

Response to Scrutiny Working Group Report on the Hostels Strategy

Recommendation	Response / Comments	Date	Update – October 2008
<p>R1 That the Supporting People Team work with all the hostels to explore the potential for further infrastructure improvement. Specifically the Council should work with Look Ahead Housing Association to develop proposals for improving the Aldgate hostel with the minimum possible loss of bed spaces and consequent funding.</p>	<p><i>Key stages and milestones:</i></p> <ol style="list-style-type: none"> 1. Dialogue and meeting to take place with Look Ahead linked to the Housing Corporation bidding round 08 – 2011. 2. Publicise aim to continue to improve infrastructure to hostels sector more widely. 3. Discuss options and prioritise bids (if not possible to submit all of them to the Housing Corporation), through SPCB. 	<p><i>(The numbers in this column below refer to the stages/ milestones in the response/ comments column in each row).</i></p> <ol style="list-style-type: none"> 1. July 2007 (completed) 2. August 3. November 	<p>Completed (initial dialogue linked to options) as part of the bidding round for both Housing Corporation in 2007 and the 'Places for Change' capital bidding round.</p> <p>Further discussions are taking place in September 2008 to revisit the future of Aldgate Hostel with Look Ahead, linked to further options and changes they are actively exploring and which focus on delivering improved accommodation at this or other sites, should they be identified.</p>
<p>R2 That the Providence Road Housing Association (PRHA) Hackney Road service should be opened up to achieve direct local access by LBTH based agencies. In partnership with</p>	<p><i>Key stages and milestones:</i></p> <ol style="list-style-type: none"> 1. Meet with PRHA and LBTH Homelessness, to confirm how to present and approach the CLG. 2. Draft letter and agree with the parties above outlining request. 	<ol style="list-style-type: none"> 1. August 2. September 3. October 	<p>Completed and LBTH Homelessness services now have 75% access to vacancies at Hackney Road (agreed together with central government</p>

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<p>PRHA the Council's Cabinet should make representations to DCLG to this effect.</p>	<p>3. Submit letter to November Cabinet Draft letter attached.</p>		<p>and PRHA). 25% of vacancies are for outreach teams who arrange move on accommodation.</p>
<p>R3 That research should be undertaken to understand the perception and cultural issues affecting BME residents around accessing hostels leading to an Action Plan being developed to improve BME access.</p>	<p>Key stages and milestones: 1. Revisit the information in Hostel and Move on strategy and update data to gain accurate picture of current position. 2. Consult with key partners, particularly BME groups and draw on work completed for Homelessness Strategy review of levels of homelessness in the borough 3. Draw up an action plan, with targets for different BME groups, for the Hostels sector in LBTH, drawing on good practice elsewhere.</p>	<p>1. Sept 2. October 3. November</p>	<p>Partially completed – initial discussion and comments sought from the Hostels and Single Homeless Forum, to feed into how the research work is undertaken, which has now taken place. It is anticipated that the researcher will be in post by end of October with project completion by end of March 2008.</p>
<p>R4 That the HOST team works in partnership with local agencies to deliver a more joined up services, centred on delivering a personalised service tailored to individual clients.</p>	<p>Key stages and milestones: 1. Hold a stakeholder event to consult widely on the HOST model 2. Continue to proactively ask for feedback from all partners as HOST is implemented. Carry out a formal review 3 months after HOST up and running.</p>	<p>1. July (completed) 2. February 2008 (based on Nov 07 HOST start up).</p>	<p>Completed – initial discussion of HOST operation taken place at the Single Homeless and Hostels forum, using initial monitoring data (for first 6 months of operation). No major concerns expressed, although ongoing detailed</p>

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			work is taken place to continue to refine procedures and liaison with individual services.
R5 That the Council should publicly backs the Foyer Federation’s campaign to persuade the Department of Work & Pensions to waive the 16-hour rule for residents of foyers.	Key stages and milestones: 1. Draw up a letter to the DWP, for amendment and approval at November Cabinet, backing the campaign.	1. September.	Completed (see attached response from DWP).
R6 That the Council should support Citizens Advice and Shelter’s campaign to scrap the Single Room Rent Restriction and Shared Room rate of LHA.	Key stages and milestones: 1. Draw up a letter to the DWP, for amendment and approval at November Cabinet, backing the campaign - draft attached for comment.	1. September	Completed – as above.
R7 That the Supporting People Team develops in partnership with service providers a strategic response to work with clients to reduce evictions and abandonments. That the response ensures that referral and assessment work is undertaken, support needs are	Key stages and milestones: 1. Collate and analyse the current data for all hostel services linked to evictions and abandonments. 2. Benchmark with other areas in and outside of London. 3. Set targets with individual services 4. Review progress against targets and address any poor performance	1. September 2. October 3. November 4. January and April 08 5. January 08. 6. September 07	Completed – all hostels have initial targets for abandonments and evictions, a new way of collecting data has been devised to allow greater analysis of where performance can be improved and the

