

REPORT TO EXECUTIVE

PORTFOLIO AREA: HEALTH AND WELL BEING

Date of Meeting:	28 October 2002		
Public			
Key Decision:	Yes	Recorded in Forward Plan:	Yes
Inside Policy Framework			

Title: THE DEVELOPMENT OF SUPPORTED HOUSING – HOMELESSNESS & SPECIAL NEEDS

Report of: Acting Director of Housing

Report reference: H066/02

Summary:

This report further sets out an alternative approach in the delivery of supported accommodation for those individuals and families presenting as homeless in the Carlisle district, and options to further develop independent living choices for other vulnerable people.

Recommendations:

In consideration of the issues set out in this report, and in particular:

- The Council's decision to transfer its housing stock through the LSVT process
- and in taking the above decision the Corporate Review Process for the structure of the Environmental Protection business unit , which incorporates the retained housing functions, is not sufficiently robust enough to support homeless accommodation services

Having reflected on these issues and those in relation to Supporting People, it is recommended by the Acting Director of Housing that Members of the Executive pursue:

option 1 – "The Council focuses on the Homelessness service and

seeks a partner within the RSL and voluntary sectors to manage and evolve the provision of temporary accommodation in the best interests of the clients. The partner would need to have adequate provision for move-on accommodation."

If agreed the officers would open discussions with national and local RSL's and Voluntary sector agencies with the aim of identifying an appropriate management solution, which:

- Enables the authority to fulfil its statutory duties;
- Provides a holistic partnership approach in the delivery of accommodation and support service choices for vulnerable and homeless people;
- Meets the needs of vulnerable and homeless people, including a "resettlement" approach, within the district:

Officers further recommend:

- The opportunity is taken to secure the relevant levels of funding from the Transitional Housing Benefit Scheme and "sizing" the Supporting People budget into the future for vulnerable & homeless people in the district.

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2. BACKGROUND INFORMATION AND OPTIONS

1. Introduction

1. At previous meetings of the Council, Members have considered and approved reports (H.49/98, H.10/99, H.29/99, H.81/00, H.103/00 & H048/02) which identify the need for the authority to adopt a strategic multi-agency partnership approach to support and sustain independent living for vulnerable people in the district.
2. In particular report H.029/99 approved by the then Housing & Care Services Committee outlined the need to enhance the authority's Special Needs and Accommodation Strategy through the adoption of an Independent Living Model (ILM) pilot initiative.

1.1.3 Report H048/02 considered by the Executive on 29th July 02 set out some key principles in the establishment of securing the future accommodation and support options for vulnerable people living in the Carlisle district through the adoption of ILM as a key component in the structure of the department and the potential Carlisle Housing Association framework.

1. The purpose of this report is threefold:

- a. To examine those issues identified in the Best Value (BV) report H54/02 considered by Overview & Scrutiny Management Committee on 15th August in relation to the scoping of Homelessness Service Delivery and Homelessness Accommodation Review.
- b. To consider further issues as part of a risk assessment, associated with the introduction of an alternative approach to service delivery for vulnerable people seeking accommodation in the district.
- c. To present a range of options to progress the authority's position in relation to services for vulnerable people, including homelessness, in the district.

1. Homelessness Services

1. Currently services provided for vulnerable and potentially homeless people include:

- John Street Hostel – Direct access accommodation for single men.
- London Road Hostel – for potentially homeless families and single women.

1. The BV scoping report H54/02 identified a range of questions which are intended to ascertain the requirements of delivering a homelessness service for the council. These are set out in Appendix 1, including an analysis of the position of the authority, and the "new corporate structure" in delivering such services post LSVT.
2. The findings of this analysis primarily indicate that the authority is taking the necessary proactive steps to accommodate the provision of homelessness services to fulfil its statutory responsibility through a partnership role to adopt a Homelessness Strategy in accordance with the Governments requirements.
3. In consideration of some of the issues, however some concern has been expressed in relation to:

- Whether the structure set out in the Corporate review is robust enough to provide the necessary management support and expertise to administer the Homelessness service
- That the establishment of formalised arrangements via a Service Level Agreement (SLA) with relevant Registered Social Landlords (RSL's) in the district is an essential component for an effective homeless service to be delivered.
- Within the new Homelessness legislation, there is an expectation that Local Authorities will provide a range of "Resettlement" services for homeless people, above previous requirements. This indicates that the Council will need to provide or commission these **additional** services, forming part of its Homelessness strategy.
- The roles and responsibilities of the two Special Needs Officers should be re-examined in relation to the potential demand placed on the service,

particularly during periods of absence from work and the need to carry out assessments in a timely manner.

- As a result of the long-term sickness of the existing Special Needs Officer (Homeless), the staff remaining post LSVT carrying out the homelessness function may not be experienced enough to meet requirements.

4. Homelessness Accommodation

1.4.1 The BV scoping report H54/02 identified a range of questions, which are intended to ascertain the requirements of delivering homelessness accommodation services for the council, incorporating a view of the "new corporate structure" in delivering such services post LSVT. These are partially set below, supported by an analysis of the position of the authority (Appendix 2).

1.4.2 Report H48/02 indicated that the crisis accommodation currently provided does NOT adequately provide 'a person-centred' approach to assist in the resettlement of families or single women back into community settings, in accordance with best practice set out in the recent homelessness guidance.

1.4.3 The approach preferred and set out in best practice models elsewhere in the country, would include the provision of a range of dispersed alternative choices of accommodation to meet the specific needs of those families and individuals with appropriate "resettlement" support services for those to "presenting" to the authority as homeless.

4. The option previously identified (Appendix 3) includes the closure and sale of the London Road Families Hostel, being replaced with a smaller short stay "Resettlement Centre". This short stay accommodation would be supported through the additional use of a number of 2 – 4 bed furnished and unfurnished houses and flats, as temporary accommodation until more permanent solutions were found with a housing provider.

5. Hostel Accommodation – Risk Assessment

1. The initial report outlining the option set out above was considered by the Executive on 29th July 02, at which time further information was requested on the associated risks of the new approach. This section of the report and associated appendices, considers these issues and provides further information to enable Members to form a view on the appropriateness of the proposals.
2. The issues for consideration included:

- Staff – Health and Safety.
- Financial – the viability of the service.

- Capacity – the impact of the new Homelessness legislation.
- LSVT – the impact of the services provided by the new CHA and collaborative agreements to assist in the discharge of the Council's statutory responsibilities.

The details of this analysis are set out below accompanied by a range of statistical information in the Appendices.

1. Staff – Health and Safety

In consideration of the issues raised by the Health and Safety Executive in relation to John Street Hostel (Men's)(report H116/01) officers are of the view that as staff will be dealing with families and individuals equally as vulnerable and having similar social circumstances as those presenting at the men's hostel, it would be prudent to provide a similar "safe" working environment for staff providing an alternative resettlement service.

2. Financial – The viability of the service.

In seeking to ensure that the financial viability of the service is secure, a number of factors have been taken into account, being:

- The full costs associated with the provision of the service, have been scrutinised in consultation with the City Treasurer. The staffing costs associated with the service recommended can be met from the Transitional Housing Benefit Scheme up to March 2003 and the Supporting People Budget for Cumbria from April 2003. Appendix 4 sets out the associated costs of the new service.
- The occupancy levels of the existing provision, taken over the previous twelve months, Appendix 5 and
- Discussions are in place with Eden District Council to provide *temporary* short-term assistance for those presenting as Homeless in their district, thus meeting any surplus provision available in the Carlisle district.

1. Capacity – The impact of the new Homelessness legislation.

Currently the new legislative requirements introduced on 29th July 2002 have not been in place long enough to project future demand for service arising from the recent amendments.

There are however some indications of the growth in numbers

presenting as homeless against those where accommodation is provided (as set out in graphical format as part of Appendix 1a).

These findings clearly indicate that there is an upward trend in those seeking "Advice and Information" on housing options, though not necessarily homeless, advocating the need for the authority to ensure adequate resources are available to service these customers from an **administrative** and **assessment** perspective.

2. Position post-LSVT

In seeking to set out an appropriate structural model for the provision of services for vulnerable and potentially homeless people, there are two options as follows:

Option 1

The Council focuses on the Homelessness service and seeks a partner within the RSL and voluntary sectors to manage and evolve the provision of temporary accommodation in the best interests of the clients. The partner would need to have adequate provision for move-on accommodation.

This option would include a re-appraisal of both John Street Men's Hostel and London Road Families Hostel.

Option 2

The Council maintains its existing Homelessness and accommodation services (replacing the London Road Hostel with a dispersed facility as already agreed) including some LA properties owned within the General Fund. This would be backed up with a referral/nomination agreement being negotiated with Carlisle Housing Association, other RSL's and the Voluntary sector for move-on accommodation.

3. Service Standards

The adoption of a series of service standards is currently being progressed in partnership with statutory and voluntary service commissioners and providers.

Initial discussions have identified a draft set of standards, as set out in Appendix 6 to deliver a comprehensive integrated approach to support and sustain independent living.

These will be finalised in the near future under the umbrella of the Independent Living Model through a Partnership Agreement Model.

1.6 Support People Regime

1.6.1 The policy and funding framework for Supporting People set out by the Government is specifically related to the financing of support services to meet the needs of vulnerable people and assist in enabling them to achieve and sustain independence as well as promoting well-being.

2. Under the Supporting People regime a 'window of opportunity' exists until 31st March 2003, to fund a wide range of support services. Consequently for the Council to benefit from this regime, services will need to be established prior to 31st March 2003, utilising Transitional Housing Benefit (THB) which would 'size' the Supporting People Grant that comes on stream in April 2003.
3. Consequently any staffing requirements to provide support services will, subject to meeting S P criteria, be paid from the S P grant that comes on stream in April 2003.

6. Implications for the City Council

2. Recent legislation and consultation documents clearly identify the government's intention to adopt a co-ordinated approach in the provision of support services to vulnerable people, including the "homeless".
3. After detailed consideration of the government's overall approach it is considered that the implications for Carlisle City Council are:-

Statutory

- The need to adopt a strategic approach as outlined in the Independent Living Model, in partnership with statutory and voluntary agencies involved in the provision of support services to a wide range of vulnerable service users. A requirement of the new legislation is that a Homelessness Strategy needs to be in place by July 2003.
- That as a local authority a greater responsibility and duty for the strategic co-ordination and provision of special needs accommodation within the Carlisle district will be applied.

Operational

- The **delivery** and or **co-ordination** of statutory provision for those individuals and families presenting as homeless;
- The need to negotiate, if LSVT proceeds, a protocol with CHA enabling the authority to fulfil its statutory responsibilities for:-
 - Homelessness
 - Independent Living for vulnerable groups and individuals
 - Health and Well-being.

Financial

- Through a radical re-organisation of the way that the existing service is delivered to families in need – by moving away from a fixed location purpose-built hostel and toward a series of dispersed furnished residential units with floating worker support – it is estimated that the authority can save c.£50k per year in hostel running costs from 2003/04, subject to some capital investment to get the scheme up and running.
- In addition we have a valuation on the consequent disposal of the hostel building in London Road which indicates a one-off capital receipt of £110k+ could be realised in 2003/04.

These savings will be achieved through:

- a refocus of staffing resources in the delivery of resettlement, outreach and floating support services eligible under the existing Transitional Housing Benefit and future S P criteria to assist vulnerable people to exercise a greater control over their lives.
- The capital investment costs could be met from existing capacity in the 2002/03 capital programme.

NB - Further attention is drawn to the urgency of capitalising on the SP funding "window of opportunity" in recognition of the need for the authority to provide/commission, "Resettlement" services above existing provision.

as part of its future Homelessness Strategy.

1. CONSULTATION

Initial consultation with service users and delivery partners has indicated a positive response to the potential future direction of services outlined in this report. However further detailed consultation would be required if Members agree to the in principle proposals set out.

3. STAFFING/RESOURCES COMMENTS

In terms of providing the homelessness service after the LSVT implementation date, the Acting Director of Housing has taken the following steps:

1. Extended the existing temporary cover for the absent Special Needs Officer (Homeless) to 31st December 2002.
2. Consulted on the job descriptions for the two new posts approved as part of the City Council's Organisational Review. As a result it is proposed to change the responsibilities and grading of one to a more strategic and supervisory role.

3. With the Chief Personnel Officer, sought to establish the position of the existing staff member on long-term sick leave.

4. CITY TREASURER'S COMMENTS

5. LEGAL COMMENTS

N/A

6. CORPORATE COMMENTS

7. RISK MANAGEMENT ASSESSMENT

In the preparation required to introduce an alternative approach to service delivery, the risk assessment of a number of issues has been included in this report.

- Staff – Health and Safety.
- Financial – the viability of the service.
- Capacity – the impact of the new Homelessness legislation.
- LSVT – the impact of the services provided by the new CHA and collaborative agreements to assist in the discharge of the Council's statutory responsibilities.

3. EQUALITY ISSUES

Equality is a key consideration of the proposed approach set out in this report in seeking to provide support services to sustain independent living for those who may have endured a short-term crisis or are vulnerable.

4. ENVIRONMENTAL IMPLICATIONS

N/A.

5. CRIME AND DISORDER IMPLICATIONS

N/A.

6. CONCLUSION and RECOMMENDATIONS

11.1 In consideration of the issues set out in this report, and in particular:

- The Council's decision to transfer its housing stock through the LSVT process
- and in taking the above decision the Corporate Review Process for the structure of the Environmental Protection business unit, which incorporates the retained housing functions, is not sufficiently robust enough to support homeless accommodation services

2. Having reflected on these issues and those in relation to Supporting People, it is recommended by the Acting Director of Housing that

Members of the Executive pursue:

option 1 – "The Council focuses on the Homelessness service and seeks a partner within the RSL and voluntary sectors to manage and evolve the provision of temporary accommodation in the best interests of the clients. The partner would need to have adequate provision for move-on accommodation."

If agreed the officers would open discussions with national and local RSL's and Voluntary sector agencies with the aim of identifying an appropriate management solution, which:

- Enables the authority to fulfil its statutory duties;
- Provides a holistic partnership approach in the delivery of accommodation and support service choices for vulnerable and homeless people;
- Meets the needs of vulnerable and homeless people, including a "resettlement" approach, within the district:

3. Officers further recommend:

- The opportunity is taken to secure the relevant levels of funding from the Transitional Housing Benefit Scheme and "sizing" the Supporting People budget into the future for vulnerable & homeless people in the district.

12. REASONS FOR RECOMMENDATIONS

To improve the quality of services provided/commissioned by the Council for vulnerable people and those in crisis.

Appendix 1

Housing Strategy Best Value Review

Scoping Paper for Homelessness Service Delivery

1. Development of a homelessness strategy

Section 1 of the Housing Act 2002, which came into force on 31.07.02, requires local housing authorities to formulate and publish a homelessness strategy within 12 months (i.e. by 31.07.03). Thereafter a new homelessness strategy must be published at least every 5 years.

Following discussions at the Cumbria Homelessness Forum it was agreed to set up a working group with Officer representation from each district and the county its remit being to produce a Core Homelessness Strategy for Cumbria with local variations for each district.

The group is currently carrying out a mapping exercise of existing homelessness needs and homelessness services provided across the county.

It is proposed to produce the first draft of the Strategy for consultation in February 2003 and to produce individual local versions for consideration by members in April 2003.

2. Development of local performance indicators.

It is proposed that the homelessness strategy will include up to five performance indicators to complement the national indicator BV 183 and the quarterly returns to the ODPM.

It is envisaged that local performance indicators will focus on measures such as

- The number of cases where homelessness has been prevented.
- The number of homeless people re-housed
- The number of homeless people successfully resettled
- The number of unplanned moves from tenancies where support has been provided
- User satisfaction with the service provided.

1. Development of service standards for homelessness.

The homelessness strategy will include a minimum standard of service that will be provided for homeless people.

As an interim measure the Council's homelessness information leaflet is currently being revised to incorporate changes introduced by the Homelessness Act 2002.

NB Interim service standards are set out in Appendix 6.

2. Clarify how the Homelessness Service will be provided in the first 15 months post transfer and how the decision making process will be undertaken to review how the service will be provided post transfer.

Under the organisational review post transfer the homelessness service will be provided by two Special Needs Officers (SNO) reporting to the Housing Services and Health Partnerships Manager (HSHPM). The duties and responsibilities of the two posts have now been defined with one redesigned as Homeless Services Officer taking a strategic and supervisory role.

The two posts will be responsible for:

- Assessment of homeless applications
- Issuing decision notices
- Arranging temporary accommodation where necessary

- Referrals to Registered Social Landlords for permanent re-housing
- Provision of advice and assistance where no re-housing duty arises.

Post transfer reviews of homeless decisions will be undertaken initially by the HSHPM, with the right of a further review by the Appeals Panel. This may have resource implications and the Council may wish to consider the option of a single review by the Appeals Panel or alternatively may wish to consider contracting out the reviews to an external agent.

The Council will wish to assess the provision of the Homeless Service for up to 12 months after transfer before considering whether to seek to contract out any homeless functions.

1. Review how to manage the changing workload envisaged.

Post transfer homelessness will be a stand-alone service provided by the Council and will not enjoy the support currently provided by staff who will transfer to Carlisle Housing Association (CHA).

Management support for the SNO's appears distant in the revised Council structure, compared to more direct supervision within the existing team.

Consideration should be given to the implementation of an IT package to monitor homeless cases.

In consideration of the increasing demand for advice and information services (see attached graph), a transitional arrangement with CHA whereby CHA staff continue to provide a reception service for those presenting as homeless has been agreed.

[NB In consideration of these issues some preparatory work in relation to admission procedures for hostel accommodation has been completed. (see Appendix 7)]

2. Revise the working arrangement within an SLA with CHA to assist the Council to discharge its statutory homelessness duties.

A nominations deed and protocol is being worked on by council officers and its legal advisors. The deed will form part of the sale agreement and be legally binding on CHA.

3. Formalise arrangements with other RSL's to assist the Council to discharge its statutory homelessness duties.

Contact has been made with all other RSL's to confirm the existing nomination arrangements within the City-wide Social Housing

Agreement. The three main providers are Two Castles, Impact and Home. Historically, the Council has not taken up its full quota as availability within its own housing stock has exceeded demand (This has also affected the true recording of homelessness needs).

Full use of the nomination rights will be needed in the future and, based on availability over the last two years, will mean approximately 100 homes to help meet the Council's statutory duty.

4. Review the information and advice service offered to homeless and potentially homeless applicants.

The homelessness advice leaflet and decision letters are being reviewed. The Homelessness Act 2002 sets out a minimum standard of advice to homeless people who are not owed the full re-housing duty and current procedures are being reviewed.

5. Review how the out of hours service is provided for homeless people.

Under the current procedure a call is made, usually via Careline, to a list of named officers who will respond according to availability. No call-out rota exists.

Consideration is being given to the utilisation of staff who are already on duty in dealing with the initial call. In the event that such staff transfer to CHA, the Council may need to consider commissioning CHA to provide this service.

6. Review the prevention work on homelessness including mediation with private sector landlords.

Prevention of homelessness will be incorporated in the homelessness strategy.

