

Appendix D

Supported accommodation for people with mental health issues (Supporting People funded) consultation 2016

Report



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1. Executive summary

This report summarises the responses of Lancashire County Council supported accommodation for people with mental health issues consultation 2016.

Lancashire County Council currently provides funding which is used by mental health providers to deliver the housing support in supported housing or through the visiting support services. As part of the savings, the County Council is proposing to stop funding housing support for people with mental health issues by March 2017.

For the consultation, paper questionnaires were sent to all service users and made available at supported accommodation for people with mental health issues. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for twelve weeks from 16 May until 7 August 2016. In total, 125 completed questionnaires were returned.

A separate questionnaire was sent to Lancashire's 12 district councils, current supporting people providers and stakeholders. We received a response from 5 providers, 9 stakeholders and no responses from district councils.

1.1 Key findings

1.1.1 Provider

There were total 5 providers responded to the short term supported accommodation for people with mental health consultation 2016.

The top mentions from respondents are presented with the number of providers that they relate to shown in brackets.

- The top mentions from responding providers for what their plans are for their schemes in light of the proposal were: intensive housing management (2), contract is ending and individuals will be signposted (2) and seeking proposal to work alongside with supported housing scheme (2).
- The top mentions from responding providers for the impact on services users were: deterioration in mental health and more expense in admissions/accessing other sources (3) and tenancy breakdown/homelessness (2).
- The top mentions from responding providers for the impact on their organisation were: will review and it may lead to closure of service (2), TUPS arrangement mean cost to run service (1), people losing jobs (1) and reduced staffing hours (1).
- The top mentions from responding provider for the impact on community were: neighbourhood issues (2) and increased unemployment (2).

1.1.2 Stakeholders

There were total 9 stakeholders responded to the short term supported accommodation for people with mental health consultation 2016.

The top mentions from respondents are presented with the number of stakeholders that they relate to shown in brackets.

- The top mentions from responding stakeholders for the impact on services users were: support not available/ gap / less support (5), increased homelessness (5), lead to deterioration in health (4) and reduced independence (3).
- The top mentions from responding stakeholders for the impact on their organisation were: increased pressure/ demand (3), increased existing pressure in MH services (2) and could withdraw housing supply is support not in place (2).
- The top mentions from responding stakeholders for the impact on community were: pressure on other services (GP, Acute, Social care, VCFS) (6) and ASB / community safety issues (5).

1.1.3 Service users

- Of the different types of support listed in the question, respondents were most likely to say that they receive or have received: support to maintain their mental health and wellbeing (98%); support to keep living in the community (95%); support to access health services (92%) and support to claim the right benefits (92%).
- Respondents were most likely to say that: support to become generally more confident and happy (98%); support to access training and education (96%); support to get a job (91%); support to gain awareness of personal safety and security issues (93%) and support to access community facilities (93%) are important¹ aspects of the service to them.
- Respondents were most likely to say that if this service ended then they would; seek help from GP (71%), seek help from your care coordinator (70%), seek help from mental health services (70%) and seek help from current support provider (66%).
- Nearly two fifth of respondents (37%) chose not to respond. Nearly one in six respondents (17%) said that onsite support is needed. Over one in ten respondents (11%) said that there will be anxiety and one in ten respondents (10%) said that there will be deterioration in mental health.

¹ very important and fairly important

2. Introduction

Lancashire County Council is required to make savings of £262m by 2020/21. This extremely difficult financial position is the result of continued cuts in Government funding, rising costs and rising demand for our key services.

Lancashire County Council currently provides funding which is used by mental health providers to deliver supported housing or the visiting support. As part of the savings, the county council is proposing to stop funding housing support for people with mental health issues by March 2017.

This proposal will affect all supported accommodation across Lancashire including accommodation which is intended to be:

- short-term (e.g. less than two years); or
- longer term (e.g. more than two years or a home for life).

Although we are unclear what this will mean for service provision at this stage, there is a possibility that any of the following could take place in the next year:

- the service continues with major changes (e.g. different types of services offered in the accommodation or change in way in which the service is delivered);
- the service continues with little change as the provider has managed to obtain other funding to allow the service to continue; or
- the service ends.

Lancashire County Council is committed to working with providers to make sure that the service users are supported through this period of change.

It is important for Lancashire County Council to understand what the implications of withdrawing the funding for the supported accommodation service would be.

Service users were asked to complete questionnaire if they are currently receiving housing support from any of these providers of supported accommodation in Lancashire:

- Creative Support
- Imagine
- Lancashire Care Foundation Trust
- Lancashire Mind
- Making Space
- Richmond Fellowship
- Sanctuary Housing Association
- North West Community Services (floating support service only)

This consultation was designed to help us understand more about how important the service is to service users; and their thoughts about how the proposals could affect people who need services in the future.

3. Methodology

For the consultation, paper questionnaires were sent to all service users and made available at supported accommodation for people with mental health services. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for twelve weeks from 16 May until 7 August 2016. In total, 125 completed questionnaires were returned.

A separate online questionnaire was made available to Lancashire's 12 district councils, providers and stakeholders. This questionnaire was designed to give district councils, providers and stakeholders an opportunity to outline what they think the impact of the proposal will be on service users, on their respective organisations and on the wider community.

Where districts, providers and stakeholders have sent more than one response, these responses have been merged and are presented in the findings.

A summary of providers and stakeholders responses have been provided in the main findings.

The questionnaire included instructions that told service users that they could answer all the questions or just the ones that they were concerned about.

3.1 Limitations

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

4. Main consultation findings

4.1 Provider responses

There were 5 providers responded to the supported accommodation for people with mental health issues consultation 2016. They were North West Community, Lancashire Mind, Making Space, Sanctuary Supported and Creative Support.

The main issues raised in their responses are summarised below. The top mentions from respondents are presented with the number of providers that they relate to shown in brackets.

Impact on schemes

- intensive housing management (2);
- contract is ending and individuals will be signposted (2); and
- seeking proposal to work alongside with supported housing scheme (2).

Impact on service users

- deterioration in mental health and more expense in admissions/accessing other sources (3); and
- tenancy breakdown/homelessness (2).

Impact on organisation

- will review and it may lead to closure of service(2);
- TUPS arrangement mean cost to run service(1);
- people losing jobs (1); and
- reduced staffing hours (1).

Impact on wider community

- neighbourhood issues (2); and
- increased unemployment (2).

4.2 Stakeholders responses

There were total 9 stakeholders responded to the short term supported accommodation for people with mental health consultation 2016. They were Lancashire Care Foundation Trust, Inpatient LD, Blackpool Clinical Commissioning Group, Progress Housing Group, St Vincent's Housing, NHS East Lancashire Clinical Commissioning Group, Calico Floating Support, Great Places Housing and Your Housing.

The main issues raised in their responses are summarised below. The top mentions from respondents are presented with the number of stakeholders that they relate to shown in brackets.

Further details of district council responses are presented in appendix 3.

4.2.1 Key findings

The top mentions from respondent stakeholders for the impact on services users were:

- support not available/ gap / less support (5);
- increased homelessness (5);
- lead to deterioration in health (4); and
- reduced independence (3).

The top mentions from respondent stakeholders for the impact on their organisation were:

- increased pressure/ demand(3);
- increased existing pressure in MH services (2); and
- could withdraw housing supply is support not in place (2).

The top mentions from respondent stakeholders for the impact on the wider community were:

- pressure on other services (GP, Acute, Social care, VCFS) (6); and
- ASB / community safety issues (5).

