

Hull City Council

Market Position Statement for the Provision of
Housing Related Support for People at Risk of
Homelessness

Adult Social Care Commissioning

*"Working in Positive Partnership with Children,
Families, Housing, Probation, Hull CCG and Public
Health Agencies"*



<u>Index</u>	Page
1) Housing Related Support – Market Position Statement	4
2) About Hull	5
3) Demand	7
4) Supply	10
5) Access	13
6) Early Offer through Prevention	14
7) Crisis and Recovery Offer	15
8) Longer Term Care Offer	15
9) Strategic Partnership's	17
10) Customer engagement and consultation	17
11) Opportunities for current and new organisations	18
12) What Next?	19

Commissioning and tendering services, is both challenging and time consuming for all parties involved, however is a fundamental requirement in how Hull ensures that people accessing services are afforded great value for money and quality of provision from the services they need, against challenging financial times.

The work to date with the winning housing related support providers is a testimony of their commitment, energy and drive to deliver the best services to a vast range of vulnerable people, potentially placed at risk of being homeless, or who are already experiencing homelessness in Hull.

The established housing related support framework makes a commitment to work with people and a wider range of “third sector” provider organisations locally to continue to shape local services, including being really clear about what people want from local services, who find they are at risk.

The framework does offer greater stability to staff, providers and volunteers and takes a positive step forward in developing with providers, a quality assessment framework deemed fit for the future, specific to how services have changed from the strategic review and awarding of work, in responding to people’s needs in a more flexible way.

Housing related support services continues to offer responsive supportive services to a range of vulnerable people, aged 16 plus who may have otherwise enter the longer term care setting.

Commissioning and contracts monitoring will work hard with providers within the framework and wider market place - to evidence the benefits of these services, in reducing the dependency of vulnerable people prior to entering longer term care and in enabling people at risk to have better and improved housing with support optioned available to them, at a time that’s right for them.

The framework sets the foundations on which to continue to build on the positive partnerships that have formed in delivering improved services.

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1. Housing Related Support – Market Position Statement

Welcome to Hull City Council (HCC) Adult Social Care first edition of the Service Market Position Statement (MPS) for the provision of Housing Related Support services, targeted at people at risk of homelessness.

MPS represents the start of a partnership and dialogue between the Council, people who access and use services, staff/carers, local landlords, direct support/homecare care providers and wider statutory partner agencies that support our vision for the future.

MPS aims to drive significant reductions in the number of people at high risk of being displaced from their home and targets those people who are hard to reach to offer accommodation solutions that better meets their set of circumstances and assessed needs.

The statement informs both current and future organisations about how they can develop local services against a population of need that reflects demand for services, but also to identify further opportunities for future development opportunities based on change in local need and demand.

Working in positive partnership to deliver the best quality services for local peoples and communities, we are realistic about the size of the financial challenge Hull City Council and Adult Social Care face to find further efficiencies whilst protecting local vulnerable people.

Commissioning are enthusiastic to showcase the great work that local landlords, service providers and wider partners have undertaken in the re-design of housing related support services, that better positions local services in understanding the Adults Early Offer through Prevention, with a clear aim to reducing vulnerable people's dependency on longer term care and acute settings.

This is one of many statements that will be developed over the next four years that relates to services who have undergone a significant re-design against changing patterns of need across Hull's population, so to help commissioning understand how to respond better to peoples changing needs, and to drive service development against a backdrop of national and local policy change and financial challenge.

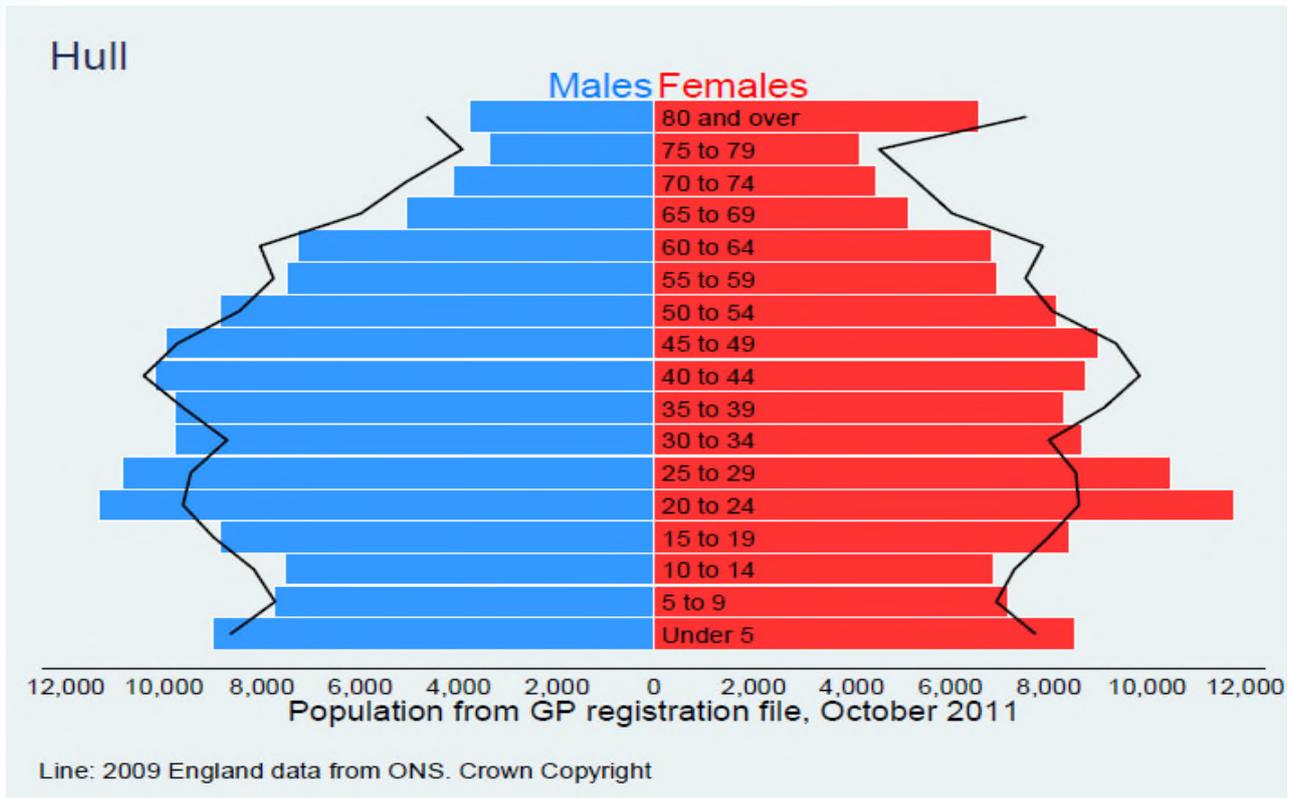
This statement draws on local statistical information collated by St. Andrews Centre for Housing Research, Housing and Probation partners and drawn from Hulls Joint Strategic Needs Assessment (JSNA).

The statement is read in conjunction with Hull's Homelessness Strategy and Delivery Plan 2012 - 16, Hull's City Plan, local NHS Winterbourne Action Plan, Hulls Health and Wellbeing Action Plan, Hull's NHS 2020 Vision and Better Care Implementation Plan and in responding to the key duties of the Care Act 2014.

The statement will change and will be subject to a yearly review. Information can be produced in different formats and can be required from the joint commissioning and contracts team, based at Brunswick House.

2. About Hull

There are 256,400 people living across Hull; 54,779 are under 18 years of age, 35,700 are over the age of 65, and 4,642 are over 85 years. The population is expected to grow further and by 2022 we expect that there will be another 11,600 people living in the City.



The graph above gives the population pyramid for Hull (represented by the bars) compared to the estimate for England for 2009 (represented by the line). Hull's population is relatively young compared to England with a lower percentage of people aged over 50 years. The number of people in their early 20s is higher than England due to Hull being a University City.

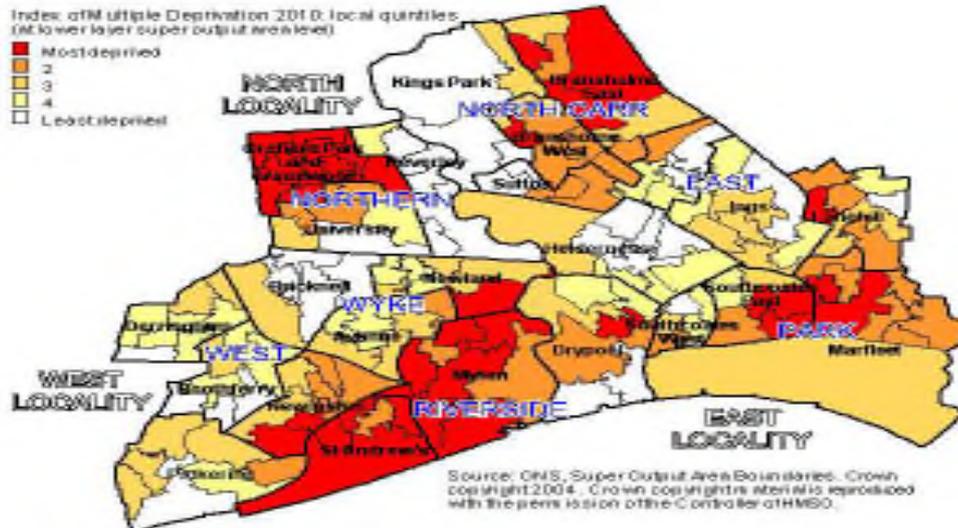
Hull has a mainly white British population and according to the 2011 census black or minority ethnic residents now make up 10% of the population (this has tripled in the last 10 years). However around 20% of people seeking assistance as homeless are from BME groups.

Hull is the tenth most deprived local authority in England using the 2010 Index of Multiple Deprivation score. This is a measure based on: Income, Employment, Health and disability, Education, skills and training, Housing and services, Crime and Living environment. Some residents and groups of people across the City suffer from financial deprivation and the consequences of living in poverty.

There are considerable differences in quality of life and life expectancy between different parts of Hull, with residents in some areas having a life expectancy 10 years greater than in others. Male life expectancy ranges from just over 71 years in St. Andrews ward to just over 81 years in

Beverley ward. Female life expectancy ranges from 74 years in St Andrews ward to 84 years in Bricknell ward.

The map below shows the levels of deprivation across the city in 2010:



Residents living in the more deprived communities may face barriers in accessing services and often have complex physical and mental health needs. Certain harder to reach groups of people have worse health outcomes than might be expected; examples include the unemployed, some minority ethnic groups, refugees and people displaced from home.

Hull has significantly fewer people in employment and over twice the national rate of benefit claimants. Those who are in work earn lower wages than the national average and average earnings for full time workers living in Hull are £414.20 per week compared to £503.10 per week for Great Britain. 10.4% of 16-18 year olds are not in education, employment or training compared to 6.1% for England. Being homeless can make it more difficult for people to obtain work, just as losing a job can make homelessness a greater risk; this impacts on the local economy, the wider community as well as community and individual safety.

The average market rent (at September 2012) for a one bedroom property is £83 a week and £116 for a three bedroom property (based on Humber Hometrack Housing Market report produced by East Riding of Yorkshire Council). Fewer people can afford to buy because of the need for increased levels of deposits, and stable employment and banking services. It is estimated that over a third of Hull households have an income that is insufficient to service monthly mortgage repayments of a lower priced house for sale.

Homelessness in Hull is 4.37 per 1,000 households (England 2.3). Homelessness has a direct affect on the health and well being of people. Adults and families without a permanent home are at significant increased risk of suffering from physical and mental health illness and have a higher prevalence of problematic drug and alcohol use. It also affects the overall sustainability of neighbourhoods due to lack of settled communities, lack of continuity of schooling and reduced demand for neighbourhood services. It is anticipated that Welfare Reform will worsen poverty levels in the city over the next few years especially in relation to increased food and fuel poverty and this situation will require careful monitoring.

The link between the prevalence of deprivation and the prevalence of homelessness is intrinsically significant in terms of the council's responsibility to design services that are capable of meeting peoples Housing Related Support assessed needs within communities.