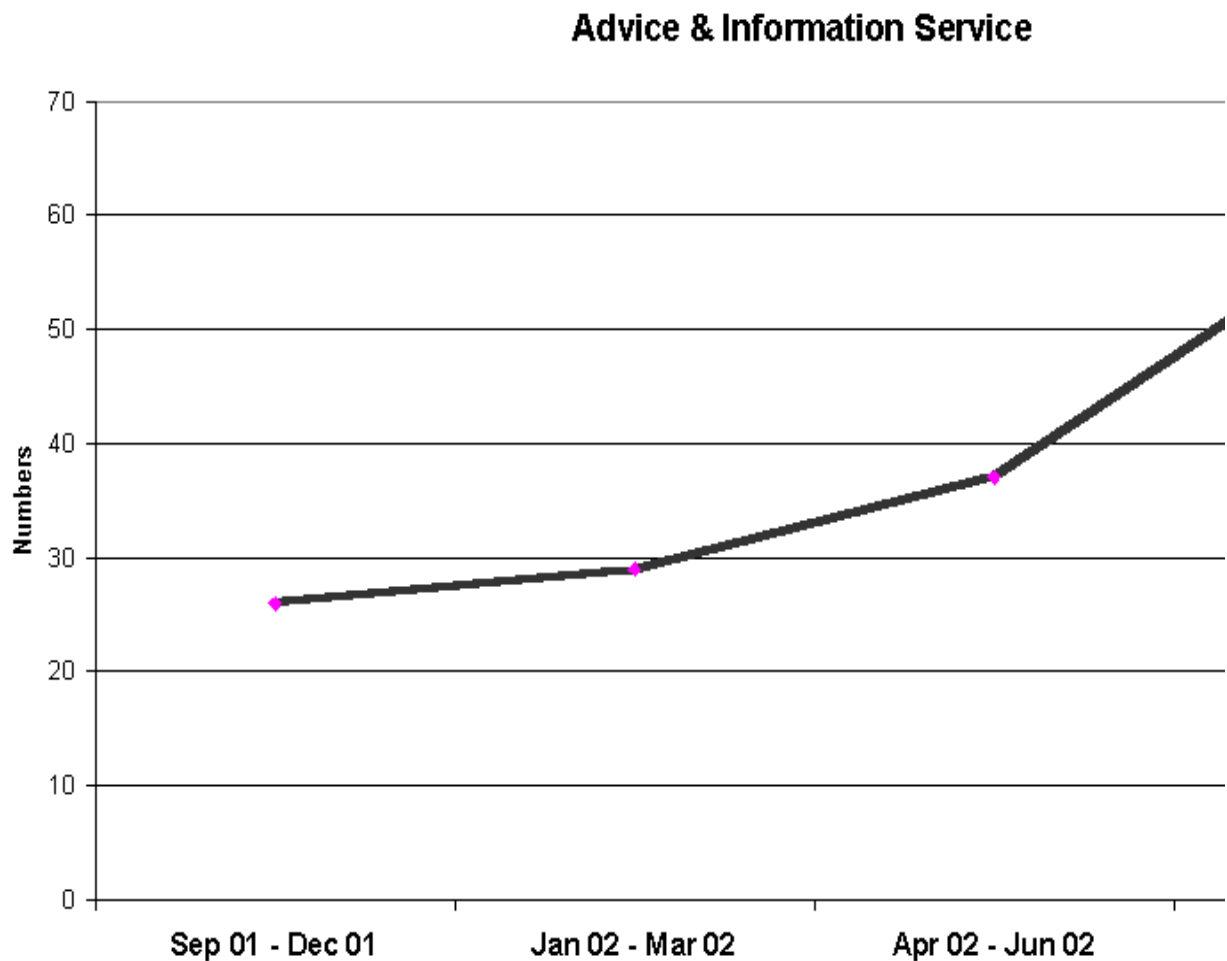
Much prevention work will involve close working with other agencies involved in the provision of services for vulnerable people, including:

- Social Services
- Health
- Education
- Probation
- Support providers
- Supporting People Programme
- Mediation services.

A key element of prevention is early intervention.

1. Review Procedure and Staff Structure

Health and Safety admission procedures and Out of Hours services are attached as Appendix 7.



Appendix 2

Housing Strategy Best Value Review

Scoping Paper for the Homelessness Accommodation Review

- 1. Review evidence of changing demands for temporary accommodation, including the type and nature of the accommodation currently offered;**

The impact of the new Homelessness legislation introduced on 29th July 2002 have not been in place long enough to project future demand for service arising from the recent amendments.

There are however some indications of the growth in numbers presenting as homeless against those where accommodation is provided (as set out in graphical format as part of Appendix 1a).

These findings clearly indicate that there is an upward trend in those seeking "Advice and Information" on housing options, though not necessarily homeless, advocating the need for the authority to ensure adequate resources are available to service these customers from an **administrative** and **assessment** perspective.

The extend of these increases will need to be further evaluated in due course.

2. Ensure that all Health and Safety issues are dealt with for the temporary accommodation buildings;

As indicated in the text of report H66/02, previous consideration has been given to this issue in relation to the service at John Street Men's Hostel. In view of this it is considered that individuals/families who may require assistance to resolve their housing options may be equally as vulnerable and present similar social circumstances as those presenting at the men's hostel, it will be necessary to provide:

- A similar "safe" working environment for staff providing alternative accommodation options;
- As potentially vulnerable groups they may also be susceptible to differing social standards

1. Review ability to deal with increased demands on the temporary accommodation;

The ability to meet the anticipated demands of the new homelessness legislation has been accommodated within the alternative approach for service provision for vulnerable and homeless people. This approach caters for each of these groups, sets out a rationale to meet demand and proposes a "resettlement" approach to assist in the provision of support services to further independent living.

2. Review the short and medium term management/ownership arrangements of the temporary accommodation;

The focus of the Homelessness report (H66/02), includes a range of options to develop a partnership approach with other housing and support service commissioners and providers for Crisis, Move-on and longer term accommodation options.

