



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI533479940

Thank you for your request for information relating to Housing Supporting People Programme (Floating Support).

You have requested the following information:

Please may you provide me with:

Information on the service your authority provides for vulnerable people in need of housing related support, aimed at helping them live independently (a service similar to the Supporting People Programme - known as Floating Support in some areas);

Please provide the information by completing the attached table in excel format

1. Do you continue to provide a service similar to the Supporting People Programme - known as Floating Support in some areas - a service for vulnerable people in need of housing related support, aimed at helping them live independently? (Yes or No)

Yes. This is provided by Adult Social Care (ASC) and Housing as part of the wider homelessness contract provision. Information is provided for both in this response.

2. If yes - What is your annual budget for this service? (£/year)

ASC: £167,373

The annual budget for the homelessness commissioned contracts is £2,340,267, however please

note that the commissioned contracts include different elements including emergency and hostel accommodation as well as prevention and move-on. We are unable to separate out the information in relation to tenancy stability/sustainment only.

3. What is the contract length for the existing program? (years)

ASC: Not applicable. Internally provided service.

For homelessness, seven years.

4. When does your current commissioning contract end? (month/year)

See response to Question 3 for Adult Social Care.

For homelessness, the full contract length for the existing programme is seven years, ending on 31 March 2027. This will be reviewed during 2024.

5. Who is your priority cohort?

ASC: People with Learning Disabilities, Acquired Brain Injury, Cognitive and/or physical impairments, People with ill mental health.

People/households who are homeless and are identified as requiring support.

6. How many referrals does the current service receive per month? (#/month)

ASC: On average, three per month.

For homelessness, we are unfortunately unable to provide the specific information requested. Our commissioned contracts include different elements including emergency and hostel accommodation as well as prevention and move-on. We are unable to separate out the information in relation to tenancy stability/sustainment only.

7. How many re-referrals (individuals having previously used the same service in the last 3 years) do you receive per month? (#/month)

ASC: We confirm that we do not hold this information and are advising you as per Section 1(1) of the Act. This information is not captured.

For homelessness, please refer to Question 6.

8. How many FTEs do you have working exclusively on this service?

ASC: 8FTE.

For homelessness, please refer to Question 6.

9. How many external providers do you procure to deliver the service?

ASC: One.

For homelessness, three prime providers.

10. What is the average length of the interventions or time on programme? (months per individual)

ASC: Timescales vary from short term to a maximum of 24 months in line with an individual's needs and abilities. However, an average intervention length is 24 months.

For homelessness, please refer to Question 6.

11. Do you measure success in the program? If yes, what is the KPI measured?

ASC: There is a requirement for the service to monitor delivery and evidence impact/benefit against a framework of strategic and service specific outcomes based on:

- Improving health, wellbeing, independence and resilience
- Remaining safe and secure in the community
- Increasing engagement in education, volunteering and employment
- Enabling social participation and confidence

For homelessness, please see the table below:

	KPI	Reporting mechanism	Target
1	Service delivered within the specification parameters (e.g. hours delivered, accommodation, number of Service Users)	Quarterly performance report written by Provider	80%
2	All risk assessments carried out within 7 days	Quarterly performance report written by Provider	100%
3	Service Users have an agreed support plan within 7 working days of initial assessment	Quarterly performance report written by Provider and sample checks	100%
4	Service Users with a support plan and risk assessment are reviewed every 4 weeks	Quarterly performance report written by Provider Sample checks carried out by the Commissioner	100%
5	Number of exit interviews completed	Quarterly reporting Sample checks by the Commissioner	50%
6	All Service Users undertake a tenancy ready course	Quarterly performance report written by Provider	100%

7	Service Users are supported to access universal health services (E.g. GP, dentist)	Quarterly performance report written by Provider Sample checks and service user interviews carried out by the Commissioner	100%
8	Service Users leave the service in a planned way	Quarterly performance report written by Provider Exit interviews carried out by Provider and reviewed by the Commissioner	80%

12. If yes to question 11 - what has been the performance over the last 3 years?

Adult Social Care:

- 87 customers supported
- 76.9% of leavers were successful planned move on's

While the number of customers supported is lower than the original support model projected, it was identified that on average the customers referred to the service have had much higher support needs than anticipated. For a significant number of customers, the average rate in reduction of support needs has been at a much lower rate than projected in the initial model. This has resulted in the customer support durations being a mix of long term, short term, and fixed term.

The service has focussed on helping customers develop the resilience to live independently in the community. Through support to access and/or maintain independent accommodation with an emphasis on helping them develop their ability to perform activities of daily living, include shopping, managing finances, travelling independently, meal preparation and communication among other things.

The service emphasises progression rather than maintenance whenever possible and all customers have made progress with support and have significantly reduced the level of support they require. However, for a particular small cohort of customers it was identified that they will always require some level of on-going maintenance/crisis support to help them maintain safety, stability and to continue to live as independently as possible in the community.

For homelessness, the contracts went live at the start of the pandemic (1st April 2020) which proved challenging in terms of mobilisation – contracts have all performed at an acceptable level however there have been some challenges with staff retention and resourcing for all providers which has been compounded by the cost of living crisis.

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If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance