoor	SANCTUARY HOUSING ASSOCIATION	7626	RUSHMOOR SHELTERED SERVICES 7626
New Forest	ANCHOR TRUST	5591	WESTMOORLAND COURT 5591
New Forest	HOUSING 21	5617	CHARLES LEY COURT 5617
New Forest	HOUSING 21	5621	PEARCE SMITH COURT 5621
New Forest	RAGLAN HOUSING ASSOCIATION	5874	HALL HOUSE 5874
Test Valley	HANOVER HOUSING ASSOCIATION	5175	BRACHER CLOSE, TEST VALLEY 5175
Test Valley	HANOVER HOUSING ASSOCIATION	5176	HANOVER HOUSE TEST VALLEY 5176
Test Valley	HOUSING 21	5616	CHARLES DALTON COURT 5616
Test Valley	RAGLAN HOUSING ASSOCIATION	5879	SHEPHERD LODGE 5879
Test Valley	ASTER LIVING	7838	Pembroke
Winchester	ABBEYFIELD WINCHESTER SOCIETY	5900	Orchard Close, Winchester 5900
Winchester	ANCHOR TRUST	5589	PRIORY COURT 5589

District	Provider	ID	Scheme
Winchester	HANOVER HOUSING ASSOCIATION	5180	WOOD GREEN ROAD 5180
Winchester	HANOVER HOUSING ASSOCIATION	5181	HANOVER LODGE WINCHESTER 5181
Winchester	HOUSING 21	5626	TURVEY KING COURT 5626
Winchester	HOUSING 21	5618	GENERAL JOHNSON COURT 5618
Winchester	HOUSING 21	5622	MOUNTBATTEN COURT 5622
Fareham	FAREHAM BOROUGH COUNCIL	7260	DOWNING COURT FAREHAM 7260
Bas. & Deane	FIRST WESSEX	7612	First Wessex Basingstoke Support 7612
Bas. & Deane	SENTINEL HOUSING ASSOCIATION	7644	BASINGSTOKE SUPPORT 7644
Bas. & Deane	SOVEREIGN HOUSING ASSOCIATION LIMITED	7607	NORTH SUPPORT 7607
East Hampshire	RADIAN GROUP LIMITED	7619	OLDER PERSONS SUPPORT 7619
Havant	GUINNESS CARE & SUPPORT	7273	HAVANT COMMUNITY SUPPORT 7273
Havant	GUINNESS CARE & SUPPORT	7652	GUINNESS COMMUNITY SUPPORT 7652
Eastleigh	FIRST WESSEX	7615	First Wessex Eastleigh Support 7615
Eastleigh	RADIAN GROUP LIMITED	7624	SWAYTHLING COMBINED SHELTERED SERVICES 7624
Eastleigh	SAXON WEALD HOMES	7601	Eastleigh Sheltered 7601
Fareham	FAREHAM BOROUGH COUNCIL	7253	FAREHAM AB SHELTERED 7253
Fareham	FAREHAM BOROUGH COUNCIL	7256	FAREHAM MOBILE SERVICE 7256
Gosport	FIRST WESSEX	7613	First Wessex Gosport Support 7613

District	Provider	ID	Scheme
Gosport	GOSPORT BOROUGH COUNCIL	7249	GOSPORT OLDER PERSONS SUPPORT 7249
Gosport	SAXON WEALD HOMES	7362	Gosport Sheltered Support 7362
Hart	SENTINEL HOUSING ASSOCIATION	7643	HART SUPPORT 7643
Rushmoor	RUSHMOOR VOLUNTARY SERVICES	5201	RVS HOME HELP 5201
Rushmoor	FIRST WESSEX	7611	First Wessex Rushmoor Support 7611
New Forest	MUIRCROFT HOUSING ASSOCIATION LTD	7603	MUIRCROFT SHELTERED 7603
New Forest	COMMUNITY FIRST NEW FOREST	7805	Older Persons' Community Support Service 7805
New Forest	FIRST WESSEX	7614	First Wessex New Forest Support 7614
Test Valley	ASTER LIVING	7654	TEST VALLEY COMMUNITY SUPPORT 7654
Winchester	WINCHESTER CITY COUNCIL	7287	WINCHESTER COMMUNITY SUPPORT 7287
South	SOVEREIGN HOUSING ASSOCIATION LIMITED	7609	SOUTH SUPPORT 7609
County	ASTER LIVING	7798	Handypersons Service in Fareham, Gosport, Havant, East Hampshire 7798
County	ASTER LIVING	7798	Handypersons Service in Fareham, Gosport, Havant, East Hampshire 7798
County	ASTER LIVING	7798	Handypersons Service in Fareham, Gosport, Havant, East Hampshire 7798
County	ASTER LIVING	7798	Handypersons Service in Fareham, Gosport, Havant, East Hampshire 7798

District	Provider	ID	Scheme
County	ASTER LIVING	7799	Handypersons Service in Eastleigh, New Forest, Test Valley and Winchester 7799
County	ASTER LIVING	7799	Handypersons Service in Eastleigh, New Forest, Test Valley and Winchester 7799
County	ASTER LIVING	7799	Handypersons Service in Eastleigh, New Forest, Test Valley and Winchester 7799
County	ASTER LIVING	7799	Handypersons Service in Eastleigh, New Forest, Test Valley and Winchester 7799
County	ASTER LIVING	7800	Handypersons Service in Basingstoke and Deane, Hart and Rushmoor 7800
County	ASTER LIVING	7800	Handypersons Service in Basingstoke and Deane, Hart and Rushmoor 7800
County	ASTER LIVING	7800	Handypersons Service in Basingstoke and Deane, Hart and Rushmoor 7800
County	IN TOUCH SUPPORT	7806	Home Improvement Agency Service East Hampshire, Fareham and Havant 7806
County	IN TOUCH SUPPORT	7806	Home Improvement Agency Service East Hampshire, Fareham and Havant 7806
County	IN TOUCH SUPPORT	7806	Home Improvement Agency Service East Hampshire, Fareham and Havant 7806
County	IN TOUCH SUPPORT	7807	Home Improvement Agency Service Hart and Rushmoor 7807
County	IN TOUCH SUPPORT	7807	Home Improvement Agency Service Hart and Rushmoor 7807

District	Provider	ID	Scheme
County	COMMUNITY FIRST NEW FOREST	7809	Home Improvement Agency Service New Forest and Test Valley 7809
County	COMMUNITY FIRST NEW FOREST	7809	Home Improvement Agency Service New Forest and Test Valley 7809
County	SHAW TRUST LTD	7873	Gardening Support Service 7873

Appendix G – Alarm Services due to end 31 September 2014

District	Provider	ID	Scheme
Bas. & Deane	AFFINITY SUTTON HOMES LTD	7610	AFFINITY SUTTON HARD WIRED ALARMS 7610
Bas. & Deane	AFFINITY SUTTON HOMES LTD	7630	AFFINITY SUTTON DISPERSED ALARMS 7630
Bas. & Deane	HANOVER HOUSING ASSOCIATION	7265	HANOVER ALARM ONLY SERVICE BASINGSTOKE 7265
Bas. & Deane	SENTINEL HOUSING ASSOCIATION	7646	BASINGSTOKE ALARM HARDWIRED 7646
Bas. & Deane	SENTINEL HOUSING ASSOCIATION	7647	BASINGSTOKE COMMUNITY ALARM AND RESPONSE 1 7647
Bas. & Deane	SENTINEL HOUSING ASSOCIATION	7648	BASINGSTOKE COMMUNITY ALARM AND RESPONSE 2 7648
Bas. & Deane	SOVEREIGN HOUSING ASSOCIATION LIMITED	7606	NORTH ALARM 7606
East Hampshire	RADIAN GROUP LIMITED	7618	LIFELINK EAST HANTS 7618
Havant	AFFINITY SUTTON HOMES LTD	7657	HARD WIRED ALARM MONITORING SERVICE 7657
Eastleigh	FIRST WESSEX	7616	First Wessex Community Alarm 7616
Eastleigh	FIRST WESSEX	7617	First Wessex Hardwired Alarm 7617
Eastleigh	RADIAN GROUP LIMITED	7625	BISHOPSTOKE BUNGALOWS 7625
Eastleigh	SAXON WEALD HOMES	7259	Robin Place 7259
Fareham	FAREHAM BOROUGH COUNCIL	7258	FAREHAM BOROUGH COUNCIL - ALARM SERVICE 7258
Gosport	GOSPORT BOROUGH COUNCIL	7651	GOSPORT COMMUNITY ALARMS 7651

District	Provider	ID	Scheme
Gosport	HANOVER HOUSING ASSOCIATION	7270	HANOVER ALARM ONLY SERVICE - GOSPORT - THE CURVE 7270
Hart	SENTINEL HOUSING ASSOCIATION	7649	HART COMMUNITY 7649
Hart	SENTINEL HOUSING ASSOCIATION	7650	HART HARDWIRED 7650
Rushmoor	ASTER LIVING	7655	DISPERSED ALARMS RUSHMOOR 7655
New Forest	HANOVER HOUSING ASSOCIATION	7271	HANOVER ALARM ONLY SERVICE - NEW FOREST - HANOVER COURT 7271
New Forest	NEW FOREST DISTRICT COUNCIL	7670	New Forest District Council Community Alarm and Monitoring Service 7670
New Forest	NEW FOREST DISTRICT COUNCIL	8872	Hardwired Alarm Monitoring Service
Test Valley	ASTER LIVING	7653	TEST VALLEY ALARM 7653
Test Valley	HANOVER HOUSING ASSOCIATION	7268	Alarm Only Service Hanover Close 7268
Winchester	HANOVER HOUSING ASSOCIATION	5188	HANOVER COTTAGES WARNFORD 5188
Winchester	WINCHESTER CITY COUNCIL	7288	COMMUNITY ALARM HARDWIRED 7288
Winchester	WINCHESTER CITY COUNCIL	7269	COMMUNITY ALARM LIFELINE 7269
South	SOVEREIGN HOUSING ASSOCIATION LIMITED	7608	SOUTH ALARM 7608

Appendix H – Learning Disability Services due to expire by end March 2015

District	Provider	ID	Scheme
Basingstoke and Deane	ADVANCE HOUSING AND SUPPORT LIMITED	7196	74 WORTING ROAD 7196
Basingstoke and Deane	ADVANCE HOUSING AND SUPPORT LIMITED	7197	BASINGSTOKE OUTREACH SUPPORT 7197
Basingstoke and Deane	BASINGSTOKE MENCAP	7205	BASINGSTOKE MENCAP 7205
Basingstoke and Deane	DIMENSIONS (UK) LTD	7217	THE MOORINGS 7217
Basingstoke and Deane	IN TOUCH SUPPORT	7233	LEARNING DISABILITY FLOATING SUPPORT NE HANTS 7233
Basingstoke and Deane	LODDON ALLIANCE	7222	NORTH HAMPSHIRE SUPPORTED LIVING PROGRAMME 7222
Basingstoke and Deane	ROYAL MENCAP SOCIETY	7190	MENCAP NORTH 7190
Basingstoke and Deane	Somerset)ECHOES COMMUNITY CARE LTD	7172	ECHOES COMMUNITY CARE 7172
East Hampshire	AFFINITY TRUST	7181	TACT EAST HANTS 7181
East Hampshire	FITZROY SUPPORT	7163	COACH HOUSE 7163
East Hampshire	IN TOUCH SUPPORT	7144	WATERCRESS COURT 7144
East Hampshire	ROYAL MENCAP SOCIETY	7228	REEMA PROJECT 7228
East Hampshire	THE YOU TRUST	7159	PADDOCK WAY 7159
Eastleigh	ADVANCE HOUSING AND SUPPORT LIMITED	7198	173-175 TWYFORD ROAD 7198
Eastleigh	HOME GROUP LIMITED	7180	SOUTH WEST GENERIC DISABILITIES SERVICE 7180
Eastleigh	IN TOUCH SUPPORT	7232	LEARNING DISABILITY FLOATING SUPPORT SW HANTS 7232
Eastleigh	MACINTYRE CARE (TRADING AS MACINTYRE)	7175	THE SUMMIT 7175
Eastleigh	MACINTYRE CARE (TRADING AS MACINTYRE)	7174	SURREY COURT 7174
Eastleigh	MACINTYRE CARE (TRADING AS MACINTYRE)	7173	21 HILTINGBURY ROAD 7173
Eastleigh	REGARD PARTNERSHIP	7158	RAVENSCROFT HOUSE 7158
Eastleigh	ROYAL MENCAP SOCIETY	7188	MENCAP SOUTH 7188
Eastleigh	SEEABILITY	7183	MEADOWBANK SUPPORT SERVICE 7183
Fareham	CHOICES 4 U	7146	CHOICES 4 U 7146
Fareham	CIC	7171	8 PALMERSTON AVENUE 7171

District	Provider	ID	Scheme
Fareham	GUINNESS CARE & SUPPORT	7240	Fareham & Gosport LD Floating Support 7240
Fareham	SOUTHERN HEALTH FOUNDATION NHS TRUST	7227	LEARNING DISABILITY FLOATING SUPPORT SE HANTS 7227
Fareham	THE YOU TRUST	7160	FAREHAM & GOSPORT ACCOMMODATION SUPPORT 7160
Fareham	THE YOU TRUST	7161	FAREHAM & GOSPORT INDIVIDUAL SUPPORT 7161
Fareham	UNITED RESPONSE	7168	171 HIGHLANDS ROAD 7168
Hart	ADVANCE HOUSING AND SUPPORT LIMITED	7390	ADVANCE HART AND RUSHMOOR SUPPORTED HOUSING 7390
Hart	CARE UK HOMECARE LTD	7167	QUALITY CARE FLOATING SUPPORT SERVICE 7167
Hart	DIMENSIONS (UK) LTD	7193	DIMENSIONS FLOATING SUPPORT RUSHMOOR 7193
Hart	FITZROY SUPPORT	7165	MILLMOUNT BUNGALOW 7165
Hart	YATELEY INDUSTRIES FOR THE DISABLED	7209	YATELEY INDUSTRIES 7209
Havant	ABILITY HOUSING ASSOCIATION	7225	HAVANT LONG TERM DISABLITY FLOATING SUPPORT 7225
Havant	CHOICE SUPPORT	7152	LD HAVANT ACCOMMODATION 7152
Havant	CHOICE SUPPORT	7153	HAVANT LD AND PD FLOATING SUPPORT 7153
Havant	CHOICE SUPPORT	7151	LD WATERLOOVILE ACCOMMODATION 7151
Havant	THE YOU TRUST	7162	HAVANT LEARNING DISABILITY 7162
New Forest	ABILITY HOUSING ASSOCIATION	7207	Cedar Place 7207
New Forest	AVON HOUSE SUPPORTED LIVING	7170	AVON HOUSE 7170
New Forest	DAINTON HOUSING AND SUPPORT LIMITED	7147	DAINTON HOUSING 7147
New Forest	DIMENSIONS (UK) LTD	7192	DIMENSIONS FLOATING SUPPORT NEW FOREST 7192
New Forest	DRIES SUPPORTED LIVING SERVICES LTD	7142	Dries Supported Living 7142
New Forest	GLYN (DOMICILIARY) LTD	7156	GLYN DOMICILIARY LIMITED 7156
New Forest	HARDY & NERVA	7157	MARK HARDY 7157
New Forest	THE DISABILITIES TRUST	7178	129 ASHLEY ROAD 7178
New Forest	MINSTEAD TRAINING TRUST	7149	MINSTEAD 1 7149
New Forest	MINSTEAD TRAINING TRUST	7150	THE BOTHY 7150
New Forest	NEWNHAM HOUSING AND SUPPORT LIMITED	7214	8 WATER LANE 7214
New Forest	SANCTUARY HOUSING ASSOCIATION	7148	SANCTUARY CARE NEW FOREST 7148

District	Provider	ID	Scheme
Test Valley	ADVANCE HOUSING AND SUPPORT LIMITED	7202	3A DUNMOW, 6 MILLSTREAM AND 14 MICHELDEVER ROAD 7202
Test Valley	ANDOVER & DISTRICT MENCAP	7155	Andover and District Mencap Learning Disability Floating Support Service 7155
Test Valley	KINGWOOD TRUST	7213	THE KINGWOOD TRUST 7213
Test Valley	THE YOU TRUST	7219	COMPASS POINT 7219
Winchester	A2 DOMINION HOUSING GROUP LIMITED	7210	NORTHGATE PLACE 7210
Winchester	ADVANCE HOUSING AND SUPPORT LIMITED	7203	SAXON ROAD 7203
Winchester	PROSPECTS FOR PEOPLE WITH LEARNING DISABILITIES	7177	PROSPECTS 7177
Winchester	THE YOU TRUST	7419	Winchester Learning Disabilites and Test Valley Generic Floating Support Service 7419

Appendix I - Impact Assessment (People Considered to be Socially Excluded)

Summary

This assessment covers options to reduce spending on preventative housing related support services for people who are homeless or at risk of homelessness and access services commissioned through the Socially Excluded cluster. Due to the complex and varied nature of the services contained within this sector it has been decided that further detailed review is required before developing proposals with district councils and other partners to design models of service to ensure we commission sustainable services for socially excluded people.

Specialist services for people with mental health needs and vulnerable young people will be considered through separate strategic reviews currently being carried out by Hampshire Childrens Services commissioners and Adult Services Mental Health commissioners.

The aim of the review is to reduce spend but continue to invest in accommodation based services that focus on those at highest risk and meet the need of the widest range of client groups. New generic support services would be available to all client groups and could be remodelled from existing provision to maximise efficiencies through the use of a wider range of methods for support delivery. Economies of scale could be achieved through merging existing contracts and tendering for a smaller number of larger services.

The rationale for the review focused continued investment on accommodation based services for people deemed ‘non priority’ according to the Homelessness (Priority Need for Accommodation) (England) Order 2002 and Housing Act 1996, Part 7 (as amended). However, it should be noted that services also accept people to whom a statutory duty is owed and prioritise referrals based on need and vulnerability. It is also recognised that District Council statutory duty in terms of homelessness is the provision of accommodation and not housing related support..

Services could be commissioned to ensure adults experiencing homelessness or at risk of homelessness with protected characteristics are not disproportionately affected by the budget cuts

Engagement and Research to Date

Individual meetings regarding proposed reductions have been held with key stakeholders including:

- District Housing Leads
- Probation
- Childrens Services Commissioners
- Mental Health Commissioners
- Commissioners for Hampshire Drug and Alcohol Action Team
- Supporting Troubled Families Lead
- Office of the Police and Crime Commissioner

Individual meetings have also been held with providers of services proposed to end or reduce by March 2015.

Discussion has also taken place at the following partnership forums:

- Meeting of the County Inclusive Forum on 24th February 2014.
- Strategic Housing Officers Group meetings

Comments from engagement to date have informed the assessment and assisted in the identification of risk and possible mitigating action. Engagement is ongoing and the Equalities Impact Assessment will continue to be updated where possible in the light of further feedback received from service users, providers, partners and wider stakeholders.

Data used to further assess impact has been taken from:

- Quarterly performance data submitted by providers
- Hampshire Joint Strategic Needs Assessment 2013
- Supported Housing Panel Data 2011
- Client Record forms covering the period 1st April 2010 to 31st March 2011

This data has been used to inform the Equalities Impact Assessment, and in particular the assessment of equalities issues. It is noted in the report where this information has been used and how the assessment of risk has been influenced by the data.

Appendix J - Equalities Impact Assessment (People Considered to be Socially Excluded)

Purpose for Project / Proposal

Proposed changes to the Supporting People programme. These changes are being proposed as part of a reorganisation of preventative services to enable the Adult Services department meet its legal obligations to people with the highest needs within reducing financial support from central Government.

Consultation

A significant level of engagement has taken place, including the following groups:

- Providers (events, individual meetings and written correspondence)
- Service users. Because of the nature of these contracts, Hampshire County Council does not have a direct relationship with individual users of these services. Therefore contact has been via the service providers. This contact has been through a letter (approx. 2800 letters were sent to socially excluded service users) outlining the proposed changes to services, followed by a service user questionnaire to help understand their requirements moving forward.
- Meetings with individual district housing leads and discussions at Strategic Housing Officers Group (SHOG) Meetings
- Internal engagement with Childrens Services Department, Adult Services Mental Health Commissioners, commissioners for Hampshire Drug and Alcohol Action Team and Hampshire County Council's Troubled Families programme lead.
- Meetings with wider stakeholders including the Probation Service and the Office of the Police and Crime Commissioner

Statutory Considerations

Impact

Age:	Medium
Disability:	Medium
Sexual orientation:	Low
Race:	Low
Religion and belief:	Low
Gender reassignment:	Low
Sex:	Low
Marriage and civil partnership:	Low
Pregnancy and maternity:	Low

Other policy considerations

Poverty:	Medium
Rurality:	Low

If other please describe

Geographical impact All Hampshire

Equality statement

Age:

Young people may be disproportionately affected by proposals. Historically Supported Housing Panel data has shown a high proportion of referrals from people under the age of 25 across all socially excluded services. Information from client record forms from 2010/11 showed that 42.1% of all clients accessing services during this period were aged 25 or less.