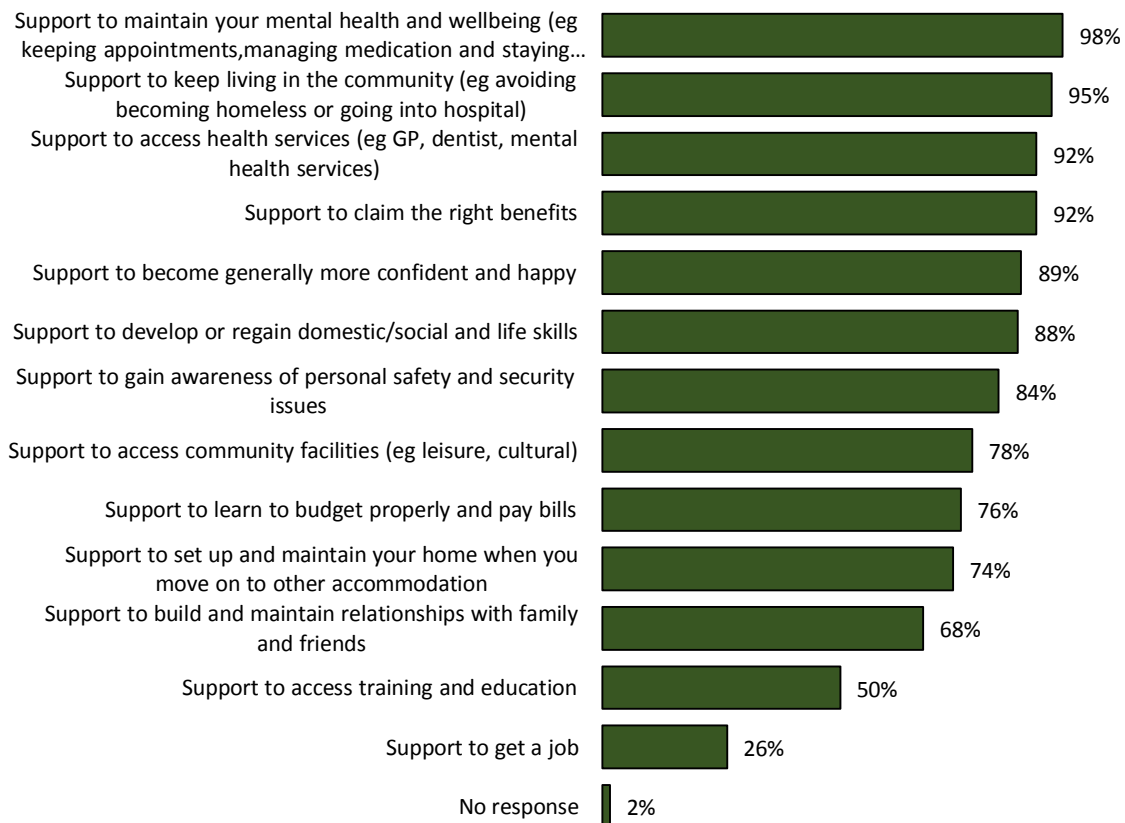
4.3 Service user responses

4.3.1 Your use of supported accommodation

First, respondents were asked which of the main types of support offered by the service they receive or have received.

Of the different types of support listed in the question, respondents were most likely to say that they receive or have received: support to maintain their mental health and wellbeing (98%); support to keep living in the community (95%); support to access health services (92%) and support to claim the right benefits (92%).

Chart 1 - Do you receive or have you received support with the following?

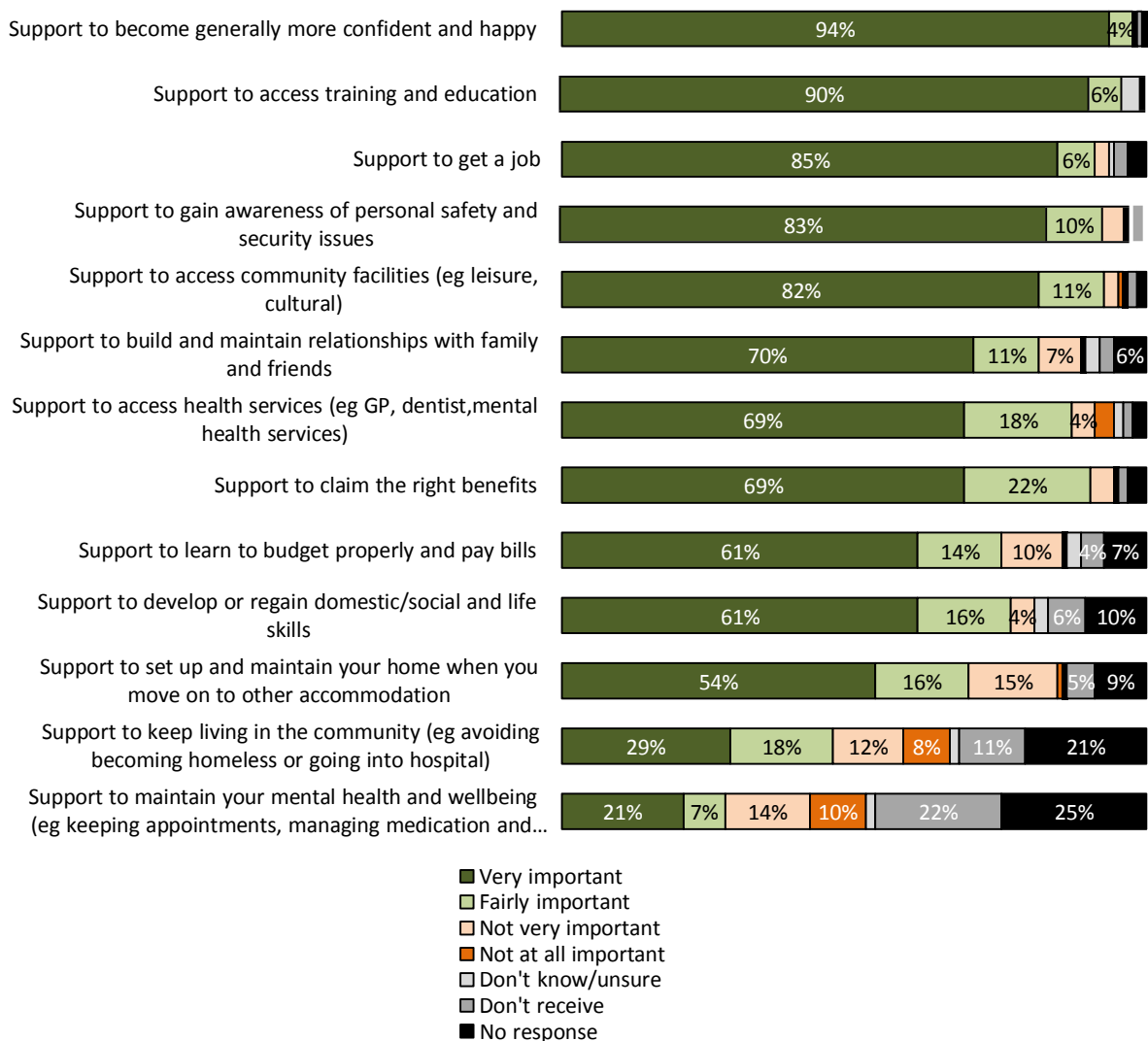


Base: all respondents (125)

Respondents were asked about how important different aspects of the service are to them.

Respondents were most likely to say that: support to become generally more confident and happy (98%); support to access training and education (96%); support to get a job (91%); support to gain awareness of personal safety and security issues (93%) and support to access community facilities (93%) are important² aspects of the service to them.

Chart 2 - How important are the following aspects of the service to you?



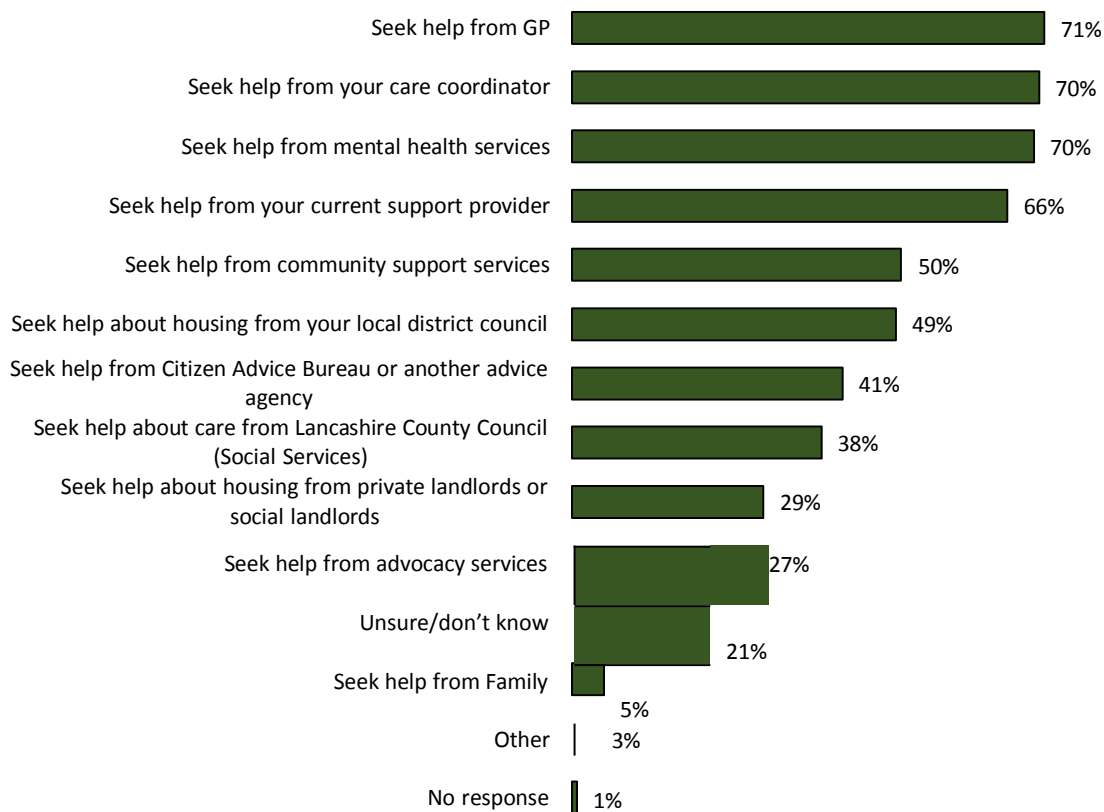
Base: all respondents (125)

² very important and fairly important

Respondents were then asked what they think that people who need this type of service would do in the future, if this service ended.

Respondents were most likely to say that if this service ended then they would; seek help from GP (71%), seek help from your care coordinator (70%), seek help from mental health services (70%) and seek help from current support provider (66%).

Chart 3- If the funding for the service ended, what do you think that people who need this type of service would do in the future?

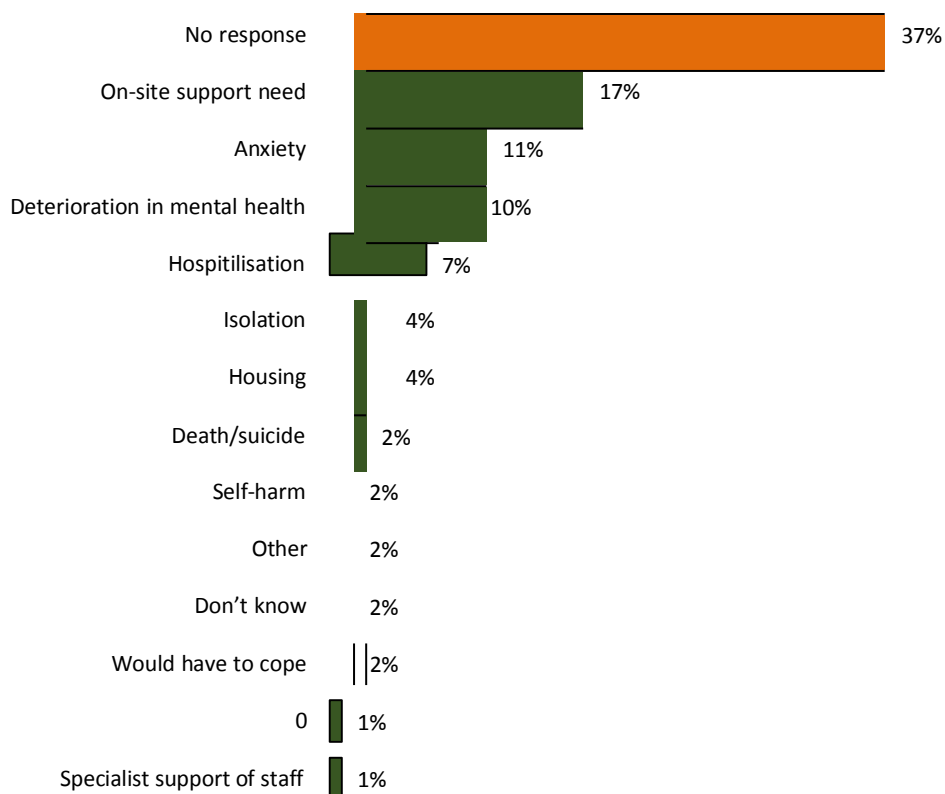


Base: all respondents (125)

Respondents were then asked for their feedback and comments about how this proposal will affect them.