3. Examine ways of maximising Supporting People funding for the Homelessness Service;

The provision of support services commissioned under the auspices of Transitional Housing Benefit System will be included in the approach outlined in 4 above. This will enable appropriate funding to be secured as part of the Supporting People funding coming on stream in April 2003.

4. Review the role of other RSLs;

RSL's are included in the consideration of partnership arrangements set out in 4 and 5 above.

5. Review budget provision and staffing structure;

To be included in 4 and 5 above.

6. Develop service standards for the temporary accommodation service;

Prior to the introduction of a partnership approach to deliver accommodation and support services options, an interim set of standards have been compiled and are set out in appendix 6.

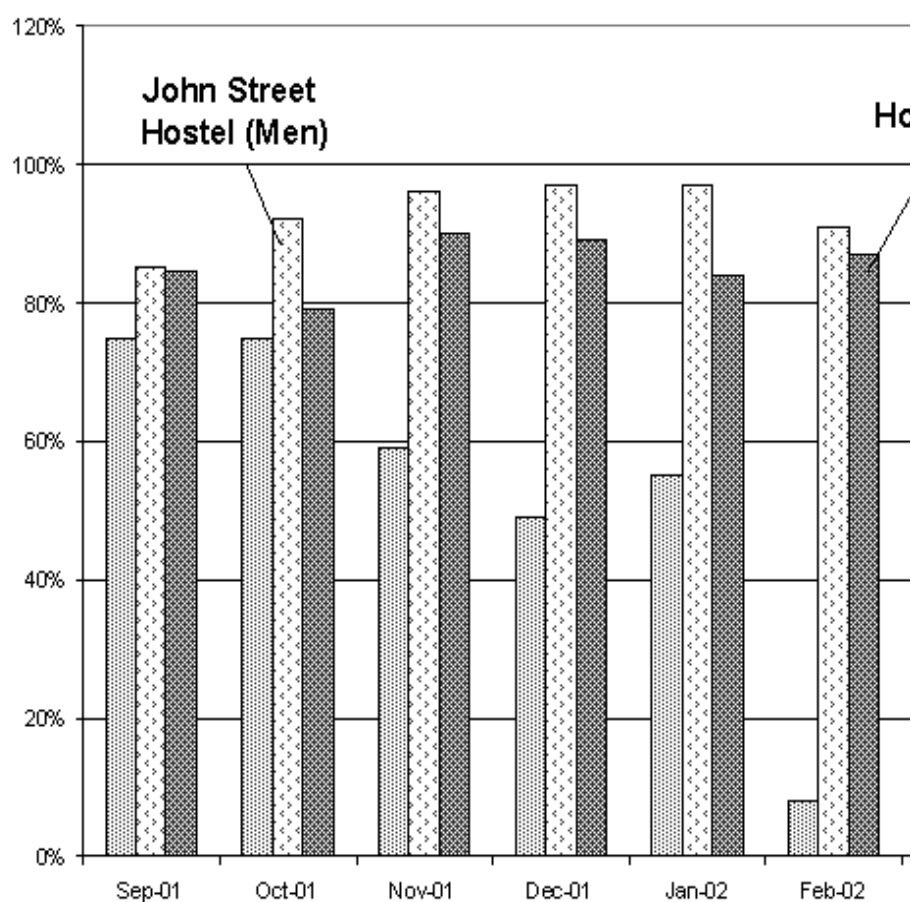
7. Develop local performance indicators;

Local performance indicators will be drawn up as part of the outlined approach.

8. Develop a procurement of strategy accommodation strategy.

This will be established as part of the Partnership approach and included in the Supporting People contract award process.

Hostel Accommodation



Service Standards for Vulnerable and Homeless People

Resettlement Centre

Support Package – Crisis Interventionist Service

- Emotional support & non-professional counselling.
- Advice, advocacy and liaison with statutory agencies – including Social Services, North Cumbria Mental Health & Learning Disabilities NHS Trust. Supervision and monitoring of health and well-being - registering with a GP etc.
- Assistance with establishing personal safety and security.
- Assistance in managing finances, including hourly sessions with the Welfare Benefits Agencies.

- Arranging storage if required – a statutory responsibility of the Local Authority's Homeless Persons Officer.
- Initial advice on future accommodation options

Temporary Move-on Accommodation

Support Package – Outreach Service

- Help in setting up and maintaining a home (contact with the utilities, dealing with minor repairs/replacements etc.)
- Managing finances/debt counselling and dealing with benefit claims via Welfare Benefits Agencies.
- Emotional support & non-professional counselling.
- Ongoing liaison with statutory agencies.
- Assistance in developing domestic and practical skills (e.g. learning to cook, shop, clean etc.), where applicable.
- Help in establishing & developing social contacts & activities e.g. enrolling in training or education, attending job centre etc. & developing confidence and managing behaviour.
- Help in finding alternate permanent accommodation and obtaining furniture if required.
- Initial advice on future accommodation options

Independent Tenancy (Home for Life Option)

Support Package – Floating Support

Floating Support is a service that can be provided to either:

- ***assist homeless people attain a smooth transition from temporary to permanent accommodation, or***
- ***support those in crisis living in secure accommodation to sustain independent living and fulfil their obligations set out in an existing tenancy agreement.***

- Help in setting up or maintaining a home (contact with the utilities, dealing with minor repairs/replacements, decoration etc.)
- Emotional support & non-professional counselling.
- Ongoing life skills training & debt counselling to break cycles of homelessness/crisis.
- Continued help in establishing & developing social contacts & activities e.g.. enrolling in training or education, attending job centre etc. & developing confidence and managing behaviour.
- Ongoing liaison with statutory agencies.
- Peer support and befriending.
- Provision of Community Alarms as required.