Disability:

People using specialist Mental Health services, may be disabled as defined by the Equalities Act 2010, as a result of their mental illness. The impact of any potential changes to specialist mental health provision will be considered as part of a later strategic review of these services and would be subject to a separate Equalities Impact Assessment.

..

Mitigating Actions

The majority of people currently using the socially excluded services are in receipt of welfare benefits. They support people to access their full entitlement of benefits, manage their money, access debt advice and prioritise rent payments. Some services also provide tenancy training courses that include information and advice on cooking on a low income and budgeting. Support is also available to access employment training courses, voluntary work, education and employment. Proposed alternative support services would require providers to focus on outcomes that will help users maximise access to such services.

People currently using the services (listed in Appendix A) whose contracts will not be renewed on their end date of 31 March 2015 will be supported to access integrated community support services if they require them.

Young People

Young people aged 22 – 25 would continue to be able to access single homeless accommodation based services and proposed generic community support services. Community support will also be available to young people aged 18 and above. Provision would be reduced and services would be supported through a partnership approach to performance management, to establish a clear prioritisation process.

The proposal to transfer budget (net of savings) and commissioning responsibility for young people aged 16-21 to Hampshire Children's Services will ensure that services are considered alongside other specialist provision through a strategic review by Children's Services. Following the transfer of budget, the review will take into account 16/17 year olds with complex needs where statutory duty lies with the District Housing Authority and provision of accommodation based services to young people aged 16 – 21 based on assessment of need.

Disability

Mitigating potential impact for this group moving forward will be through close integration of commissioning strategies across all prevention and early intervention services.

The impact of reductions to specialist mental health provision will be considered through a separate Equalities Impact Assessment, by mental health commissioners, as part of the strategic review of Mental Health services. This review will focus on improving outcomes for this group by closer integration with health services.

Should there be any issues relating to an individual's race, sexual orientation, gender identity, marital status or religion then appropriate guidance would be sought from Hampshire County Council's Community Development Officers.

Appendix K - Impact Assessment (Older People's Services)

Summary

This assessment covers the proposed reduction in spending on preventative housing related support services for older people. The reduction required cannot be met through efficiency savings alone, and the proposals therefore include the decommissioning of all existing Supporting People Older Persons services where these are provided to people who do not meet Hampshire County Council's Adult Services threshold for care. All Older Persons services countywide will be affected with the exception of Extra Care housing and Home Improvement Agencies.

The Impact Assessment has identified potential positive and negative impacts of proposed reductions on older people. It also takes into account the increasing pressure on Adult Services from an aging population. Key issues identified by the 2013 Hampshire Joint Strategic Needs Assessment include -

 An increasing older population with less informal support and multiple illnesses, needing more social care, health care and appropriate housing.

 An ageing population associated with increasing mental frailty.

There is also a requirement to ensure that these proposals do not impact upon the ability of service users to maintain their relationships with their spouses, partners, wider family members, friends or other social connections.

Identified benefits of change include the opportunity to refocus and to prioritise resources to areas that have the greatest impact in meeting greatest need. The Care at Home category review will provide opportunities for new services to be commissioned to meet care needs from April 2015. In addition a model for support services will be developed in conjunction with partners, stakeholders and service users to meet support needs for those at or on the cusp of eligibility criteria. It is expected that the benefits of this change in commissioning will -

a) Provide a sustainable business model provided by long contracts (replacing spot purchasing arrangements), offering incentives to deliver quality services that meet need, maximise independence and reduce demand for care.

b) Provide workforce development of care sector giving no zero hours contracts; a minimum level of staff training and qualification; staff payment at minimum wage plus travel costs and time paid; and the opportunity for providers to work with Hampshire County Council, to professionalise the sector and raise the status of care.

c) Provide responsive, personalised and flexible services delivered in communities to individuals in their own homes.

d) Provide improved quality of service provision.

e) Provide improved outcomes for Service Users.

f) Provide part of an older persons' pathway effectively linking adult services with the voluntary sector services engaged in the older persons wellbeing strategy.

g) Provide increased throughput to enable support for more people

The changes proposed will also enable the Council to meet its budget savings.

Service Type	**Sum of Contract Value at March 2014**	**Sum of Total Savings 14/15-15/16 (£)**
Accommodation based services	414,366	414,366
Alarm services	529,214	529,214
Floating/community support services	2,934,519	2,934,519
Leaseholders	34,604	0
Other	649,730	430,243
Extra Care	1,095,980	0
Grand Total	**5,658,413**	**4,308,342**

Of this £4.3 million, it is proposed to re-invest £1m in services for older people

Engagement and Research to Date

- Provider events
- Individual meetings with service providers
- Service user information letter
- Meetings with Adult Services area office teams and managers
- Meetings with wider stakeholders

Comments raised from this engagement have informed the Impact Assessment and have assisted in the identification of risk and possible mitigating action. Engagement is ongoing (in particular service user involvement) and the Impact Assessment will continue to be updated where possible in the light of comments received from service users, providers, partners and wider stakeholders.

Discussion has also taken place at the following partnership forums:

- Strategic Housing Officers Group meetings

Comments raised from this engagement have been included in the Impact Assessment and have assisted in the identification of risk and possible mitigating action. Further comments from partners will continue to be included where possible.

Data used to further assess impact has been taken from:

- Quarterly performance data submitted by providers
- Hampshire Joint strategic Needs Assessment 2013
- Specific analysis of service users in accommodation based services in the Fareham area

This data has been used to inform the Impact Assessment, and in particular the assessment of equalities issues. It is noted in the report where this information has been used and how the assessment of risk has been influenced by the data.

Table 1 – General Impact considered to date	
Impact	**Action to mitigate / further assessment required / issues to address**
Service users who are used to receiving a service would cease to receive a service. Risk – People become dependant on services, resulting in financial hardship, personal and environmental neglect and isolation if these are removed. Increased pressure of main stream funding. Possible loss of accommodation or increased risk of hospitalisation or ill health. Specific analysis of service users in accommodation based services in the Fareham area show that approx. 30% of service users may be at risk if services are ended (56 out of 189).This percentage can be used as an indication of possible numbers of service users at risk in other areas of the County.	Older People would be signposted by providers to alternative sources of service via Older People's Advice Line (OPAL), and/or care needs assessment. People with low level support needs and disabilities would be signposted to alternative services/networks in community. People with low level housing related support needs would be offered floating support services to intervene in crisis. Older People would be offered Care Needs assessment via Hants Direct. Providers would identify where people have care packages and inform their care managers of changes. Providers have been asked to provide exit strategies to identify risks, in the event that these proposals are agreed.
Safeguarding risks due to reduced support available for vulnerable adults	The continued use of existing robust adult safeguarding referral and investigation processes. Any new model of service would address this through design of service specification, procurement process and contract monitoring over the life of the contract.
Public/press concern regarding perceived loss of services Risk – Increase in the number of enquiries from service users, families and advocates. Unnecessary concern and worry to service users. Increased press enquiries and poor	The development of a comprehensive communication strategy is underway to inform providers and others of the proposals. Service User Engagement exercise has taken place to inform people of the proposed changes to their services and to ascertain their views on future commissioning for this