Nearly two fifth of respondents (37%) chose not to respond. Nearly one in six respondents (17%) said that onsite support is needed. Over one in ten respondents (11%) said that there will be anxiety and one in ten respondents (10%) said that there will be deterioration in mental health.

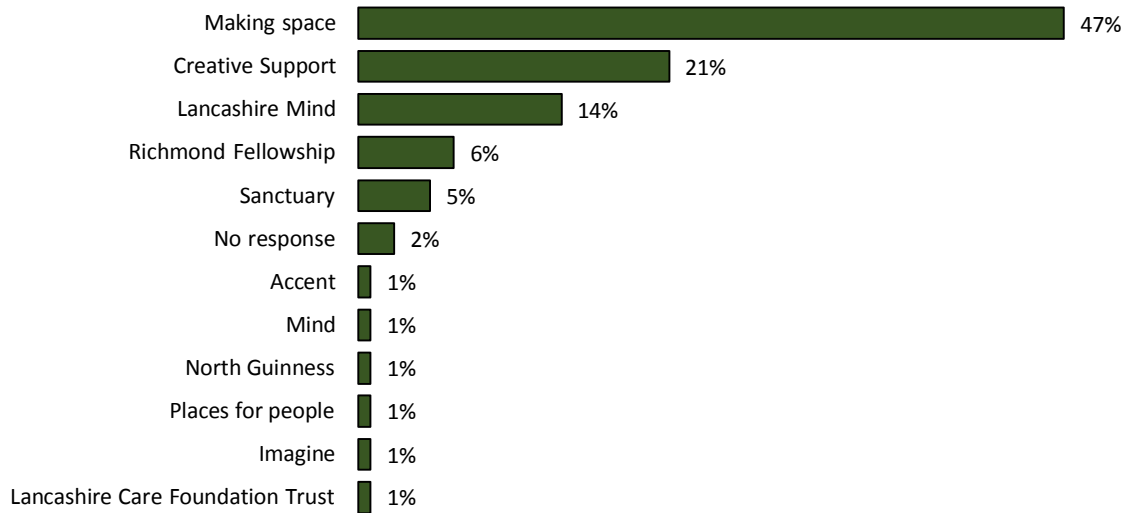
Chart 4- Please provide any further feedback or comments about how the proposal will affect you in the box below.



Base: all respondents (125)

Respondents were then asked to name their current support accommodation support provider.

Chart 5 - What is the name of your service provider?



Base: all respondents (125)

Appendix 1: Demographic breakdown

Table 1- Are you...?

	%	Count
Male	75%	94
Female	25%	31
Total		125

Table 2- Have you ever identified as transgender?

	%	Count
Yes	2%	2
No	94%	118
Prefer not to say	2%	2
No response	2%	3
Total		125

Table 3- What was your age on your last birthday?

	%	Count
18-25	8%	10
26-34	11%	14
35-49	45%	56
50-64	30%	37
65-74	6%	8
75+	-	-
No response	-	-
Total		125

Table 4 - Are you a deaf person or do you have a disability?

	%	Count
Yes	67%	84
No	30%	37
No response	3%	4
Total		125

Table 5- Are you in a marriage or civil partnership?

	%	Count
Marriage	1%	1
Civil partnership	2%	3
Prefer not to say	3%	4
None of these	93%	116
No response	1%	1
Total		125

Table 6- How would you describe your sexual orientation?

	%	Count
Straight (heterosexual)	78%	98
Bisexual	2%	2
Gay man	2%	3
Lesbian/gay woman	2%	2
Other	2%	2
Prefer not to say	12%	15
No response	2%	3
Total		125

Table 7- Which best describes your ethnic background?

	%	Count
English/Welsh/Scottish/Northern Irish/British	95%	119
No response	2%	2
Eastern European	2%	2
Other	1%	1
Pakistani	1%	1
Total		125

Table 8- What is your religion?

