

Supporting People – Central Access Point Review Report

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Summary and Recommendation

This report has been written to give an overview of the development and delivery of the Central Access Point (CAP), administered by Supporting People. The report covers the background to the CAP, a district overview and a customer profile, during the first three quarters of the year 2012/13 (2nd April 2012- 6th January 2013). It is recommended that members of the Strategic Housing Panel note the attached information.

1. INTRODUCTION

- 1.1 The implementation of a Central Access Point (CAP) was approved by the Supporting People Commissioning Body in 2011. The purpose of the CAP was to ensure the following:-
- The most vulnerable in the community in need of housing related support are able to access services
 - That a single pathway to housing support services is in place
 - Housing Support services are tailored to the individual and the most appropriate service is accessed based upon need and risk
 - The Supporting People resource is managed effectively and efficiently
 - That numbers of individuals that accessed housing related support were recorded showing a true reflection of need
 - That re-presentations will be recorded and monitored
 - That strategic information will be collated regarding gaps in service when individuals are declined by providers
- 1.2 The CAP became an integral part of the newly tendered Supporting People contracts (April 2012).
- 1.3 All individuals in need of housing related supported are assessed by a Local Area Coordinator (LAC) to determine with the individual the most appropriate service. When an individual has housing support needs and they are homeless or at serious risk of homelessness the LAC will refer to one of the short-term accommodation providers. The provider will then determine if they are able to meet the individual's needs. Where an individual requires floating support an individual service will be commissioned on their behalf from a floating support provider that is tailored to the individual's needs.
- 1.4 Improved referral process and amendments to the CAP process, including referral times and an updated referral form, were implemented following provider feedback.
- 1.5 All referrals are made to the Central Access Point main office in Carlisle. For the first six months appointments for a CAP assessment were made by the team administrator for the relevant LAC. Following provider and stakeholder review we

have changed this process so that all assessments are arranged by the LAC. This is to allow for joint assessments to take place with providers and to meet individuals at alternative venues such as the probation service and to conduct telephone assessments

2.0 Customer profile

2.1 A breakdown to 6 January 2013 is included in appendix 1. This data provides the age range of customers only and the outcome of referral

2.2 Future reporting will include: accommodation status of presenting customers and the average time for a customer to access support from date of referral to provider providing support.

2.3 For any reporting on 'access to support' times it must be noted that a number of contributing factors must always be considered. These include:

- quality of referral form
- incomplete referral form
- no contact detail for customer
- customer not responding to contact- initial phone or letter
- lack of supporting information from appropriate agencies e.g., children's services; probation; health; prison
- providers own assessment process (this varies between provides)
- availability of service
- client specifying specific providers or scheme

CAP capacity issues (Allerdale, Copeland and Carlisle)

2.4 for Quarter 4 reporting, Supporting People will be able to give an overview of average times that will include:

- date referral received
- date CAP contacted customer
- date of assessment arranged
- date request for service sent to provider
- date support commenced

2.5 As a result of a service review Supporting People amended the Portal system (CCC secure system for sharing information with providers) to reflect the outcomes of referrals. From July 2012, when the system was updated, 718 referrals were uploaded onto the portal system of which 285 have been provided with accommodation. For an overview by provider see Appendix 2.

3.0 Report to 6 January 2013 for Copeland Borough

3.1 Total number of referrals 181.

Short Term Accommodation provision - Young People Whitehaven Community Trust-

Floating Support provision (figures are to nearest number)

Allocated funding of floating support in Copeland is **£277,400 per annum**.

Allocated hours of floating support available per annum is **20,826**,

At the end of Quarter 3 December 2012 **8646** hours of support had been commissioned on an individual basis

Providers commissioned to deliver floating support:

Creative Support; Oaklea; Stonham

Age group	16& 17	18-25	25-55	55+
	5	76	86	14
Outcomes of referrals	Floating support	Short term accommodation	FS & STA	On waiting list for STA
	89	16	6	0
Outcomes of referrals	Declined by provider	Offered and customer declined	Did not attend assessment	signposted
	1	6	48	14
Referrals submitted from:	Self	Probation	Connexions (Inspira)	District homeless team
	14	22	7	19
Referrals submitted from:	Adult Social Care	CAB	Children's services	Drug & alcohol service (Unity)
	8	5	14	6
Referrals submitted from:	Family & friends	GP	Health professional	prison
	3	5	6	3
Referrals submitted from:	RSL	Advocacy services	Shelter	SP providers
	18	0	0	26
Referrals submitted from:	others	YOS	Mental health	
	20	1	3	
Short term accommodation voids (average over reporting period)	Provider & scheme name			
	Whitehaven community trust			
Voids percentage	58 93% occupancy			

4.0 Conclusion

4.1 A full year report will be brought to SHP in September.