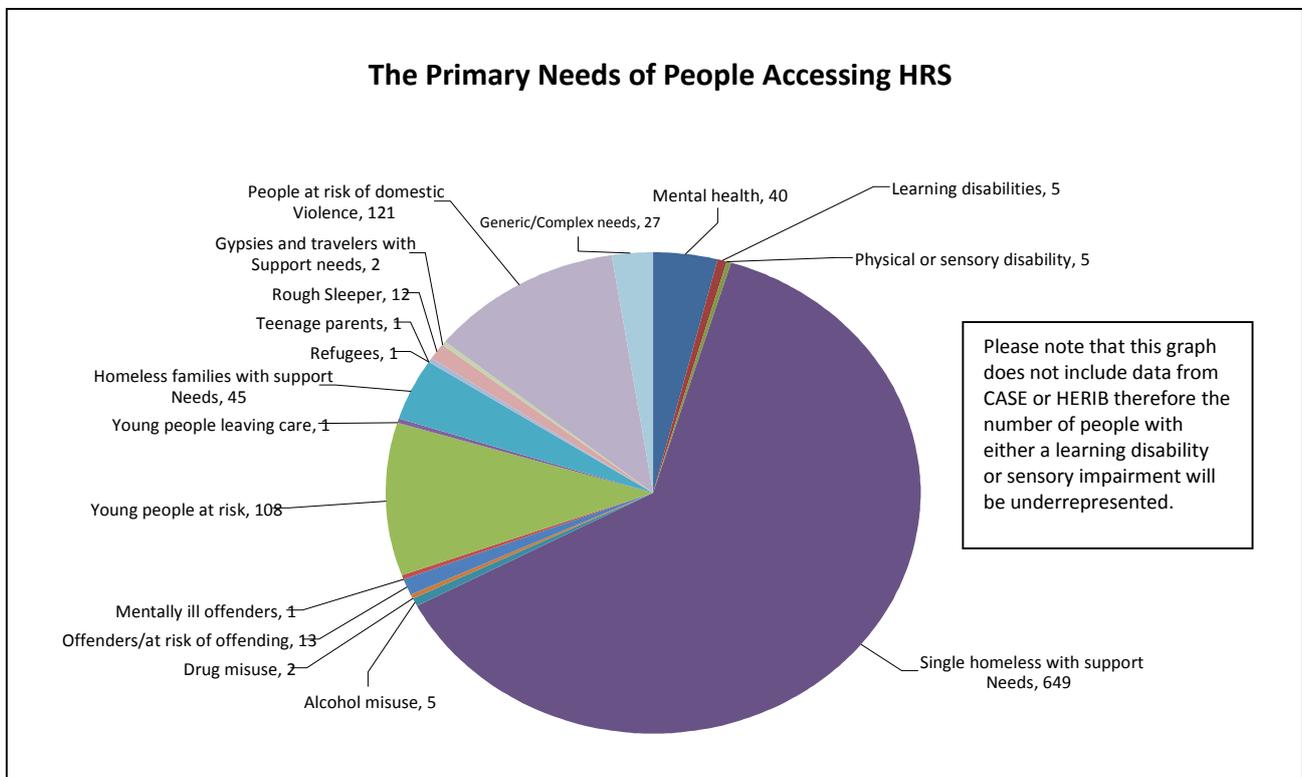
3. Demand

Each year in Hull, there is around 3000 approaches for help and advice to the Council from people who are homeless or at risk of homelessness. The table below highlights the many different reasons who people are at risk of becoming homeless.

Reasons for approach	Apr - Jun 12	Jul - Sep 12	Oct - Dec 12	Jan - Mar 13	Total
Friends/Relatives unable to Accommodate	77	80	63	91	311
Approach Advice	25	39	46	50	160
Rent Arrears - Housing Association	3	0	3	10	16
Rent Arrears - Private Sector	47	32	31	44	154
Harassment - Other	14	23	21	24	82
Health Reasons	15	19	11	13	58
Local Authority Eviction	0	1	2	1	4
Leaving Institutional/LA Care	0	0	0	1	1
Leaving NASS Accommodation	13	8	2	3	26
Mortgage Repossession	9	10	3	10	32
Flood/Fire & Disaster	1	2	1	3	7
Parents Unable to Accommodate	118	120	116	122	476
Left/Leaving Prison/Remand	12	13	11	20	56
Relationship Breakdown - Non Violent	70	92	57	99	318
Rough Sleeper	8	14	15	15	52
Termination of AST	86	99	75	123	383
Other Termination	21	20	12	15	68
Violence - Domestic - Other	8	11	4	12	35
Violence - Domestic - Partner	58	70	69	68	265
Rent Arrears - Local Authority	3	3	4	6	16
Harassment - Racial	0	0	2	1	3
Left/Leaving Hospital	3	3	1	10	17
Disrepairs	4	4	1	10	19
Violence - Other	12	4	3	4	23
Leaving HMF	1	6	3	5	15
Affordability	21	19	20	36	96
Told to Leave Hostel	7	3	3	10	23
Mortgage Rescue advice	17	13	14	18	62
Approach to YPSS	98	123	81	62	364
Total	751	831	674	886	3142

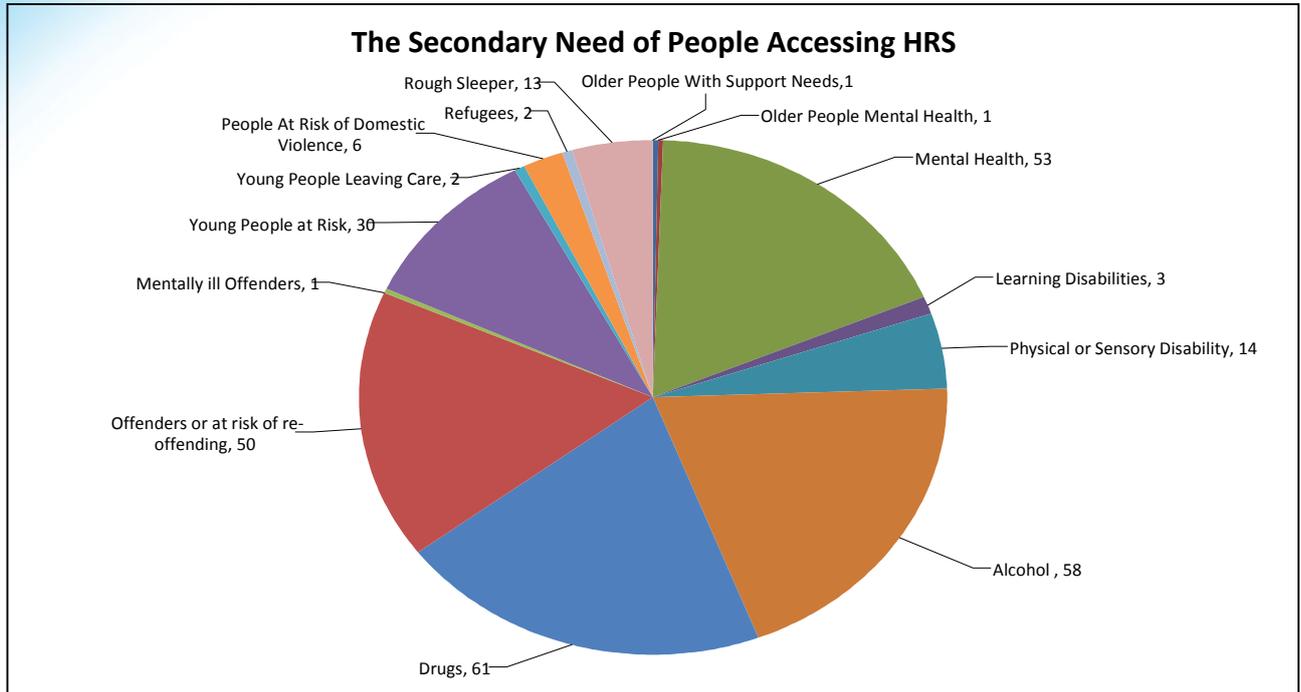
The above table informs commissioning that the main reasons people may approach the Council for housing advice is due to friends and family been unable to accommodate a person, the ending of an Assured Shorthold Tenancy and / or through violent and non violent relationship breakdowns, and the prevalent risks being highlighted in red of the above table.

A significant number of these approaches were from younger people aged (16-24) who approached the Young People Support Service (YPSS) for housing advice after they had been asked to leave their current accommodation by parents, other relatives or friends. By accessing these services and with support from the Targeted youth team on family mediation around a quarter of these people return to live within the family home with others finding temporary accommodation in supported accommodation, hostels or as a last resort B&B's. The reasons for other relationship breakdowns can be best explained by looking at the needs of people accessing Housing Related Services. The graph below shows the primary needs of those people receiving support from HRS providers.



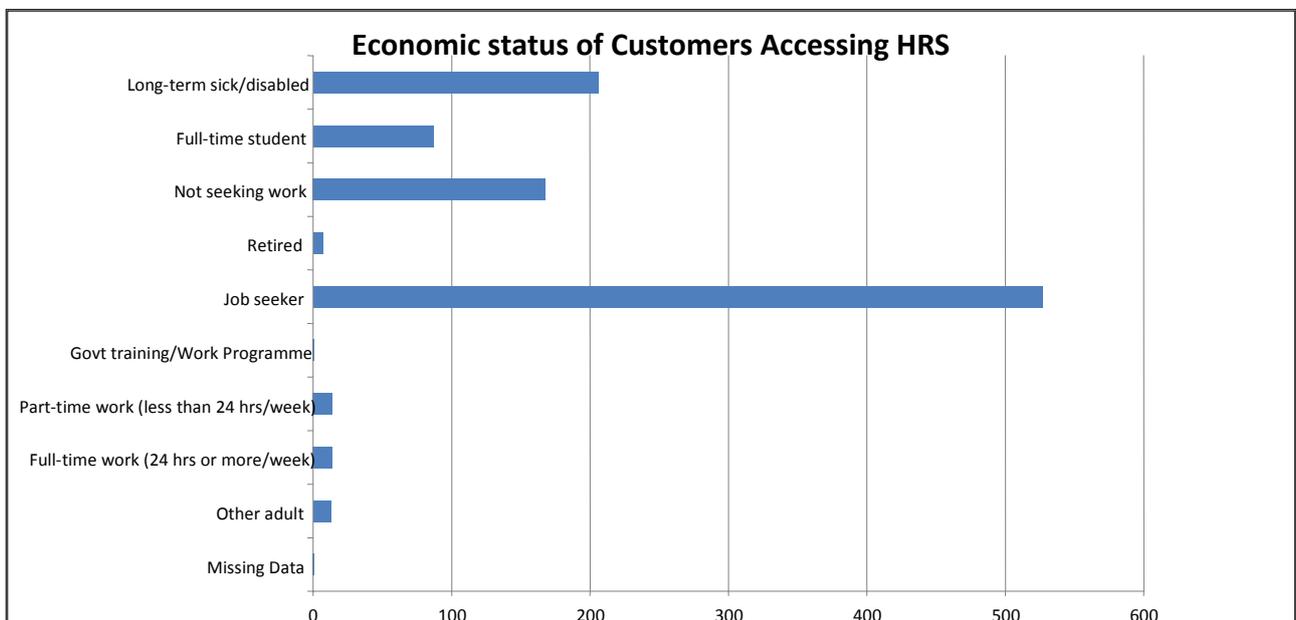
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Of those people accessing HRS 63% are categorised as single homeless people with support needs. Single Homeless people rarely qualify for priority status when applying for housing unless they have a priority need such as a medical priority, care leaver, move on etc. Examining the secondary needs of these people helps create a clearer picture of the reasons they require support (see graph below). Key characteristic of this group are high levels of mental illness, use of drugs and alcohol and people at risk of offending/reoffending.



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The economic status of those accessing support from the HRS providers is highlighted in the chart below and shows that as expected that vast majority are either seeking work or long term sick.



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Rough Sleepers

The number of rough sleepers in Hull fluctuates each year. The table below indicates recent trends and is based on head counts by the outreach team.

Rough sleepers	2008	2009	2010	2011	2012	2013	2014 (Jan)
Monthly Count	10	7	No data	15	33	8	16

There are currently around 16 (Jan 2014) entrenched rough sleepers within a group of around 20-40 people at risk of rough sleeping who often have a history of short stays in direct hostels interspersed with rough sleeping.

The table below show how Hull compares to other areas across the region in autumn 2013.

Local authority area	Estimate
Barnsley	0
Bradford	12
Calderdale	5
Doncaster	9
East Riding of Yorkshire UA	8
Kingston upon Hull, City of UA	13
Kirklees	4
Leeds	13
North East Lincolnshire UA	6
North Lincolnshire UA	9
Rotherham	5
Scarborough	7
Sheffield	17
Wakefield	7
York UA	9

Hull City Council is working to end rough sleeping in the city through the operation of an assertive outreach service and through the recently tendered Centre for Assessment and Emergency Accommodation (CAEA) which is a service dedicated to meeting the immediate and often chaotic needs of the city's entrenched rough sleepers.

Local authorities have an obligation to provide shelter when the temperature is forecast to drop below 0°C for three consecutive nights. In Hull the Cold Weather provision is triggered whenever the temperature is forecast to fall below freezing even when this is for only a single night. This strategy means that that housing will fund places in direct access

hostels, Hostels and Bed and Breakfasts during this period of intense cold helping to prevent cold related deaths within the city. These periods of extreme weather provide a key opportunity to work with entrenched rough sleepers who would normally not access services. These opportunities need to be fully utilised ensuring that all is done to work with this vulnerable group and support them to access services and more stable living arrangements.

Peoples Stories – Listen to Our Voices

“I lived at home with mum and dad until I was 16, dad hit mum often and when I tried protecting her, he would hit me, I found my life was better with my friends living on the streets of Hull, I found that drugs helps me survive, since being offered supportive accommodation my life has changed, I don't need drugs, and I have started to attend college, and have met new friends. My mum is a big part of my life now and I have developed great confidence”.

“At the age of 52 my wife died of terminal cancer. I struggled to pay my bills and started to hoard things and over time could not manage with everyday things, I did not want to ask for help, I felt ashamed and depressed and started to talk to myself, I started drinking and my life became a roller coaster, falling into a darkness that I could not get out of, eventually through my unsocial behaviour I lost my home and will. Today I access supportive services on a weekly basis but remain homeless, as I can't and want to live in a care home or any other services, I am now 70 and I do support younger people to remain safe, I don't know how things can change” but the services help me remain healthy and clean and ensure I have food.”

“Each week I get support from HRS services to manage with my bills and to look after my home, including giving me advice about health, I have a learning disability and can't at times understand things, that seem so difficult to me. I struggle to survive at times given I use drugs and can't stop drinking, it num's my brain, after spending 10 years in an abusive relationship, I am now getting my life back, and manage my rent with support well. I get support to keep my home clean and now work 10 hours a week, learning about catering and in managing my money.”

“At the age of 16, dad said I had to get a job and to sort myself out. I struggled to get a job and my focus in my life was going out with my mates and drinking, I just did not get it - dad was drinking often and at times I thought him dead. At 18 dad decided to move and left me to think about my life and my priorities had to change, I ended up homeless for two years until I found the HRS service who enabled me to get a step in life and to show me the way”

“someone asked me why I am homeless, I don't have a family that cares, nor a bank account and can't get a job, I use drugs to feed my depression to stop how life makes me feel, I can't think or care how or when I die and don't feel there is anyone to help me - what do you think..!”

“What I need is for people to listen to me and understand my situation without judgement, provide a roof and bed and to help me know what's next in supporting my life choices”

Prison Leavers

1247 people were discharged from Hull Prison between April and December 2013.

420 on release came to Hull. Around 16% of people released from HMP Hull identified that their accommodation was “temporary /hostel with No Fixed Abode.

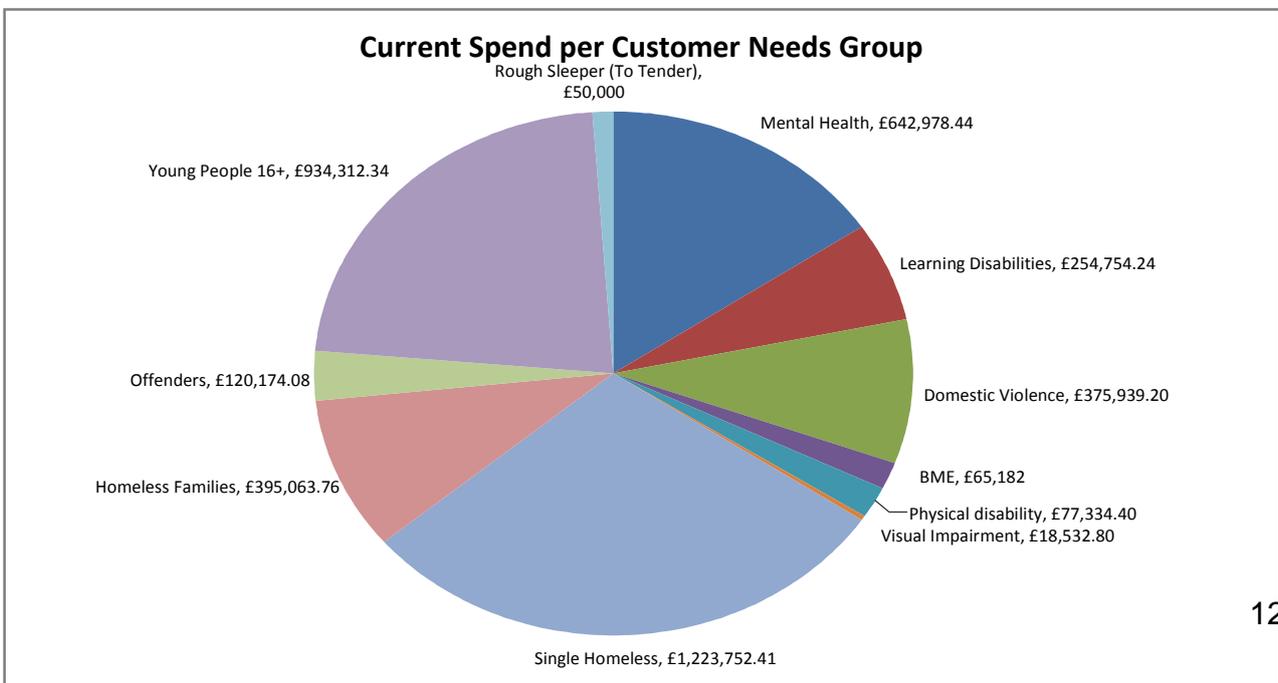
4. Supply

Housing related support (HRS) forms part of the legacy of the Supporting people programme. The aim of the programme was to help end social exclusion and to enable vulnerable people, including adults and families with complex and multiple needs to maintain independence and self reliance through the provision of housing-related support.

