



Housing Needs & Options

Service Review

2012/13

Extract from Children's Services: Family Services
Service Review Summary

Full summary is available at: www.torbay.gov.uk/budgetsummary

Service Name: Family Services

Service Contact: Nigel Denning / Nick Hollins
--

Date of review: June 2012

Version No:

This document can be made available in a range of languages, on tape, in Braille, large print and in other formats.

For further information please contact 01803 207227.

Introduction:

This service review covers the services provided by Family Services within Children's Services.

Included within this business unit are the following services:

- Localities
 - Family Support
 - Attendance Improvement
 - Young Carers
 - Family Group Conferencing
 - Targeted Youth Support
 - Integrated Working Coordinators
 - Hand in Hand Volunteers
- Early Years Children's Centres
- Youth Offending Team
- Housing Needs and Options
- Parkfield and Neighbourhood Youth Service
- Careers South West
- Family Information Service

Background

The services included within this business unit cover a range of specialist functions which work with individual families (i.e. Youth offending Team (YOT) and Housing Needs) and community based / prevention services (i.e. Parkfield and Children's Centres).

These services have historically been described as 'Early Intervention' Services with a mixture of statutory and non statutory duties. The services have under gone a number of reorganisation and transformation processes in recent years. The locality teams were created in 2010 which brought together a number of early intervention services within a revised (streamlined) management structure and co-location arrangements.

For example the Youth Offending Team built youth crime prevention initiatives that were remodelled to create targeted Youth Support as part of the Integrated Youth Support Strategy. Targeted Youth Support has subsequently been mainstreamed into the current locality arrangement. The Youth Service has been remodelled and reduced in size during 2011 to provide the operational capacity to manage Parkfield and create capacity in the voluntary and community sector.

The Childrens Centres have until July 2012 been delivered by the local authority (Paignton and Brixham) with Action for Children being commissioned for Torquay. From July 2012 the Childrens Centres have been brought together into a single specification and Action for Children has been awarded the contract.

Careers South West is commissioned to deliver the targeted transition support for young people to education, employment and training.

Context

Eileen Munro published her final report, 'The Munro Review of Child Protection: Final Report, a child centred system' in May 2011.

Munro looks at the whole system, with a relentless focus on the safety and welfare of children and young people. Her recommendations are wide ranging and support effective practice. Munro notes the growing body of evidence of the effectiveness of early intervention with children and families and emphasises the importance of providing such help, she says:

'Preventative services can do more to reduce abuse and neglect than reactive services. Many services and professions help children and families so coordinating their work is important to reduce inefficiencies and omissions. Within preventative and other services good mechanisms are needed to help identify those children and young people who are suffering, or likely to suffer, harm from abuse or neglect and who need referral to children's social care'.

Munro's recommendations have been accepted in full by Government, this is clearly evident within the draft Working Together 2012 document and Ofsted Inspection framework. The effectiveness of Early Help delivery now forms part of the judgement on the effectiveness of the delivery of safeguarding services to children and families.

Financial Benefits of Early Help

Early help is provided to children, young people and families who are struggling and feel in need of some additional support and to those who our research tells us are at a higher than average risk of experiencing problems. The aim of our Early Help services is to ideally prevent but otherwise to resolve any issues before they become more serious and require specialist support.

The delivery of effective early help services is crucial to meeting the needs of families at an early stage to prevent poor outcomes and reduce the cost to the public purse. The cost of a 'Troubled Family' can be as much as £250,000 a year and averages around £75,000. Methodology varies but it is estimated that for every £1 spent on early help it saves £3 - £7. The Troubled Families programme will be delivered through the Early Help strategy which will provide new ways of working across the partnership that delivers sustainable improved outcomes and reduces costs. A key outcome is to reduce the overall cost of the families to the public purse, whilst the Troubled Families Programme does have a payment by results element the significant savings and rewards will be achieved by reducing the demand on high cost statutory services across the partnership.

The total Family Services budget is in the region of £5.75m, however approximately £800K of this is specific grant funding (YOT, Housing and Localities) or partnership contributions (YOT). The Services have largely been funded in previous years though the Early Intervention Grant. The level of funding that the Local Authority will receive for 2013/14 is currently unknown and will be dependent on the next spending review. The existing grant and partnership funding (£800K) is very volatile for 2013 and could be reduced by 50% in 2013/14 due to funding being redirected directly to schools, Police and Crime Commissioner and overall reductions at a National level.

Housing Needs & Options:

<p>What is provided?</p>	<p><i>Overview of the service</i></p> <p>There is a statutory duty to produce a Homelessness Strategy and maintain a housing register. This requires the provision of a Housing Options service for prevention advice and homeless applications. In addition the Council has to provide emergency and temporary accommodation and access to support and supported accommodation to the meet different needs.</p> <p>The Service is both a statutory and early intervention prevention service:</p> <ul style="list-style-type: none"> • It provides confidential and independent Housing Advice • It prevents people from becoming homeless • It provides a statutory homelessness Service • It is an Important Partner to a range of services and agencies • It is an evolving service that adapts to national reforms and local needs.
<p>Why is it provided?</p>	<ul style="list-style-type: none"> • Provides Housing Advice and Assistance (Housing Options) with the aim of preventing people from becoming homeless • Administers Housing and Homelessness Legislation as set out in the Housing Act 1996 and Homelessness Act 2002 (Assessing the needs of applicants who are homeless or threatened with homelessness) • Provides a resettlement function – helping people to find sustainable accommodation and move on from emergency/temporary accommodation • Provides an access point to Floating Support and Supported Accommodation (The Supporting People Referral Hub) • Signposts customers to different services e.g. Housing Benefit, Debt Advice. • Administers Devon Home Choice (housing register) access to social housing • Undertakes a housing partnership function with registered housing providers, private sector landlords and a range of internal and external partners (across Devon) to maximise early intervention and procurement/ commissioning opportunities. <p>There is an economic case for spending money to tackle homelessness.</p> <ul style="list-style-type: none"> • Homeless people use a variety of public services in an inefficient and costly way. Preventing homelessness or ensuring speedy transition into stable, permanent accommodation can result in significant savings, as well as dramatic improvement to the lives of homeless people.

Financial costs of people being homeless:

- In addition to the social, psychological and physical toll that homelessness has on people, a range of financial costs include:
- Failed tenancies
- Health and substance misuse problems and increased contact with A & E
- Involvement with the police and criminal justice system
- Prolonged unemployment and costs of welfare benefits and economic inactivity

Spending on tackling homelessness

- Expenditure in response to homeless should combine a range of budgets
- Providing hostel and other temporary accommodation, with varying levels of support

Support to help people live independently and maintain tenancies in their own home with physical and mental health care services and substance misuse services

Who uses the services / what is the demand?

The service is accessed by all client groups, families, young people, singles, and older people’s incl vulnerable groups with complex needs.

Internal: Referrals received from a range of Torbay Council business areas, e.g., Children and adults social care, housing benefit, housing standards, connections

External: Social and private landlords, range of agencies, e.g. probation, YOT, care trust, health, checkpoint.

The service has had a 30% increase in demand for each of the last two years, this is reflected in the numbers who have been prevented from becoming homeless rising from 370 09/2010- to 557 10/2011.

How much does it cost to provide?

Staff: 19.8

Budget: £972,400

How well are we providing it? Key achievements in the last 2 years

Performance data relating to service

Title	2009/10		2010/11		2011/12	
	Target	Actual	Target	Actual	Target	Actual
Increase housing support in the Private Sector	18%	33%	25%	49%	50%	53% (3/4)
Number of households living in temporary accommodation	150	107	100	43	60	32
SSH26 Number of applications accepted as homeless	120	109	106	58	80	57

For 16/17 year olds significant improvements following Southwark ruling and Torbay pathway implementation have been made – see below

Homeless Acceptances (P1E):

2008/2009	2009/2010
21	10

Temporary Accommodation figures for Young People at the end of each financial year:

2008/2009	2009/2010	2010/2011	2011/2012
30	15	7	8

YP Temp Accom Graph 2011/2012: Significant reduction in B & B