

Response to Supporting People Consultation (Government's proposals for a future National Supporting People Strategy)

Appendix 1 - Summary and Extract from the Report on the Value for Money of the HARTS Floating Support Service for Families

1 Overview

1.1 The HARTS service is run by the Epic Trust, which is the support and care arm of CircleAnglia Housing Group (previously Circle 33). The service was established in 2002 in partnership with the Council. The service targets vulnerable families and offers low level practical support and advice. The service can support 700 families at any one time and it takes referrals over the telephone from local residents and all professionals and agencies. The service was set up to provide a support staff team able to speak all of the principle languages spoken in the Borough and at the last count 29 languages were spoken. The service employs 60 support staff. The service is worth £2.8 million per annum and is entirely funded through Supporting People grant.

1.2 In 2004 the service was asked to assess the outcomes it achieved for service users against 27 of the Borough's Community Strategy Objectives and sub objectives. This was done by looking at the support objectives agreed with 5% of those using the service (30 families) and mapping these to the Community Strategy targets. Reviewers then looked at the individual case file notes and assessed whether a successful outcome had been achieved against the objectives, through the work undertaken by the HARTS support worker. When the Authority reviewed the service under the ODPM programme, the Council's own reviewing officer then validated this information and assessed a further random sample of cases to assess the robustness of the data and the approach. On both counts they assessed both to be robust.

1.3 The reviewers also gathered the average cost of factors such as hospital admission, cost of eviction etc. and assessed the costs saved on the 5% sample and then extrapolated up across the services 700 caseload.

1.4 The following is a sample of the results:

Support initiatives to help particular groups get better access to services	30/30
Ensure that demand for public services is managed by taking appropriate Preventative measures	24/30
Challenge the greater deprivation experienced by particular communities	18/30
Improve the range and provision of childcare options to enable people to work	10/30
Tackle the underlying causes of differential employment rates and incomes rates of the worst off groups	25/30
Improve multi agency service to vulnerable people and effectively support victims (create safer communities)	20/30
Increase the use of recreation facilities particularly for under represented	13/30

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groups	
Encourage greater parental involvement (Education)	16/30
Tackle behaviour and attendance issues (Education)	10/30
Make learning more accessible	21/30
Help young people and adults progress further and higher in education and work	21/30
Improve Basic Skills (jobs and training)	24/30

1.5 The following factors were considered with regard to the savings on other public funding streams achieved by the service:

- Eviction prevented
- Accessed free childcare
- Family supported off the Child Protection Register
- Savings on translation services
- Potential criminal damage
- Free Counselling
- Care placement avoided
- Mental health hospital admission avoided
- Truancy stopped
- Prevention of ASB order
- Prison avoided
- Foster placement avoided
- Court costs

1.6 The nominal saving extrapolated up to 700 households amounts to £9.22 million per annum against the £2.8 million SP investment in the service.

2 Case Studies

2.1 The following are a selection of case studies that further illustrate the successful outcomes achieved by this service.

Case Study One

ISP/Assessment Needs	
Income maximisation	Overcrowding
To move out of London	Mice infestation
Harassment from family	Children on at risk register
Relatives charged with murder- revenge attacks likely	Education access

ISP Aims	
Get maximum benefit entitlement	To move to more apt housing
Get rid of mice infestation	Harassment from family to stop
Removal of children from at risk register	

Contact Log – Results

Transpired that family had large rent arrears and were facing eviction. SC able to negotiate with housing and work out repayment schedule regarding arrears- eviction therefore halted. SC Liaised with housing department re repair issues and these were dealt with. After intensive support provided around family issues by FWA children de-registered. SC closely liaised with special needs teacher at child's school and child now receiving additional support at school. SC accessed nursery provision for youngest child. SC was successful in gaining a grant from a local charity which assisted with purchasing of children's clothing. Close liaison with local police by the SC has enabled the family to live without fear of harassment thus withdrawing the need for a housing transfer.

Case Study Two

ISP/Assessment Needs	
Income	
Situation	
Estranged husband taken savings book	Translation Needed
Rent arrears accrued - no housing benefit claim	Overcrowding
Service user in receipt of no income	
Advice on benefits, utilities and bank	

ISP Aims	
Get Child benefit paid to service user	Claim housing benefit
Claim income support	Claim child tax credit
Stop family tax credit being paid to husband	To get 2/3 bedroom accommodation
Open post office account	
To manage and understand all correspondence without SC help	

Contact Log – Results

SC was able to prevent potential eviction by setting up housing benefit and welfare benefits payments. SC also accessed payments from estranged husband for the children via the child support agency. SC provided language assistance and the service user was able to open a bank account, register with GP and enrol on an ESOL course at the local college. The SC advocated on the SU's behalf with the housing department and the SC moved into 3 bed accommodation. The SC made a successful charitable application which enabled the SU to purchase furnishings for the new property.

Case Study Three

ISP/Assessment Needs	
Repairs	Employment/Training
Rent Arrears	
Situation	
Single parent	Family in Portugal/ Strong friend support network
Independent	Studying

ISP Aims	
To get into full time employment and off benefits	Continue to meet new people
Steadily pay off arrears and reduce total sum to be paid	

Contact Log – Results

SC was able to negotiate with the housing department regarding large rent arrears and worked out repayment schedule thus preventing potential eviction. The SC accessed affordable childcare for the SU. The SU with the assistance of the SC accessed training via the local college. After the training was complete the SC helped the SU gain full time employment. The family had run up large debts- the SC negotiated with creditors and some debts were written off. The SC also applied for a charity payment enabling the SU to purchase furniture and children's clothing.

Case Study Four

ISP/Assessment Needs	
Housing	Child Support Issues
Rent Arrears	
Situation	
Mother and three children – 2 boys 1 girl 14,11,3	Needs more bedroom furniture
Son staying out late night (14 years old)	Son bullied at school- refuses to attend
Son aggressive towards sister	Son has severe mood swings
Youngest son's speech development below standard	

ISP Aims	
Improved storage facilities and bedroom furniture	Return child to child psychologist
Allow structured outlet for his feeling/emotions	Liaise with education welfare/school re non attendance
Improve relationship between son and mother - Creating boundaries to respect	Youngest son to have contact with other children to improve speech/speech therapy if necessary

Contact Log – Results

SC provided intense support to family around parenting skills and son's truancy and referred son to young persons counselling service- son no longer truanting/staying out. SC accessed nursery provision for younger child and referred the SU to the lone parent advisor-the. SU is now attending the local college with a view to accessing full time employment once college course is completed. SC worked closely with the health visitor and helped refer the child to a speech therapist. SC successfully applied for charitable payment to purchase furniture and specialist books/equipment for child's developmental needs.

Case Study Five

ISP/Assessment Needs	
Education/Training	Childcare
Counselling & Support	Housing
Situation	

Would like to get back into employment to attend college to do a nursing or childcare course	Needs info on childcare for youngest child while she studies – 4 children
Previous “destructive relationship” with partner who had mental health and alcohol issues.	Children placed on protection register

ISP Aims	
Start college and then seek employment	Attend counselling sessions to talk over life experiences
Furnish home with essential items – beds, wardrobes, flooring	Removal of children from register

Contact Log – Results

SC provided emotional support to family and was able to help build up confidence of SU- referred SU to free counselling service. Accessed college course for SU in childcare with a view to accessing full time employment when course completed and was successful at accessing free childcare. SC helped the SU to access legal services re custody of children. SC has close liaison with social services regarding the welfare of the children and future de-registering of the children imminent. SU accessed charity money for purchase of furniture and white goods

Case Study Six

ISP/Assessment Needs	
Housing / Tenancy	Mental health
Situation	
Single mother	Needs DLA
Bereavement	Acute mental health issues
Rent arrears	

ISP Aims	
To re-train	To stay out of hospital
To avoid eviction	

Contact Log- Results

Intense mental support re mental health- no hospital admissions. SC closely liaised with psychiatric and social services re medication compliancy. Liaised with housing department around rent payment schedule and eviction proceedings halted. Liaised with police as guns found in flat- helped SU avoid custodial sentence.

Case Study Seven

ISP/Assessment Needs	
Child Support Issues	Employment/Education/Training

Mental Health	Income / Benefit
Situation	
Depression(clinical)	Son having problems learning

ISP Aims	
To manage depression	Take greater care of self – eating properly
Exercise, try new activities.	Get out of the house – leisure activities
Go swimming with son	Start & complete interior design course leading eventually to employment.
To improve son's abilities in maths before he enters secondary school	Son to make smooth transition from primary to secondary school.
Would like to get relevant benefits(child tax credit)	Son to achieve his full potential

Contact Log – Results

With assistance of SC accessed further education- interior design course with a view to employment. SC accessed emotional support by referring to specialist counselling service. Son's development greatly improved due to input from parental outreach worker- accessed by SC. Also referred son to Break Free project- for child to talk through issues. Assisted with gaining family tax credit. Case closed as all areas progressed and SU independence greatly increased

Case Study Eight

ISP/Assessment Needs	
Relationship Breakdown	Temp to Perm Accommodation
Finances	Domestic violence
Service user affected by clinical depression	
Situation	
Living in two bed flat – too small for service user & three children	Stressed & depressed

ISP Aims	
To move to a larger property	To bid on the Fastlets scheme
Put in contact with counselling service at St. Anne's hospital.	To avoid future mental health admission

Contact Log – Results

SC provided intense emotional support and referred to counselling service re depression, also referred to domestic violence counselling. Through ongoing support of HARTS SU is now working full time-SC worked with SU at debt repayment schedule- now relatively debt-free. Children's behaviour stabilised.

Case Study Nine

ISP/Assessment Needs	
Housing / Tenancy	Eviction
Immigration	Advocacy
Situation	
Possession order	SU's mother given permission to join her in UK
Situation will put pressure on mother's arrival	Doesn't speak English

ISP Aims	
To discover why she is being evicted	How many housing points allocated.
Be allocated permanent accommodation	Access childcare
To learn English to communicate with public / help children/talk to teachers	

Contact Log – Results

SC allocated spoke same language- language difficulties greatly overcome. SC advocated on SU's behalf and was able to access accommodation via the homeless persons' unit after Housing association sought property back- and SU was fleeing domestic violence. SC provided emotional support regarding the SU's previous experience of domestic violence. With the assistance of the SC it was determined that the SU had ILR status. The SU commenced an ESOL course at the local college with the assistance of the SC.

Case Study Ten

ISP/Assessment Needs	
Housing / Tenancy	Eviction
Physical Health	
Situation	
Mother and two children.	Son has heart murmur & internal hernia.
Living in temp accommodation and facing eviction from LBH for making herself intentionally homeless(rent arrears due to problems with HB claim)	

ISP Aims	
Avoid eviction	To be re-housed by LBH
To be seen and assessed by specialist re health issues	

Contact Log – Results

Unfortunately case referred to HARTS too late for intervention regarding eviction notice. However SC liaised with social services to attain deposit for private rented accommodation thus preventing homelessness and assisted with temp move to SU's parents. SC provided intense emotional support and helped liaise with hospital around son's heart operation.

Case Study Eleven

ISP/Assessment Needs	
Mental Health	Education/Training/Employment
Relationship Breakdown	
Situation	
Unhappy with current area housed in.	Moved due to relationship. Relationship broke down – Very difficult to cope with
Mental health issues	Would like to start course in interior design.

ISP Aims	
Move back to Barnet	Attend counselling session to address feeling
Find & complete interior design course	

Contact Log – Results

Long term emotional support provided by the SC and a referral made to appropriate counselling service which has led to the SU's mental health stabilising. With the assistance of the SC the SU accessed further education with a view to gaining full time employment upon commencement of course. The SU no longer wants to move from a/c and due to the input of the SC all repair issues dealt with.

Case Study Twelve

ISP/Assessment Needs	
Housing	Repair issues
On probation	Emotional distress
Family difficulties	Daughter - long term truancy
SU pregnant	

ISP Aims	
Maintain tenancy	Help with forms/benefits
To have repair issues resolved	To avoid any more trouble with police and serve community service
To receive help around emotional issues	To resolve family difficulties
For daughter to go back to school	For pregnancy to go well

Contact Log – Results

SC assisted with the family's move into permanent a/c- form filling, utilities etc. The SC was successful in attaining a grant from a charity to help with redecoration and furnishings. SC advocated for SU with housing maintenance and was successful at having all repairs completed. SC liaised

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closely with the probation service and supported the SU through her community service ensuring the SU did not receive a custodial sentence. Long term emotional support given by SC and SC referred SU and daughters to counselling service, MIND, family mediation service, Parentline Plus and Opendoor. After much advocacy from SC and support from additional services daughter now regularly attending school, with assistance from SC other daughter accessed college course in mechanics. SU recently had baby- SC assisted with appointments etc- liaises with health visitor.

Case Study Thirteen

ISP/Assessment Needs	
Overcrowding	Benefits
Abuse from ex-partner	Physical health issues

ISP Aims	
Find out benefit entitlement	Contact relevant agencies
Owes £13000 debt- investigate why/how	To sell current property
Escorted visits when has to visit ex-partner with child	

Contact Log – Results

SC investigated debt issues liaised with creditors, referred to debt counselling service and negotiated debt repayment schedule. SC provided emotional support regarding previous experience of domestic violence and arranged for ex-husband to have supervised access to children in local contact centre. Application for DLA successful.

Case Study Fourteen

ISP/Assessment Needs	
Income & Benefit	Mental health
Housing / Tenancy	
Situation	
Owner Occupier	Believes has squatters in loft who have flooded her home – worried they will fall threw the ceiling onto her
Stealing her belongings – Have access to her accounts	Worried about physical violence
Asthmatic	Unhappy with GP
Request info from Scotland Yard re her criminal records	SU informed that DLA & Incapacity Benefit is to be stopped as SU did not attend recent review

ISP Aims	
Try to resolve issue of DLA & IB	To apply for Income Support
Wishes to change to another GP who can provide treatment/support she feels is best for her	Get report back as well as her personal documents

Contact Log – Results

Long term enduring mental health issues- delusional disorder (were no squatters in loft) SC closely liaised with psychiatric services to ensure mental health monitored- intense emotional support given- no hospital admissions since HARTS input. SC input has ensured SU regularly attends outpatients and SU's harassment of neighbours has diminished helping prevent criminal proceedings.

Case Study Fifteen

ISP/Assessment Needs	
Domestic Violence	Housing Tenancy Issues
Mental Health	Income & Benefit
Isolated, need to get out and about more	Training, education
Wants to quit smoking	Transfer to new flat – away from scene of DV and harassment
Situation	
Adopted as baby and at 11. Adoptive parents put her back into care until coming of age. Numerous foster families and care homes. 8 year old Child at paternal grandmother's. Fights for access. Has son living with her. Took recent overdose and on anti depressants before son born but reluctant to be on them again as wishes to deal with her issues. Wants to do law/social work degree. Has social worker and health visitor but health visitor never visits only at core group meetings	

ISP Aims	
To be out with 4 year old son more and spend less time in flat	Refer SU to Haringey Homestart by may 2003
Get some counselling and support to help SU with her issues	Place on to a access course as no necessary qualifications – Forward prospectus attend entry interviews
Go to GP if necessary to monitor anti depressant situation	Tell about quit smoking schemes
To move out of flat	To be paid back rent overpayment error £500 as soon as possible
To feel more supported	

Contact Log – Results

SC has provided intense emotional support and provided support to SU even when SU moved for a short period of time to Margate in the form of home visits. SC referred the SU to specialist counselling service and liaised closely with psychiatric services ensuring SU's mental well being. SC referred SU to Homestart- SU now coping with life skills and has additional support regarding child welfare issues. SC closely liaised with social services and health visitor around child welfare issues. SC liaised with housing advocated for SU and SU re-housed. SC accessed education for SU with a view to employment which has helped with mental health stability. SC liaised with housing and gained repayment of over charged rent. No hospital admissions since SC involvement- several admissions prior. SU given up smoking with support and advice from SC

Case Study Sixteen

ISP/Assessment Needs	
Bathroom shower unit needs replacing, and flat needs to be redecorated following flood from flat above 3 years ago. Ruined most of furniture.	Damp affecting health
All year round allergies	
Situation	
Spends most of her time at Grandmothers.	Concerned not a stable environment for her two boys
Registered as disabled	

ISP Aims	
Disabled shower unit to be replaced with bath and shower head	Whole flat redecorated and Haringey to recompense or replace ruined furniture or transfer to a suitable flat/house
To claim Incapacity Benefit and DLA	Make claim for grants from various charities

Contact Log – Results

<p>SC provided emotional and practical support regarding mobility issues. Maximised benefits re DLA payments. Referred to occupational health and home partially adapted-SC assisted SU to register on the Homeswap scheme for a more suitable form of a/c. SC has closely liaised with the hospital regarding SU's medical treatment for spina bifida. SC assisted with getting rent arrears sorted (back dated housing benefit payments) and helped stop potential housing eviction.</p>
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Case Study Seventeen

ISP/Assessment Needs	
Mental Health	Housing / Tenancy
Income / Benefit	
Situation	
Suffers agoraphobia	Depression
Sleep disorder	Phobia of baths
Receiving help from Community Support Team (LBH) but service being withdrawn due to lack of funding. Support being help with shopping and accompanied visits to Canning Crescent(every 6 months) & Whittington Hospital(every 3 months). Monthly appointments with GP. If support withdrawn health could deteriorate	Kitchen flood caused lots of damage. Beehive on balcony. Lots of damp. Lounge ceiling caving in- health & safety issue.

ISP/Aims	
Find an organisation that can provide mental health to Asian women	Repairs to be completed

Submit claim for compensation	Help SU to utilise moving options
Gain more control over finances	Help SU with depression
Overcome/manage sleep problem	Provide regular emotional/practical support through variety of services
Help with visits	

Contact Log – Results

Accompanied visits outside to help overcome agoraphobia. Repairs completed. Budgeting plan drawn up- more control over finances. Emotional support- available in crisis. Referred to Asian women's support group and a day centre- regularly attends. Assisted with language (SC speaks same language). Taken SU to CAB re advice re repairs. Gained freedom travel pass for SU. DLA received. Regular liaison via meetings/calls with mental health services. Compensation claim re flood damage completed. SU sleeping better and more independent. Registered with Homeswap scheme. Been no hospital admissions since HARTS involvement.