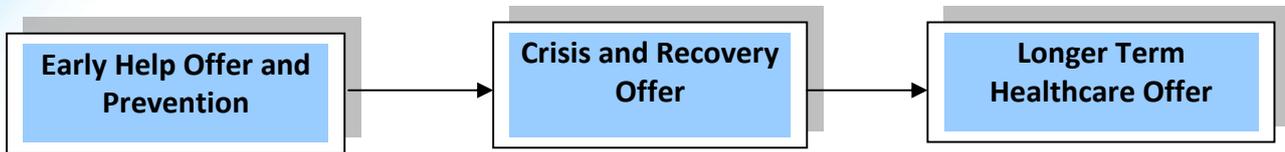
Support services drive the following outcomes:

- Individuals will be supported to live as independently as possible;
- Supports reduced reliance in people needing long term care;
- Services will focus on early help and prevention and move away from high cost, less empowering longer term services;
- Services will be personalised and will meet the individual needs of the customer; and
- Resources will be utilised in the most efficient and effective way.

In April 2013 Hull City Council completed a strategic review through an accreditation process which identified a consistent demand for the HRS services. Through consultation with local providers, we determined that the awarding of a 4 year framework would present opportunities to plan, whilst bringing greater stability to the sector and in turn to those ‘at risk’ of becoming homeless. A competitive tender followed, resulting in the awarding of the HRS 4 Year Framework, consisting of 14 providers delivering 27 services to 848 people, at a annual cost of £4,108,023.67 13 million.



The 4 year HRS framework (2013- 18) was awarded in meeting national changing policy and in promoting commissioning strategic approach to the future design of Adult Social Care services through the Adults Early Help Offer through Prevention, resulting in the following pathways being implemented:



Whilst significant investment remains in longer term care settings, this approach represents a shift in focus to early help that can prevent and reduce people’s need to enter longer term care and acute settings as their needs change.

HRS services are delivered to people on a time-limited assessed basis so people move towards greater independence and self-reliance and are delivered in one of two ways across the City;

Outreach Floating Support

Floating Support is the term used to describe services which are not provided as part of a package tied to specific housing, but which moves with individuals wherever they live. Support workers will visit the customer in their own home to deliver the support which makes sure the person can remain living successfully in the community. A key benefit of Floating Support is that it provides greater flexibility in time of personal crisis; it enables a wide range of vulnerable customers to maintain their accommodation whilst dealing with their specific crisis.

Accommodation Based Support

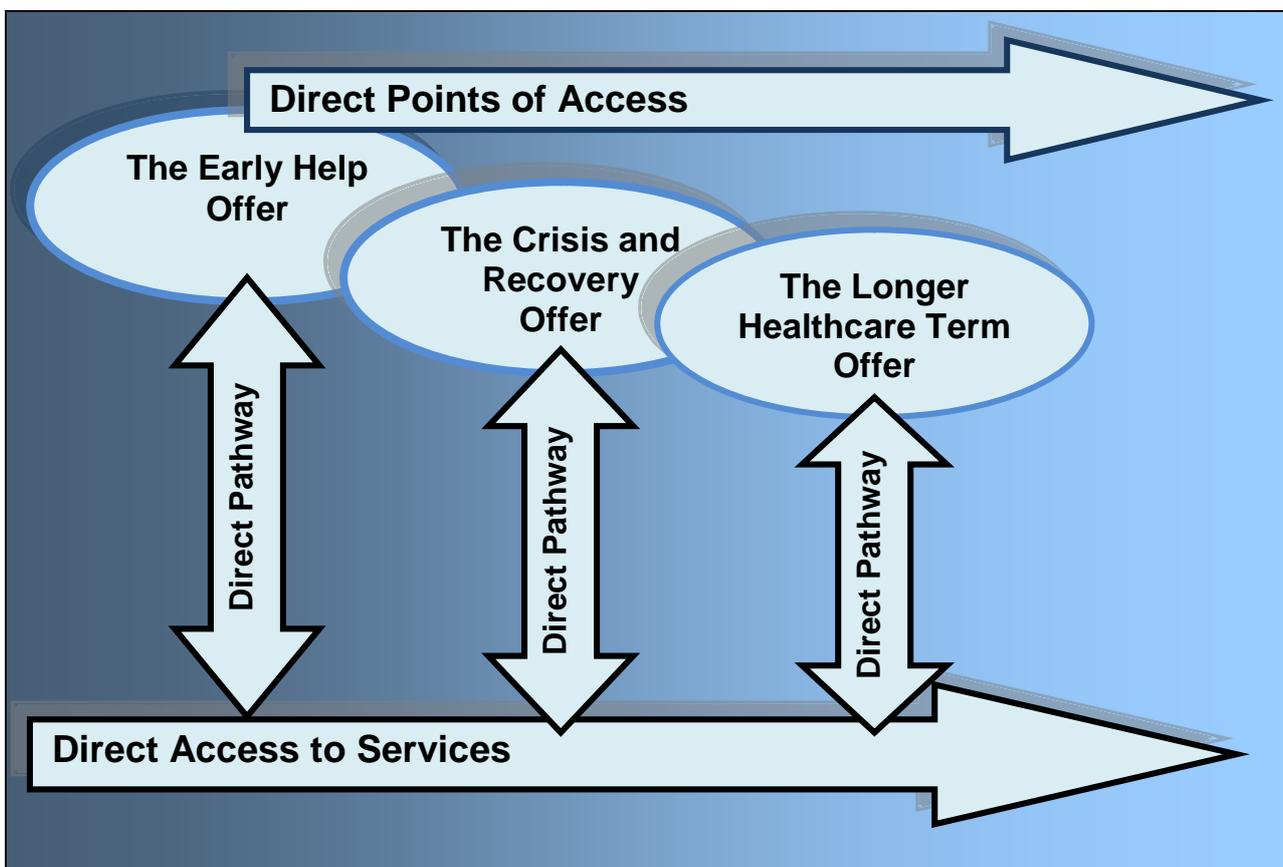
Accommodation Based Support is delivered as part of a package which includes the provision of suitable accommodation. Support workers are on site and for the customer the need for and use of the support function is often central to the conditions of the tenancy. The fundamental ethos of Accommodation Based Support is to help someone develop independence skills so that they can move on into more independent accommodation of their own within the community. Accommodation Based Support is often accessed by customers who experience crisis and may require emergency accommodation and support due to their circumstance.