publicity.	client group. Provider engagement event took place in July 2014 to advise them of future commissioning proposals.
Support needs of service users may escalate to the threshold for care without low level support in place to prevent this. Risk – Increases pressure on main stream funding. Scarce resources being spread thinner due to an increase in number of people meeting eligibility criteria. Increased pressure on Hants Direct, Hospital and Area teams. Increased pressure on Health and other statutory and voluntary agencies.	Signposting by providers to alternative community resources where these are available. Hampshire County Council to send information to all providers of alternative resources known in their area, and details of information points where providers can check resources and availability. Older people would be offered care needs assessments via Hants Direct. Older people would be offered community support services to intervene in a crisis. Proposed development of new services to start April 2015 to meet the needs of clients at the cusp of eligibility criteria. Providers have been asked to provide exit strategies to identify risks, in the event that these proposals are agreed.
Service providers who have relied on SP funding may be at risk of insolvency without time to re model their business Risk – Loss of good smaller providers, staff redundancies, loss of good staff. Negative effect on market.	All service providers (with the exception of those with Alarm services) have been offered the opportunity to continue existing contracts to March 2015 to help sustain businesses in the transition period. Of the 44 contracts where this offer was made, 43 are to continue to March 2015. All providers are required to have a Business Continuity Plan in place at the point of award of any new contract.
Current contracts running to March 2015 will not be effective in meeting need and demand in this period as providers manage the end of the contracts and reduce capacity.	Adult Services Prevention and Early Intervention Team to offer ongoing discussions with providers, and support from this team is required to ensure existing contracts remain effective. Providers have been asked to provide exit strategies to identify risks, in the event that these proposals are agreed, and monitoring of these strategies (and analysis of performance data) over the remaining term of the contracts would be

	required.
Adult Services would receive increased requests for assessments regarding eligibility criteria. Risk – Increased pressure on Adult services. increased waiting list for people needing assessments for vital services	The Performance and Early Intervention Team has already met with Care Management Teams, Hospital Teams and Hants Direct to advise them of the proposals and potential effect on demand for services. Community Independence Team is are aware of proposals and the potential effect on demand.
Partners and stakeholders would receive increased requests for alternative services Risk – Increased pressure on services, longer waiting times for assessments and/or services. Increased risks to clients due to longer waiting times.	Development of a comprehensive communication strategy underway to include information to partners and stakeholders regarding the possible increase in demand for their services. Provider engagement exercise held July 2014 to advise them of future commissioning proposals.
Impact on neighbouring authorities as those living on or near the borders of the County access services outside of Hampshire to meet their needs. Risk – Loss of goodwill and good working relationships with neighbouring authorities. Damage to Hampshire County Council reputation.	Inclusion of neighbouring authorities in communication strategy and liaison with other agencies such as Health to explain changes.
Increased demand for alternative housing such as Extra Care that provides support within the scheme. Risk – Longer waiting times to access this type of housing, increased pressure on District Housing Authorities and Adult Services in assessing needs, Extra Care housing being used for those with lower level needs and not providing sufficient resource to maintain those with higher needs outside of residential care.	Performance and Early Intervention Team has already met with Care Management Teams, Hospital Teams and Hants Direct to advise them of the proposals and potential effect on demand for services. Adult Services Commissioning Team for Extra Care is aware of the proposed changes and the potential effect on the demand for extra care services. Ongoing discussions to continue with District Housing Leads at SHOG meetings to review demand.

Increased use of Telecare as solution to support needs. Risks – Existing Hampshire County Council Argenti contract may not be able to manage increased demand. Other providers may not be able to manage demand. Cost may be prohibitive to service users. Benefits – Better use of scarce resources to meet support needs. Wide range of services that can be provided in this way.	Discussions held with Adult Services Commissioning Team with regard to possible increased demand on Argenti contract. Performance and Early Intervention Team has already met with Care Management Teams, Hospital Teams and Hants Direct to advise them of the proposals and potential effect on demand for services. Providers have been asked to supply costings for alarm services if they plan to continue the service in order that service users can be advised of possible charges.
Local Authorities and landlords may be influenced in decisions regarding their properties by the proposals to end the funding for support services e.g. the change of use from sheltered provision to general needs Risk – Reduction in number of housing schemes specifically for this client group, longer waiting times to access suitable accommodation for those on District waiting lists.	Discussions with landlords of Older People's services to ascertain likelihood of such action.
Loss of provider goodwill and damage to Hampshire County Council reputation Risk – Break down in communication, poor performance with regard to current contracts, low motivation. Lack of trust. Possibility that providers will not want to work with Hampshire County Council in the future.	Development of a comprehensive communication strategy underway to inform providers, partners, stakeholders and service users of the proposals. Provider engagement exercise held in July 2014 to advise providers of future commissioning proposals. .
Voluntary and community services may not have the capacity to meet the needs of people below the care threshold	More information would be required regarding capacity of voluntary and community services to meet these needs.

Risk – Financial hardship, increased isolation, increased environmental and self neglect. Possible loss of accommodation or increased risk of hospitalisation or ill health.	
District Councils are not aware of the circumstances of clients receiving support services at the moment and cannot assess the effect of changes on the services they offer Risk – Increased demand on housing departments, housing options teams, homelessness teams and housing benefit departments.	Providers have already been asked to identify service users at risk and refer them to statutory services for assessment prior to services potentially being withdrawn. Hampshire County Council would work with District Councils and providers where possible to ensure clients at risk are made known to them at as early a stage as possible.
Lack of confidence in Hampshire County Council longevity of procurement of support services Risk – Providers may be unwilling to tender or withdraw from current contracts for Extra Care housing, causing a reduction of activity in this sector and harming the Council's long term strategy for the development of alternatives to residential care.	Development of a comprehensive communication strategy underway to inform providers, partners, stakeholders and service users of the proposals and future commissioning intentions of Hampshire County Council. Continued partnership working would be required with existing Extra Care providers and dialogue with potential future providers to reassure them of the Council's commitment to this strategy.
Proposed model is for short term (time limited) support. Risk – Service users may not receive the level of support required, resulting in financial hardship, increased isolation, increased environmental and self neglect. Possible loss of accommodation or increased risk of hospitalisation or ill health.	Include review process into model to ensure follow up after specified period (possibly 6 months after case is closed) for clients to identify any further unmet need or support requirements.
Proposed model may not meet demand or need of client group. Risk –	Efficiencies would be achieved through a larger, more cohesive model that addresses the duplication that can exist in some areas. Providers would be encouraged to access other services in the voluntary and other

Increased pressure on alternative services, longer waiting times for assessments and/or services. Service users would not receive the level of support required, resulting in financial hardship, increased isolation, increased environmental and self neglect. Possible loss of accommodation or increased risk of hospitalisation or ill health. Poor use of scarce resource at a time of financial pressure.	sectors to help manage demand. Intensive management of the contract at the early to mid stages to ensure service is developing in line with the service spec and is meeting outcomes identified for service users. Review of contract at pre determined points to ensure service is meeting need and demand. Further service user, provider and wider stakeholder consultation and engagement to identify potential gaps in provision and /or problems with service delivery. Management commitment to develop and finance new model if outcomes are not met and the model/contracts cannot be changed to remedy this.