Carlisle City Council

Procedures for admission to Homeless Units (2) at John Street Hostel

by

Special Needs Officer (Homeless)

1. Client to be interviewed by Special Needs Officer (SNO) at earliest opportunity.
(NB Information obtained must be shared with the hostel staff)
2. If initial interview indicates a possible priority, client will be referred to John St for temporary accommodation. Referral will be made by phone to duty staff at John St.
3. Special Needs Officer will log referral and forward client to John St hostel for accommodation until full assessment is completed.
4. It will be necessary to house client until a complete assessment is undertaken, this would normally be within 28 days however some cases will need a much longer time to assess.
5. On all referrals made by the SNO, existing Health and Safety admission procedures, as appended, will be adhered to by John Street staff.
6. Where a determination is made by the Hostel Manager, or his/her representative, that an individual presents a high risk, therefore accommodation at the hostel is inappropriate, the SNO will be notified immediately to enable other alternative options to be pursued.
7. Special Needs Officer to be notified if the client leaves before assessment being completed, or any difficulties arise.
8. Hostel manager retains the right to assess client needs and place support packages into place, as is their normal procedure.
9. On completion of final assessment regarding priority need, both the client and John St staff will be informed of the outcome. If no priority need is determined the client will be asked to leave unless the hostel manager

chooses to find alternative accommodation within his remit.

OUT OF HOURS SERVICE

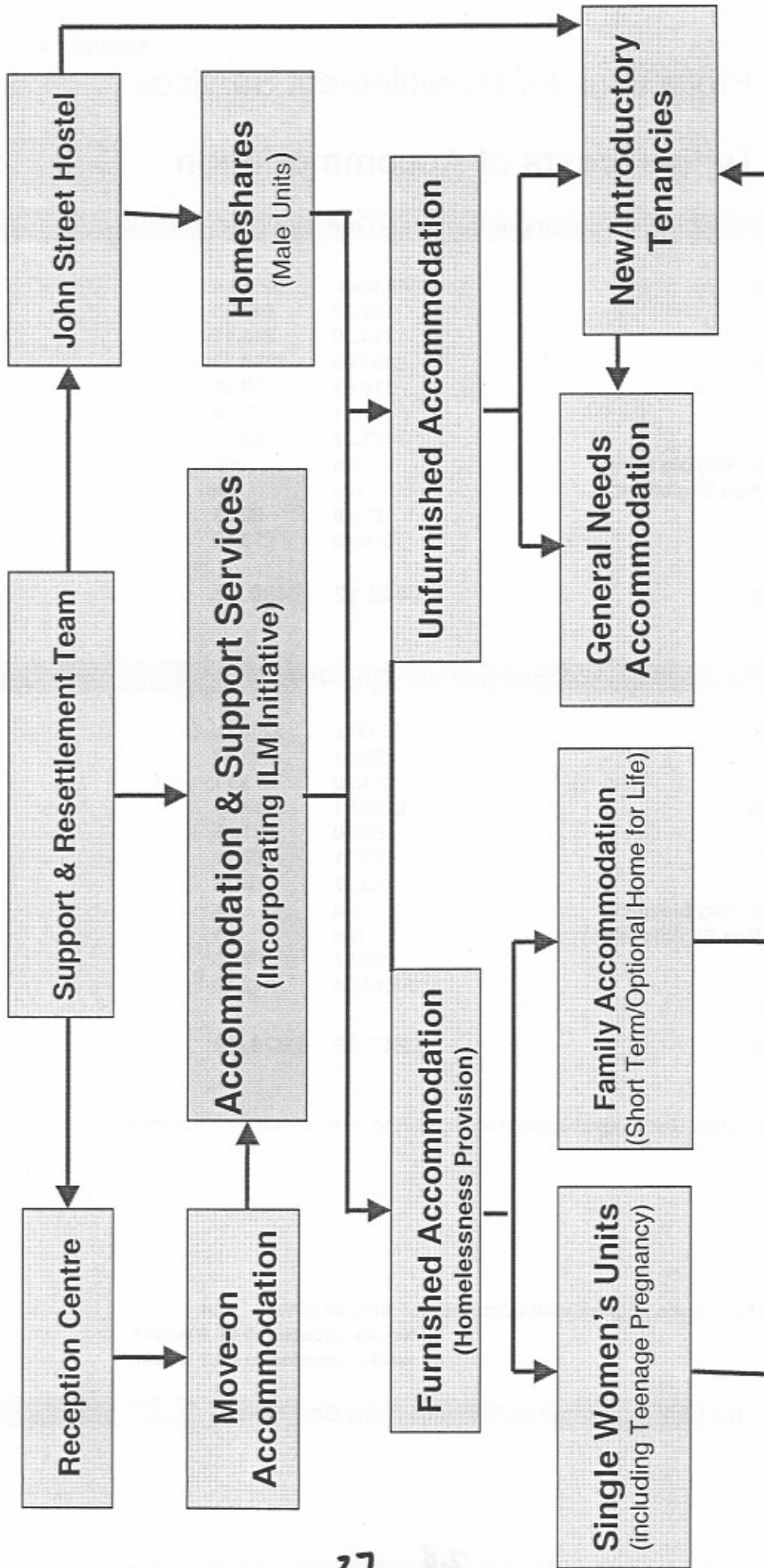
Any single male referrals made out of hours to the Special Needs Officer will be assessed in accordance with the information provided.