Within Hull there are 1313 units of housing classified as exempt accommodation for housing benefit purposes as care and support is provided. Around 65% of these are provided for older

people however there are 31 units where the exemption relates to young people at risk and also 255 units for homeless people.

5. Access

Commissioning promote a wide range of direct referral routes across housing, health and social care, so to ensure people at risk of been displaced from their home, can access HRS services which can provide the support. The referral routes to HRS are comparable to the Adult Services 'life pathway'. This pathway enables people to directly access services which is best positioned to provide the support they need often at a point of change within their lives, whilst also acknowledging some customers will move along the pathway as there needs or situation changes.



It is expected that every HRS provider develops a referral path including but not limited to:

Statutory Services;

- HCC Service Navigators – Referrals from the Councils Long Term Support Team
- Young Peoples Support Services (YPSS)
- Housing Assessment Team (HCC)
- District Nursing Services
- CPN Services
- Community team for learning disabilities (CTLD), includes customers with Physical disabilities and / or Sensory Support

- Hospital discharge liaison
- Mental Health Services inc PSYPHER
- Other Housing Related Support providers (if move on required etc)
- Probation and Police

Non Statutory Services

- Voluntary & Charity Services
- Signposting Services
- Wider Public
- Self referral through direct access, where providers will not turn people away.

6. Early Help Offer through Prevention

Early Help involves targeting low level support to at risk groups in order to prevent problems from developing, or to reduce the impact of such problems. It aims to build personal and family resilience and impart skills so that people can better manage the challenges that a particular disability or set of circumstances, such as unemployment or homelessness can create.

The services currently commissioned under this offer are:

Early Intervention and Prevention	Provider	No. of people
Low Level/ Floating Support Service for Customers with Learning Disabilities	CASE Training living Ltd	6
Accommodation Based Service for Customers with Learning Disabilities Day Time Staff on Site with Emergency Call Out	Hull Churches Housing Association	17
	The Riverside Group	20
Floating Support Service/Complex Supported Living For Customers Fleeing Domestic Violence	Hull Women’s Aid	10
	Winner Trading	20
Drop in Service for individuals from the Black Minority Ethnic Community	The Riverside Group	50
Floating/Low Level Support Service for customers with Physical Disabilities	The Riverside Group	104
Floating/Low Level Support Service for customers with Mental Health Problems	HEY Mind	20
Floating/Low Level Support for Young People/LAC	Catch 22 - VCS Consortium	40
Accommodation Based Service/General Supported Living for Customers with Sensory Impairment	Hull & East Riding Institute for the Blind	22
Total		309
Cost		£883,033.84

7. Crisis and Recovery Offer

Crisis and Recovery resolution services address the needs of people when crises arise and their normal coping skills or support arrangements are not sufficient to sustain them. They provide intensive home based support to overcome the crisis and prevent the loss of coping skills, thus avoiding the need for more complex care. Recovery and resolution help people to recover their independence in the immediate post crisis period or following a stay in a hospital or residential care home. Both focus on helping people to re-establish their ability to manage their own lives, improve their self confidence, independence and capacity for personal choice and to recognise their own strengths and resilience, where necessary with continuing assistance and support.

The services currently commissioned under this offer are listed below.

Emergency and Crisis Intervention	Provider	No of people
Services for Young People/LAC Accommodation Based - 24 Hour Cover with Waking Night Staff,	The Riverside Group	4
	The Home Group (Stoneham)	6
Services for Young People/LAC - Accommodation Based - Day Time Staff on Site with Emergency Call Out	The Riverside Group	25
	Hull Resettlement Project	12 (+ 6 from Jan 2015)
Services for Single Homeless - Accommodation Based - 24 Hour Cover with Waking Night Staff	The Riverside Group	46
	The Salvation Army	113
	Hull Resettlement Project	45
Services for Homeless Families - Accommodation Based - Social Landlord with Day Time Staff on Site with Emergency Call Out	Hull Churches Housing Association	30
	Sanctuary	12
Services for people fleeing Domestic Violence Accommodation Based - Day Time Staff on Site with Emergency Call Out	Hull Women's Aid	14
Total		307 (313 from Jan 2015)
Cost		£2,143,444.43

8. Longer Term Healthcare Offer

This service provides accommodation based support or floating support at high or medium intensity. The objective of the service is to provide intensive and focused recovery and rehabilitation interventions that will support people to achieve a change and improvement in their behaviour or condition so that they have the confidence and skills to obtain and/or maintain independent accommodation. The accommodation shall be appropriately located in suitable premises that balance the support needs of this customer group within the local community.

The services currently commissioned under this offer are listed below:

Recovery and Supportive Living	Provider	No of Customers
Accommodation Based Recovery & Rehab Supported Living for Men and/or Women	HEY Mind	36
	The Home Group (Stonham)	14
Complex Floating Support Complex Needs Substance Misuse	Humbercare	50
Accommodation Based High Intensity Supported Living for Young People Complex Mental Health	HEY Mind	7
Accommodation Based Recovery & Rehab Supported Living for Adults with Enduring Mental Health Problems	The Riverside Group	71
Accommodation Based Crises; Recovery & Rehabilitation Supported Living for Ex-Offenders, Self Enablement Services.	Humbercare	16 (spot provision also)
Total		194
Cost		£1,081,545.40

As a Council we are committed to ensuring that HRS services commissioned deliver results and this will be closely monitored and providers are expected to submit service outcomes on a regular basis to the Centre for Housing Research (CHC) supporting people. The table below shows the service outcomes for the period April 2012 – march 2013 from those providers who submitted information during this period.