Impact by Service Type		
Service Type	**Initial Assessment and Impact**	**Action to mitigate / further assessment required / issues to address**
Alarms	Pace of change for these services (most contracts are anticipated to end in September 2014 if not before) may result in service users not having time to find alternative service or having a gap in service. Alternative services may be charged for and may cause financial hardship to service users in accessing these. People become dependant on services, resulting in financial hardship, personal and environmental neglect and isolation when these are removed. Support needs of service users may escalate to the threshold for care without low level support in place to prevent this. Safeguarding risks due to reduced support available for vulnerable adults	Providers will identify where people have care packages and inform their care managers of changes. Providers have been asked to provide exit strategies to identify risks. Providers to support current service users to access alternative funding such as attendance allowance to fund alternative services. Providers to support current service users to access alternative services (using OPAL, Hants Direct, voluntary agencies and other local resources) to ensure continuity of service provision where possible. Safeguarding risks to be mitigated by the continued use of existing robust adult safeguarding referral and investigation processes.
Community Support	People become dependant on long term services, resulting in financial hardship, personal and environmental neglect and isolation when these are removed or replaced by short term services. Support needs of service users may escalate to the threshold for care without low level support in place to	Providers would identify where people have care packages and inform their care managers of changes. Providers have been asked to provide exit strategies to identify risks, in the event that these proposals are agreed Providers would be asked to

	prevent this. Smaller service providers who have relied on Supporting People funding may be at risk of insolvency without time to re model their business, resulting in destabilisation of the market. Impact on staff, possible redundancies for workers in this sector. People may need to move to more supported accommodation such as extra care or residential care without support. Safeguarding risks due to reduced support available for vulnerable adults	support current service users to access alternative funding such as attendance allowance to fund alternative services. Providers would support current service users to access alternative services (using OPAL, Hants Direct, voluntary agencies and other local resources) to ensure continuity of service provision where possible. All providers are required to have a Business Continuity Plan in place. Safeguarding risks to be mitigated by the continued use of existing robust adult safeguarding referral and investigation processes.
Accommodation Based Services	Some people would have chosen that accommodation because of support available. As a result people may need to move to more supported accommodation such as extra care or residential care. Landlords may choose to change use of sheltered housing schemes reducing numbers of units of accommodation available to this client group. Safeguarding risks due to reduced support available for vulnerable adults	Providers would identify where people have care packages and inform their care managers of changes. Providers have also been asked to provide exit strategies to identify risks, in the event that these proposals are agreed. Safeguarding risks to be mitigated by the continued use of existing robust adult safeguarding referral and investigation processes.
Handypersons Service	Some people would be unable to maintain their properties resulting in neglect and increased risk to health and wellbeing. Increased risk of abuse from the use of unknown/unregulated	Safeguarding risks to be mitigated by the continued use of existing robust adult safeguarding referral and investigation processes.

	handypersons services. Increased pressure on other statutory agencies such as primary health care services and district environmental health services.	
Gardening	Some people would be unable to maintain their properties resulting in neglect and increased risk to health and wellbeing. Increased risk of abuse from the use of unknown/unregulated gardening services. Risk to provider as a newly awarded contract resulted in up-front costs that will not now be recouped over the complete length of the contract period. Reduction in wider social value as provider targets employment opportunities at disadvantaged groups throughout the County.	Safeguarding risks to be mitigated by the continued use of existing robust adult safeguarding referral and investigation processes.

Further Work

It is intended to further assess the impact and to mitigate risks by continued engagement with stakeholders including providers and service users.

- Providers – through provider meetings
- Quarterly Performance Data from current services
- Equalities data from providers
- Service Users – through Service User Reference Forum (SURF)
- District Housing Leads – SHOG and individual meetings where required
- Other key internal and external stakeholders

Robust equalities monitoring data needs to be requested from providers to assess impact from April 2015. Performance monitoring will be used to address impact over the contract term for new services.

Appendix L - Equalities Impact Assessment (Older People's Services)

Purpose for Project / Proposal

Proposed changes to the Supporting People programme. These changes are being proposed as part of a reorganisation of preventative services to enable the Adult Services department meet its legal obligations to people with the highest needs within reducing financial support from central Government.

A significant level of engagement has taken place, including engagement with the following groups:

- Providers (events, individual meetings and written correspondence)
- Service users. Because of the nature of these contracts, Hampshire County Council does not have a direct relationship with individual users of these services. Therefore contact has been via the service providers. This contact has taken the form of a letter (approx. 14,000 letters were sent) outlining the proposed changes to the services and followed by a service user questionnaire to help understand their requirements moving forward.
- Meeting with district councils, including Strategic Housing Officers Group (SHOG) Meetings
- Internal engagement with Adult Services frontline social work teams, hospital discharge teams and the Council's contact centre (HantsDirect)
- Meetings with wider stakeholders including the Health and Wellbeing Board.

Statutory considerations

Impact:

Age	High
Disability	High
Sexual orientation	Low
Race	Low
Religion and belief	Low
Gender reassignment	Low
Sex	High
Marriage and civil partnership	Low

Pregnancy and maternity	Low

Other policy considerations:

Poverty	High
Rurality	Medium

Geographical impact All Hampshire

Equality Statement

The changes proposed are part of a reorganisation of preventative services to enable Adult Services to meet its legal obligations to people with the highest needs within reducing financial support from central Government.

Reductions in the Supporting People budget for 2014/15 were agreed by Hampshire County Council in February 2014 when it set the budget for 2014/15. The same report identified the potential for further reductions in 2015/16.

These proposed changes will have specific impacts upon older people, people with a disability, women and may have a disproportionate effect on people on lower incomes.

All Older Peoples' services are targeted at people aged 55 years and over and therefore these proposals will have a disproportionate impact on this group.

A number of older people have a disability and these proposals would therefore have a disproportionate impact on these people.

Demographic data has shown that within the population over the age of 65 years there are 79 men per 100 women and therefore these proposals would have a disproportionate impact on women.

The client group affected by these proposals generally have a fixed income and may experience increased financial hardship as a result of these proposals.

It cannot be determined whether these proposals will have a disproportionate impact on people on the ground of race, sexual orientation, gender reassignment, marital status or religion. This is due to data not being collected and not having received any complaints or feedback from service users or providers regarding these characteristics.

Mitigating Actions

In order to try to mitigate the impacts on the groups of people detailed above, the following actions are proposed:

- Letters have been sent to the service users (approx. 14,000) via the providers to ensure that all those currently receiving some service funded by Supporting People can request a care needs assessment to determine eligibility for care services.
- Providers are being asked to signpost older people to alternative sources of service via Older People's Advice Line (OPAL) and / or care needs assessment if is thought they may have an eligible need.
- Providers would be asked to support current service users to access alternative funding such as Attendance Allowance to fund alternative services
- People with low level support needs and disabilities would be signposted to alternative services / networks in the community.
- People with low level housing-related support needs would be offered access to the proposed community support service to intervene at times of crisis
- Providers would be asked to identify where people have care packages and inform their care managers of changes to their former Supporting People services.
- Telecare services may replace some of the community alarm services that will be decommissioned for people who meet eligibility criteria. Other people will be encouraged to seek alternative services which will include funding their own alarm service.
- There will be no impact on the level of service received by people living in Extra Care housing schemes.