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<p>accurately identified and assessed, there is some choice for clients in terms of hostels allocated and that hostel staff have detailed plans to support clients.</p>	<p>5. Though contract monitoring and visits to individual services ensure that referral, assessment and support plans and processes are all in place in a hostels quality report, pulling together a summary of all the feedback from service users and service visits.</p> <p>6. Include choice in the design and operation of HOST so that people have some influence of the supported housing they are offered.</p>		<p>underlying causes of unplanned moves and a ‘good practice’ seminar has been arranged by the SP team for October 2008, for the whole hostels sector.</p>
<p>R8 That the Supporting People Team work with hostel providers to explore the potential for further expansion of second stage accommodation.</p>	<p>Key stages and milestones:</p> <p>1. Include this specific objective in the work with providers in Recommendation 1 above, including taking forward the redevelopment of Daniel Gilbert House (PRHA).</p>	<p>As Recommendation 1 above.</p>	<p>Completed – after consultation with the Hostels and Single Homeless forum, it has been agreed to move toward more of an individualised approach; that is people are assessed and referred to services within the hostels sector that match their particular needs and preferences (where possible). It was agreed that it was more helpful to look at hostel services as being on a continuum,</p>

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			providing a wide range and level of support, rather than mechanistically dividing projects into first and second stage.
<p>R9 That the Supporting People Team work with service providers to ensure clients are not forced to move into private rented sector and are adequately prepared to live in private rented accommodation, including providing help with Rent Deposits, Housing Benefit / Local Housing Allowance, and if necessary, Discretionary Housing Payments to cover benefit shortfalls.</p>	<p>Key stages and milestones:</p> <ol style="list-style-type: none"> 1. Set up a dedicated short term project though appointing a project worker, to work through the detailed procedures and safe guards that need to be in place for successful moves into the PRS. 2. Draw detailed policies, based on feedback from service users, providers and other rent deposit schemes. Focus on detailing scenarios of how the move would work and all the ongoing short and long term financial implications, including links with HB. 	<ol style="list-style-type: none"> 1. August (completed). 2. January 08. 	<p>Completed – following an initial short term project, successfully piloted and led by Providence Row Housing and Look Ahead Housing and Care, no feedback has been received of anyone feeling pressured to move into the private rented sector. One to one meetings have taken place between the HOST team and hostel services (including direct contact with service users), who have often responded with interest to explore any options and support to move on.</p>
<p>R10 That the Supporting People Team explore the potential for specific floating support service be made available to</p>	<p>Key stages and milestones</p> <ol style="list-style-type: none"> 1. Propose the extension of support to the PRS by existing Floating Support providers to ensure support available to 	<ol style="list-style-type: none"> 1. July (Completed) 2. July (Completed) 	<p>Completed – the ongoing development of floating support services and draft service specifications</p>

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clients moved from hostels to private tenancies.	<p>people moving from hostels to the PRS</p> <ol style="list-style-type: none"> 2. Establish formal links between hostel providers and rent deposit services. 3. Feed this recommendation into the strategic review of Floating Support services (due for completion in November). 	3 August (Completed).	following the strategic review of floating support services, explicitly notes that services will support people moving on from hostels.
<p>R11 That the Living Well CPAG reviews the decision to withdraw the HHELP service from hostels and specifically examines the effectiveness of its proposed replacement service in reaching hostel residents. Furthermore the Living Well CPAG considers how the Supporting People Programme can be incorporated into the wider partnership so that they are consulted and involved about important changes to service delivery and development.</p>	<p>Key stages and milestones:</p> <ol style="list-style-type: none"> 1. Collate feedback from Hostel providers on the previous HHELP service and detail any key issues to feed into current service development. 2. Discuss issues with the ELMHCT. 3. Based on the above, produce a final report for Living Well CPAG that maps out a way forward and explores any proposals to develop services in partnership. 	<ol style="list-style-type: none"> 1. October 2. November 3. January. 	<p>Partially completed – collection of views requested from hostel providers, but little written feedback received to date. SP team to revisit with hostel sector and establish any areas where constructive feedback or suggestions can be passed to the ELMH Foundation Trust, on future service developments in this area.</p>
R12 That the Council should	Key stages and milestones:	1. October	Partially completed – multi

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<p>examine the possibility of increasing its support for the Drug Action Team to ensure it has the capacity to provide satellite services in local hostels.</p>	<ol style="list-style-type: none"> 1. Together with the DAT, review the range of DAT funded services that currently work with local hostels. 2. Together with the DAT and local hostels, identify any local good practice and any gaps in the current range of services, including any different ways of working in either Hostels or DAT services to meet any gaps or operational issues. 3. Draw the feedback and analysis from the steps above, into a final report, with a set of key proposals for consideration by the DAT and SPCB. 4. Discuss the effectiveness of a small drugs and hostel half day conference, endorsed and chaired jointly by the DAT and SP (will arrange practicalities), involving hostels and key stakeholders to help work through the above. 	<ol style="list-style-type: none"> 2. November 3. January 08 4. September 07 	<p>agency party convened, together with the DAAT and specification written building on comments and advice from the hostels sector, to commission a researcher to take forward. It is anticipated that the researcher will be in post by end of October with project completion by end of March 2008. Additionally, hostels have formally been asked to notify the SP team of any issues of concern or areas to work on together with DAAT agencies and this is being taken through the DAAT partnership groups.</p>

Abbreviations:

SP = Supporting People
SPTM = Supporting People Team Manager

CLG = Communities and Local Government (pay SP Grant to local authorities and determine the regulations under which SP operates, as well as monitoring the programme).

SPCB = Supporting People Commissioning Body (SPCB), the partnership group which oversees and has formal responsibility for the SP programme in LBTH. It is chaired by John Goldup.

PRHA = Providence Row Housing Association.

PRS = Private Rented Sector

ELMHCT = East London Mental Health Care Trust