The number & percentage of clients requiring support and number & percentage of outcomes achieved 01/04/2012 - 31/03/2013				
Short-Term Services	Required Support		Outcome Achieved	
	n	%	n	%
All Clients Departing SP Services - 801 total				
Economic Wellbeing				
Maximise Income	522	65	458	88
Manage Debt	212	26	123	58
Obtain Paid Work	116	14		
<i>Now In Paid Work</i>			30	26
<i>Participated In Paid Work Whilst in receipt of service</i>			32	28
Enjoy & Achieve				
Participate in Training/Education	228	28		
<i>Participated in Training/Education</i>			120	53
<i>Achieved Qualifications</i>			43	22
Participate in Faith/Culture/Faith/Learning	112	14	81	72
Participate in work-like activities	119	15	54	45
Establish contact with external groups/services	284	35	221	78
Establish contact with family/friends	176	22	158	90
Be Healthy				
Physical Health	240	30	175	73
Mental Health	224	28	165	74
Substance Misuse	250	31	124	50
Aids & Adaptations	13	2	11	85
Stay Safe				
Maintain accommodation/avoid eviction	311	39	162	52
Secure accommodation	409	51	249	61
Comply with statutory orders	94	12	59	63
Manage self harm	72	9	57	79
Avoid causing harm to others	49	6	32	65
Avoid harm from others	126	16	102	81
Positive Contribution				
Achieve more choice & control	223	28	166	74

9. Strategic Partnerships

Housing Related Support cuts across many different agencies in terms of the needs of people who access services and the impact of positive outcomes when achieved. The following list identifies the relevant agencies who are directly or indirectly involved in the delivery of services;

- Adult Social Care including specialised assessment teams such as Community Team Learning Disability, Mental Health SENSE and Substance Misuse team
- Public health and other community Health services
- Acute and forensic Health services
- probation and Youth Offending
- Housing and Homelessness options teams
- Young Peoples assessment, access and support services
- Local Revenue and Benefits department
- Police and community crime prevention

10. Customer Engagement and Consultation

Consultation was at the heart of the strategic review and through the accreditation process; questionnaires were sent out to give customers the opportunity to set priorities for the future including customer group support groups and face to face consultation. Customers were also involved at the tender stage as local providers showed and presented people's views. A total of 165 customers participated from across all needs groups, representing 18.9% of the total number of people who access Housing Related Support (*based on full capacity figures*). The following comments were given by individuals and used to inform the service specification;

- More flexible services that provide more emotional support in time of need.
- Flexible rental offers and landlords who can respond to my need,
- Signposting services that support me now,
- More support from other, wider agencies and access to assessment and information.
- Improved forms. Complicated processes that are time taking.
- Providers need to understand better what is important to us and how to help.
- Improved access to information and advice and care or support assessment if we need.
- It would be good if we could access the service 5 days per week because it can be a long time to wait from Thursday to Monday morning.
- More time to be spent with customers and improved support planning.
- More support to access education/training.
- Improved move on during tenancy.
- Better access to Internet helping us help ourselves
- Let people stay over on a weekend.
- The staff could try and help the customer a bit more and be a bit more lenient towards us as we are still growing up.

11. Opportunities for Current and New Organisations

A number of opportunities will be forthcoming within the lifetime of the hrs framework. Whilst the framework is fixed in terms of representing providers, this innovative and forward thinking framework enables and encourages existing providers to form new sub partnerships that better develop services based on Council consultation. This would be achieved through formal arrangements or sub-contracting, where one organisation becomes the lead organisation with other service providers who are external to the framework but who are interested in entering the market. This enables the HRS framework to better able to encompass changing needs of people across its lifetime and fundamentally to encourage businesses to work in a way that promotes and engages new ways of delivering services, through integrated resources, pooled budgets and joint commissioning arrangements.

The strategic review and tender also enabled an evidence based approach to developing some financial flexibility across the framework. Through highlighting the demands for these services and clearly setting out the preventative value of services, agreement was reached to create a contingency fund of 10% against the HRS yearly budget to re-invest into the modelling of Hulls HRS and wider community hub offer. This seeks to expand the HRS provision and to develop services further, to offer much more to a community, where people can rely on a responsive service to meet their support needs or be signposted to someone who can.

In the very near future, there will be opportunities to enter the framework by working with lead Providers early and these are;

2014; Lot 1 Service Centre for Assessment and Emergency Accommodation (CAEA); a service dedicated to meeting the immediate and often chaotic needs of the city's entrenched rough sleepers. Utilising the mini-competition element of the HRS framework suitable providers have recently had the opportunity to bid for this service. Humbercare was successfully awarded this contract in June 2014.

Early 2014; Outreach Domestic Violence support for Children & Young people; historically this service was commissioned by Public Health in isolation, but following the development of the HRS framework, it was felt that value could be added through Joint Commissioning and a mini-competition will be utilised to approach appropriately experienced HRS providers to bid for the service.

Late 2014; Developing self enablement targeted at e-offenders with probation, housing, health and social care needs, that will step down into community settings.

2014: Looking to improve on Council performance regarding pre-employment support for people with mental health and learning disabilities.

2014/14: developing Hulls first Community Offer, building on the support of the third sector market place and wider Health and Wellbeing.

12. What Next?

This Market Position Statement is the start of a process. It is intended to serve as an introduction to the many discussions that need to be had between the relevant commissioners and local providers but also as a starting point for providers to think about their current business models and how they may need to change for the future.

Commissioning will now commence the co-production with providers and people accessing the services- the development of an outcomes based quality assessment framework, in setting out a standard approaches to the development of quality assurances.

Commissioning will be measuring over the terms of the framework how the HRS services will save adult social care funds, in ensuring there is a clear correlation to the reduction of people entering longer term care setting through a direct HRS intervention.

It does not prevent providers seeking a competitive advantage through their own market research and other activities. The right kind of freely-shared and published intelligence could lower barriers to market entry and prevent providers from wasting resources on poorly targeted initiatives. As a starting point we welcome views on what kind of market information would be especially useful in the future or might be difficult to obtain independently.

Produced by the Hull City Council Joint Commissioning Team (CRJCT)
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Useful Links:

Joint Strategic Needs Assessment
<http://www.hullpublichealth.org/>

Preventing Homelessness strategy delivery plan
http://www.hullcc.gov.uk/portal/page?_pageid=221,696955&_dad=portal&_schema=PORTAL

Hull City Council Housing
http://www.hullcc.gov.uk/portal/page?_pageid=221,52210&_dad=portal&_schema=PORTAL

Connect2support
<https://www.connecttosupport.org/s4s/WhereILive>