Every effort will be made to ensure providers would support people in the ways detailed above, through the development of detailed exit plans. Early indications from providers who have been contacted by the Council has suggested that they are planning for this, however there is a risk that some providers may not be able or willing to do so.

There is a requirement to ensure that these proposals do not impact upon the ability of service users to maintain their relationships with their spouses, partners, wider family members, friends or other social connections. This will be built into the specifications for exit plans for providers; these plans are designed to identify risks to service users and to identify mitigating actions to individual risks.

Should there be any issues relating to an individual's race, sexual orientation, gender identity, marital status or religion then appropriate guidance would be sought from the Council's Community Development Team.

Appendix M - Impact Assessment (Disability Services)

Impact Assessment

Supporting People Long Term Disabilities Services

Summary

This assessment covers the proposed reduction in spending on preventative housing related support services for people receiving support through the Supporting People (SP) services. The reductions required cannot be met through efficiency savings alone and the proposals therefore include decommissioning all existing Supporting People long term disabilities services where these are provided to people who do not meet Hampshire County Council Adult Services threshold for eligible need. These changes will affect all of the contracts countywide. The decision to move towards the application of eligibility criteria does not assume that these services are not delivering a valuable and effective service or that the quality of the provision is less than expected. It does, however, target much reduced resources at the people with assessed need.

The Support to Stay at Home category management review provides opportunities for new services to be commissioned to meet eligible need from April 2015. In addition to this, a new service model would be developed in consultation with partners, stakeholders and service users to meet support needs for those on the cusp of eligibility.

The benefits expected from this change in commissioning would include:

a) Providing a sustainable business model through longer term contracts which would replace spot purchasing arrangements, offering incentives to deliver quality services that meet individual need, maximise independence and reduce demand for care.

b) Providing greater sustainability for providers of services and therefore enable the development of support and care workers through staff training and qualification, recruitment and retention of staff.

c) Providing responsive, personalised and flexible services delivered in communities.

d) Providing more stringent monitoring of quality of service provision.

e) Providing improved outcomes for service users.

f) Providing part of a pathway for people with learning disabilities, effectively linking Adult Services with the voluntary sector, community groups and services, Advocacy services.

g) Providing a clear link between the Learning Disabilities Plan and the services commissioned.

h) Providing increased throughput to enable support to be delivered to more people.

The table below summarises the affect of the proposed changes to the budget position.

Service Type	**Sum of Contract Value at March 2014 (£)**	**Sum of Savings 2014/15 (£)**
Accommodation Based	2,310,565	266,033
Non- Accommodation Based	4,806,570	602,003
Total	**7,117,135**	**868,036**

Note: Once alternative services for people with a disability have been commissioned, based on assessments of their care needs, then savings for 2015/16 will be calculated.

Table 1 – General Impact considered to date	
Impact	**Action to mitigate / further assessment required / issues to address**
Service users who are used to receiving a service would cease to receive a service or would receive a lower level service. Risk – People become dependant on services, resulting in financial hardship, personal and environmental neglect and isolation when these are removed. Increased pressure of main stream funding. Possible loss of accommodation or increased risk of hospitalisation or ill health.	Adult Services would undertake a full assessment of anyone receiving support through a contract under the Disability Cluster. This assessment would identify any eligible support needs and develop an associated support plan and/or identify community services for lower level support. People with low level support needs and disabilities would be signposted to alternative services/networks in community by either the current provider or CIT. Providers have been asked to provide exit strategies to identify risks, should the proposed changes be agreed.
Safeguarding risks due to reduced support available for vulnerable adults	The continued use of existing robust adult safeguarding referral and investigation processes. Any new model of service would address this through design of service specification, procurement process and contract monitoring over the life of the contract.
Public/press concern regarding perceived loss of services Risk – Increase in the number of enquiries from service users, families and advocates. Unnecessary concern and worry to service users. Increased press enquiries and poor publicity.	Each individual affected by the changes would be met by a care manager who would talk through the process, complete an assessment of the persons needs and ascertain their views about future services. A leaflet for service users and carers explaining the changes is also being developed. Regular meetings with Advocacy have also taken place. Meetings with providers have been

	tentatively scheduled for the next 2 months to support the possible transition and to advise them of future commissioning intentions.
Support needs of service users may escalate to the threshold for care without low level support in place to prevent this. Risk – Increases pressure on main stream funding. Scarce resources being spread thinner due to an increase in number of people meeting eligibility criteria. Increased pressure on Hants Direct, Hospital and Area teams. Increased pressure on Health and other statutory and voluntary agencies.	Signposting by providers to alternative community resources where these are available. Each individual affected would have a full reassessment of their needs to identify any eligible care needs. Development of new services to start April 2015 to meet the needs of clients at the cusp of eligibility criteria. Providers have been asked to provide exit strategies to identify risks, should the proposed changes be agreed.
Service providers who have relied on Supporting People funding may be at risk of insolvency without time to re model their business Risk – Loss of good smaller providers, staff redundancies, loss of good staff. Negative effect on market.	All 41 service providers, who collectively deliver 64 contracts, would continue to deliver their existing Supporting People services to March 2015 to help sustain businesses in the transition period. All providers are required to have a Business Continuity Plan in place at the point of award of any new contract.
Current contracts running to March 2015 will not be effective in meeting need and demand in this period as providers manage the end of the contracts and reduce capacity.	Ongoing discussions with providers and support from commissioning team. Exit strategies requested and monitoring of these strategies (and analysis of performance data) over the remaining term of the contracts required. Reduction in contracts would only be made where suitable alternative support arrangements are in place.
Hampshire County Council partners and stakeholders will receive increased	Development of a comprehensive communication strategy to include information to partners and stakeholders

requests for alternative services Risk – Increased pressure on services, longer waiting times for assessments and/or services. Increased risks to clients due to longer waiting times.	regarding the possible increase in demand for their services.
Local Authorities and landlords may be influenced in decisions regarding their properties by the ending of funding for support services e.g. the change of use from sheltered provision to general needs Risk – Reduction in number of housing schemes specifically for this client group, longer waiting times to access suitable accommodation for those on District waiting lists.	Meetings planned with all Landlords affected by the changes to discuss implications of proposed changes and manage expectations.
Loss of provider goodwill and damage to Hampshire County Council reputation Risk – Break down in communication, poor performance with regard to current contracts, low motivation. Lack of trust. Possibility that providers will not want to work with Hampshire County Council in the future.	Development of a comprehensive communication strategy to inform providers, partners, stakeholders and service users of the proposals. Meetings planned with districts providers, advocacy and landlords to inform them of proposed activities and to seek feedback on the implications of the proposals on their organisation.
Voluntary and community services may not have the capacity to meet the needs of people below the care threshold Risk – Financial hardship, increased isolation, increased environmental and self neglect. Possible loss of accommodation or increased risk of hospitalisation or ill health.	Adult Services' Commissioning Team would work with Community Independence Team and Community Teams to identify gaps and opportunities in provision. New services would be commissioned to start April 2015 to meet the needs of clients on the cusp of eligibility criteria.