	%	Count
No religion	31%	39
Christian	62%	78
Buddhist	2%	2
Hindu	-	-
Jewish	1%	1
Any other religion	2%	2
No response	2%	3
Total		125

Table 9- In which district do you live in Lancashire?

District	%	Count
Burnley	11%	14
Chorley	13%	16
Fylde	9%	11
Hyndburn	17%	21
Lancaster	14%	17
Pendle	4%	5
Preston	8%	10
Ribble Valley	2%	2
Rosendale	8%	10
South Ribble	2%	2
West Lancashire	5%	6
Wyre	8%	10
Don't know/unsure	-	-
No response	1%	1
Total		125

Appendix 2- Providers responses

Table 10- changes to schemes

	intensive housing management	contract is ending and individuals will be signposted	seeking proposal to work alongside with supported housing scheme	reduced staff hours and staff presence on site	clients will be sent back to local authority	focus on personalisation
Provider 1		x				
Provider 2	x					
Provider 3	x			x	x	
Provider 4			x			x
Provider 5		x	x			
Total	2	2	2	1	1	1

Table 11- impact on service users

	deterioration in Mental health and more expense in admissions/accessing other sources	tenancy breakdown/homlessness	reassessment under adult services	service users with critical needs will be supported	will seek help from other sources (GP, CMHT, A& E etc)	physical harm and increased risk of exploitation
Provider 1			x	x		
Provider 2	x					
Provider 3	x	x			x	
Provider 4	x	x				x
Provider 5						
Total	3	2	1	1	1	1

Table 12- impact on organisation

	will review and it may lead to closure of Service	TUPS arrangement mean cost to run service	people losing jobs	reduced staffing hours
Provider 1		x		
Provider 2			x	
Provider 3				x
Provider 4	x			
Provider 5	x			
Total	2	1	1	1

Table13- impact on the wider community

	neighbourhood issues	increased unemployment	general impact on community	impact on service users families
Provider 1	x			
Provider 2			x	
Provider 3	x	x		
Provider 4		x		x
Provider 5				
Total	2	2	1	1

Table 14- other comments

	will continue to provide service	important link between housing and mental health	personalised budget as potential option
Provider 1			
Provider 2			
Provider 3	x	x	
Provider 4			x
Provider 5			
Total	1	1	1

Table 16- impact on organisation

	increased pressure/ demand	increased existing pressure in MH services	could withdraw housing supply is support not in place	bed blocking	impacts on jointly commissioned services	increased out of area placements	Service may close if service users' needs cannot be met from alternative funding	Impact on reputation/budget/staffi ng
Stakeholder 1								
Stakeholder 2				X				
Stakeholder 3		X			X			
Stakeholder 4	X							
Stakeholder 5			X					
Stakeholder 6	X	X				X		
Stakeholder 7	X							
Stakeholder 8			X					
Stakeholder 9							X	X
Total	3	2	2	1	1	1	1	1

Table 17- impact on the wider community

	pressure on other services (GP, Acute, Social care, VCFS)	ASB / community safety issues	bed blocking	impact on Service users families	possible danger to community	increased "NIMBY" towards MH	Increase substance misuse	Increased unemployment	Increased homelessness/ rough sleeping
Stakeholder 1									
Stakeholder 2	x		x						
Stakeholder 3				x					
Stakeholder 4		x			x	x			
Stakeholder 5	x	x					x		
Stakeholder 6	x	x							
Stakeholder 7	x	x							
Stakeholder 8	x								
Stakeholder 9	x	x						x	x
Total	6	5	1	1	1	1	1	1	1

Table 18- other comments

	cost of other services will increase(health and social care)	don't cut	investment is need in MH services	Stable housing is a basic need which must be met before other needs can be addressed	housing provider will have little capacity to fill the gap	Consultation must be ongoing and meaningful and continue to include landlords
Stakeholder 1						
Stakeholder 2		x				
Stakeholder 3			x			
Stakeholder 4				x		
Stakeholder 5					x	
Stakeholder 6	x					
Stakeholder 7						
Stakeholder 8						
Stakeholder 9						x
Total	1	1	1	1	1	1