Where the Special Needs Officer feels the client may be in one of the 'Priority' Group he will refer the client to John St hostel by phone until a full assessment can be undertaken in office hours.

Standard Health and Safety procedures for admission will be applied with the following exception:

Where the individual presents after 10.00pm, the hostel staff will be contacted by the Special Needs Officer to determine the appropriateness of the admission.

Resettlement, Outreach & Floating Support Services



Financial Projections for Resettlement Services

Typical costs of Accommodation

Initial Resettlement Service - One Bed Flat

Charges 2002/03	48 Wks	52 Wks
Rent	£52.87	£48.80
Furnishings	£14.20	£13.11
Support Services	£334.03	£308.33
Cleaning	£10.83	£10.00
Redecoration	£7.71	£7.12
Careline	£3.37	£3.11
Heating Charges - Eligible (38%)	n/a	n/a
- Non Eligible (62%)	n/a	n/a
Water Rates	£2.96	£2.73
Council Tax	£16.15	£13.42
Total Charges	£442.12	£406.62

Move-on Accommodation - One Bed Flat

Charges 2002/03	48 Wks	52 Wks
Rent	£52.87	£48.80
Furnishings	£14.29	£13.11
Support Services	£150.31	£138.75
Cleaning	£2.00	£1.85
Redecoration	£7.71	£7.12
Careline	£3.37	£3.11
Heating Charges - Eligible (38%)	n/a	n/a
- Non Eligible (62%)	n/a	n/a
Water Rates	£2.67	£2.46
Council Tax	£14.54	£13.42
Total Charges	£247.76	£228.62

(NB Based on Furnished Unit (deduct appropriate furnishing charges for Non-Furnished))

Weekly charges have been aligned with occupancy rates of 90% - i.e.
 52 weeks equates to 46.8 weeks
 48 weeks equates to 43.2 weeks

Initial Resettlement Service - Two Bed House

Charges- 2002/03	48 Wks	52 Wks
Rent	£49.20	£45.41
Furnishings	£23.34	£21.54
Support Services	£334.03	£308.33
Cleaning	£10.83	£10.00
Redecoration	£7.71	£7.12
Careline	£3.37	£3.11
Heating Charges - Eligible (38%)	n/a	n/a
- Non Eligible (62%)	n/a	n/a
Water Rates	£2.96	£2.73
Council Tax	£16.15	£13.42
Total Charges	£447.59	£411.66

Move-on Accommodation - Two Bed House

Charges- 2002/03	48 Wks	52 Wks
Rent	£49.20	£45.41
Furnishings	£23.34	£21.54
Support Services	£150.31	£138.75
Cleaning	£10.83	£10.00
Redecoration	£7.71	£7.12
Careline	£3.37	£3.11
Heating Charges - Eligible (38%)	n/a	n/a
- Non Eligible (62%)	n/a	n/a
Water Rates	£2.96	£2.73
Council Tax	£16.15	£13.42
Total Charges	£263.87	£242.08

Move On Accommodation - Three Bedroom House

Charges- 2002/03	48 Wks	52 Wks
Rent	£49.20	£45.41
Furnishings	£28.01	£25.85
Support Services	£150.31	£138.75
Cleaning	£10.83	£10.00
Redecoration	£7.71	£7.12
Careline	£3.37	£3.11
Heating Charges - Eligible (38%)	n/a	n/a
- Non Eligible (62%)	n/a	n/a
Water Rates	£2.96	£2.73
Council Tax	£16.15	£13.42
Total Charges	£268.54	£246.39

(NB Based on Furnished Unit (deduct appropriate furnishing charges for Non-Furnished)

Weekly charges have been aligned with occupancy rates of 90% - i.e.
52 weeks equates to 46.8 weeks
48 weeks equates to 43.2 weeks

Introductory Tenancy Package

Charging Policy

2002/03

Rent	Subject to accommodation allocated	
Furnishings	None, unless Move-on accommodation utilised as a "Home for Life" tenancy	
Support Services	Subject to individual exit assessment from move-on accommodation, then based on £18.50/hour on a weekly basis	
Cleaning	n/a	n/a
Redecoration	n/a	n/a
Careline	£3.37	£3.11
Heating Charges		
Eligible (38%)	n/a	n/a
Non Eligible (62%)	n/a	n/a
Water Rates	As per existing charges for council accommodation	
Council Tax	As per existing charges for council accommodation	

L.J.Brewis 14th October 2002