District Councils are not aware of the circumstances of clients receiving support services at the moment and cannot assess the effect of changes on the services they offer Risk – Increased demand on housing departments, housing options teams, homelessness teams and housing benefit departments.	Providers have already been asked to identify service users at risk and refer them to statutory services for assessment in the event that proposals are agreed for services being withdrawn. Hampshire County Council would work with District Councils and providers where possible to ensure clients at risk are made known to them at as early a stage as possible.
Proposed model may not meet demand or need of client group. Risk – Increased pressure on alternative services, longer waiting times for assessments and/or services. Service users will not receive the level of support required, resulting in financial hardship, increased isolation, increased environmental and self neglect. Possible loss of accommodation or increased risk of hospitalisation or ill health. Poor use of scarce resource at a time of financial pressure.	Efficiencies would be achieved through a larger, more cohesive model that addresses the duplication that can exist in some areas. Providers would be encouraged to access other services in the voluntary and other sectors to help manage demand. Intensive management of the contract at the early to mid stages to ensure service is developing in line with the service spec and is meeting outcomes identified for service users. Review of contract at pre determined points to ensure service is meeting need and demand. Further service user, provider and wider stakeholder consultation and engagement to identify potential gaps in provision and /or problems with service delivery. Management commitment to develop and finance new model if outcomes are not met and the model/contracts cannot be changed to remedy this.

Impact by Service Type		
Service Type	**Initial Assessment and Impact**	**Action to mitigate / further assessment required / issues to address**
Community / Floating Support	People become dependant on long term services, resulting in financial hardship, personal and environmental neglect and isolation when these are removed or replaced by short term services. Support needs of service users may escalate to the threshold for care without low level support in place to prevent this. Smaller service providers who have relied on SP funding may be at risk of insolvency without time to re model their business, resulting in destabilisation of the market. Impact on staff, possible redundancies for workers in this sector. People may need to move to more supported accommodation such as extra care or residential care without support. Safeguarding risks due to reduced support available for vulnerable adults.	Adult Services would undertake a full assessment of anyone receiving support through a contract under the Disability Cluster. This assessment would identify any eligible support needs and develop an associated support plan and/or identify community services for lower level support. Providers have been asked to provide exit strategies to identify risks. Community Independence Teams and Providers to support current service users to access alternative services in the local community to ensure continuity of service provision where possible. All providers are required to have a Business Continuity Plan in place. Safeguarding risks to be mitigated by the continued use of existing robust adult safeguarding referral and investigation processes.
Accommodation Based Services	Some people would have chosen that accommodation because of support available. As a result people may need to move to more supported accommodation	Adult Services would undertake a full assessment of anyone receiving support through a contract under the Disability Cluster. This

	such as extra care or residential care. Landlords may choose to change use of sheltered housing schemes reducing numbers of units of accommodation available to this client group. Safeguarding risks due to reduced support available for vulnerable adults	assessment would identify any eligible support needs and develop an associated support plan and/or identify community services for lower level support. The assessment will identify whether alternative accommodation is required and support will be provided to the individual to access this. Providers have been asked to provide exit strategies to identify risks. Community Independence Team and Providers to support current service users to access alternative services in the local community to ensure continuity of service provision where possible. All providers are required to have a Business Continuity Plan in place. Safeguarding risks to be mitigated by the continued use of existing robust adult safeguarding referral and investigation processes.

Appendix N - Equalities Impact Assessment (Disabilities Services)

Purpose for Project / Proposal

Proposed changes to the Supporting People programme. These changes are being proposed as part of a reorganisation of preventative services to enable the Adult Services department meet its legal obligations to people with the highest needs within reducing financial support from central Government.

A high level of engagement has already taken place, including engagement with service users, advocacy organisations, provider organisations and district councils.

Further engagement is planned to consider the impact of the proposals on people with a disability. Assessments of each individual will take place between now and March 2015. Part of this assessment will be to gather views of current service users for future services and to understand the impact on them as individuals.

Statutory Considerations

Impact

Age	Low
Disability	High
Sexual orientation	Low
Race	Low
Religion and belief	Low
Gender reassignment	Low
Sex	Low
Marriage and civil partnership	Low
Pregnancy and maternity	Low

Other policy considerations

Poverty	Medium
Rurality	Low
Geographical impact	All Hampshire

Equality Statement

The changes proposed are part of a reorganisation of preventative services to enable Adult Services to meet its legal obligations to people with the highest needs within reducing financial support from central Government. Reductions in the Supporting People budget for 2014/15 were agreed in February 2014 when it set the budget for 2014/15. The same report identified the potential for further reductions in 2015/16.

Existing services are due to end on 31 March 2015. The Support to Stay at Home category management review provides opportunities for alternative services to be commissioned to meet eligible need from April 2015. In addition to this, a new service model will be developed in consultation with partners, stakeholders and service users to meet support needs for those on the cusp of eligibility.

All services within this sector are provided to people with a disability and therefore this proposal will have a disproportionate affect on this group. They may also have a disproportionate effect on those people on low incomes.

It cannot be determined whether these proposals will have a disproportionate impact on people on the ground of race, sexual orientation, gender reassignment, marital status or religion. This is due to data not being collected and not having received any complaints or feedback from service users or providers regarding these characteristics.

Mitigating Actions

In order to try and mitigate the impacts on these people the following actions are proposed:

- All current service users will be offered an assessment to identify their care and support needs. Alternative services will be offered to these people subject to their assessed care and support needs. Some people who receive support through Supporting People are also in receipt of a care package through Adult Services. For these people, individual assessment and review of their needs will be carried out by Adult Services' care management teams.

- Assessments for people who are currently only in receipt of Supporting People services, and for whom it is not currently known whether they have needs that meet eligibility criteria, will be carried out by the Community Independence Team. This team has recently been expanded to be able to provide a service to people with a disability and, initially, to support people currently receiving Supporting People services to access other sources of support where appropriate. If this assessment process identifies that a person has needs that meet eligibility criteria, the Community Independence Team

will work directly with the Care Management team to ensure the right support it put in place.

- Plans will be put in place for everyone who has an assessment. For some people who have needs that meet the eligibility criteria, their needs will be met through the provision of a service commissioned by Adult Services.

- For people who require some support, but whose needs are not assessed as meeting eligibility criteria, they will be supported to access services designed to develop and maintain their independence. These services will be commissioned specifically to enable people to maintain their tenancies and to live as independently as possible. These people will be supported to access this service by Community Independence Team.

- For those people whose needs do not meet the eligibility criteria, Community Independence Teams will support individuals to access resources in the community and in some cases provide short term enablement or longer term low level support.

- In order to support people through this process, as well as receiving support from either the care management teams or Community Independence Teams, where appropriate referrals to independent advocacy services can be made.

- Service users who are eligible for statutory services will be subject to the Council's charging policy and may begin to be charged for the services they receive. Service users who do not meet eligibility criteria and who choose to continue with the service on a private basis with providers will be charged for this. Generally this client group has a fixed income and may experience greater financial hardship as a result of these changes.

It cannot be determined whether these proposals will have a disproportionate impact on people on the grounds of age, race, religion, sex, sexual orientation, gender realignment, marital status, or pregnancy. This is due to data not being collected and not having received any complaints comments or feedback from service users or providers about these characteristics.

Should there be any issues relating to an individual's race, sexual orientation, gender identity, marital status or religion then appropriate guidance would be sought from 's Community Development