

# AGENDA

## Health & Social Care Overview and Scrutiny Committee

Date: **Tuesday 5 April 2016**

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Time: **9.30 am**

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Place: **Council Chamber, The Shire Hall, St. Peter's Square,  
Hereford, HR1 2HX**

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Notes: Please note the **time, date** and **venue** of the meeting.

For any further information please contact:

**Ruth Goldwater, Governance Services**

Tel: 01432 260635

Email: [ruth.goldwater@herefordshire.gov.uk](mailto:ruth.goldwater@herefordshire.gov.uk)

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If you would like help to understand this document, or would like it in another format, please call Ruth Goldwater, Governance Services on 01432 260635 or e-mail [ruth.goldwater@herefordshire.gov.uk](mailto:ruth.goldwater@herefordshire.gov.uk) in advance of the meeting.

# Agenda for the Meeting of the Health & Social Care Overview and Scrutiny Committee

**Chairman**  
**Vice-Chairman**

**Councillor PA Andrews**  
**Councillor J Stone**

Councillor CR Butler  
Councillor ACR Chappell  
Councillor PE Crockett  
Councillor CA Gandy  
Councillor JF Johnson  
Councillor MD Lloyd-Hayes  
Councillor MT McEvelly  
Councillor PD Newman OBE  
Councillor A Seldon  
Councillor NE Shaw  
Councillor D Summers

## AGENDA

### 1. APOLOGIES FOR ABSENCE

To receive apologies for absence.

### 2. NAMED SUBSTITUTES (IF ANY)

To receive details of any members nominated to attend the meeting in place of a member of the committee.

### 3. DECLARATIONS OF INTEREST

To receive any declarations of interest by members in respect of items on the agenda.

### 4. SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY

To consider suggestions from members of the public on issues the committee could scrutinise in the future.

*(There will be no discussion of the issue at the time when the matter is raised. Consideration will be given to whether it should form part of the committee's work programme when compared with other competing priorities.)*

### 5. QUESTIONS FROM THE PUBLIC

To note questions received from the public and the items to which they relate.

*(Questions are welcomed for consideration at a scrutiny committee meeting so long as the question is directly related to an item listed on the agenda. If you have a question you would like to ask then please submit it **no later than two working days before the meeting** to the committee officer. This will help to ensure that an answer can be provided at the meeting).*

### 6. CALL-IN OF THE HOUSING RELATED SUPPORT SERVICE - SHYPP CONTRACT (SUPPORTED HOUSING FOR YOUNG PEOPLE PROJECT)

To consider the call-in of the housing related support service – SHYPP contract (supported housing for young people project). The decision has been called in by three members of the committee: Councillors ACR Chappell, PE Crockett and MD Lloyd-Hayes.

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## **PUBLIC INFORMATION**

### **Public Involvement at Scrutiny Committee Meetings**

You can contact Councillors and Officers at any time about Scrutiny Committee matters and issues which you would like the Scrutiny Committee to investigate.

There are also two other ways in which you can directly contribute at Herefordshire Council's Scrutiny Committee meetings.

#### **1. Identifying Areas for Scrutiny**

At the meeting the Chairman will ask the members of the public present if they have any issues which they would like the Scrutiny Committee to investigate, however, there will be no discussion of the issue at the time when the matter is raised. Councillors will research the issue and consider whether it should form part of the Committee's work programme when compared with other competing priorities.

#### **2. Questions from Members of the Public for Consideration at Scrutiny Committee Meetings and Participation at Meetings**

You can submit a question for consideration at a Scrutiny Committee meeting so long as the question you are asking is directly related to an item listed on the agenda. If you have a question you would like to ask then please submit it **no later than two working days before the meeting** to the Committee Officer. This will help to ensure that an answer can be provided at the meeting. Contact details for the Committee Officer can be found on the front page of this agenda.

Generally, members of the public will also be able to contribute to the discussion at the meeting. This will be at the Chairman's discretion.

(Please note that the Scrutiny Committee is not able to discuss questions relating to personal or confidential issues.)

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## YOU HAVE A RIGHT TO: -

- Attend all Council, Cabinet, Committee and Sub-Committee meetings unless the business to be transacted would disclose 'confidential' or 'exempt' information.
- Inspect agenda and public reports at least five clear days before the date of the meeting.
- Inspect minutes of the Council and all Committees and Sub-Committees and written statements of decisions taken by the Cabinet or individual Cabinet Members for up to six years following a meeting.
- Inspect background papers used in the preparation of public reports for a period of up to four years from the date of the meeting. (A list of the background papers to a report is given at the end of each report). A background paper is a document on which the officer has relied in writing the report and which otherwise is not available to the public.
- Access to a public Register stating the names, addresses and wards of all Councillors with details of the membership of Cabinet and of all Committees and Sub-Committees.
- Have a reasonable number of copies of agenda and reports (relating to items to be considered in public) made available to the public attending meetings of the Council, Cabinet, Committees and Sub-Committees.
- Have access to a list specifying those powers on which the Council have delegated decision making to their officers identifying the officers concerned by title.
- Copy any of the documents mentioned above to which you have a right of access, subject to a reasonable charge (20p per sheet subject to a maximum of £5.00 per agenda plus a nominal fee of £1.50 for postage). Agenda can be found at [www.herefordshire.gov.uk/meetings](http://www.herefordshire.gov.uk/meetings)
- Please note that filming, photography and recording of meetings is permitted provided that it does not disrupt the business of the meeting.
- The reporting of meetings is subject to the law and it is the responsibility of those doing the reporting to ensure that they comply.
- Access to this summary of your rights as members of the public to attend meetings of the Council, Cabinet, Committees and Sub-Committees and to inspect and copy documents.

## **HEREFORDSHIRE COUNCIL**

**SHIRE HALL, ST PETER'S SQUARE, HEREFORD, HR1 2HX.**

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<b>MEETING:</b>	<b>Health and social care overview and scrutiny committee</b>
<b>DATE:</b>	<b>5 April 2016</b>
<b>TITLE OF REPORT:</b>	<b>Call-in of the housing related support service – SHYPP contract (supported housing for young people project)</b>
<b>REPORT BY:</b>	<b>Governance services</b>

## 1. Classification

Open.

## 2. Purpose

To consider the call-in of the housing related support service – SHYPP contract (supported housing for young people project). The decision has been called in by three members of the committee: Councillors ACR Chappell, PE Crockett and MD Lloyd-Hayes.

## 3. Recommendation

**THAT the committee reviews the Cabinet decision and decides:**

- a) **whether it accepts that decision with no further comment, or**
- b) **whether it wishes to accept the grounds on which the decision has been called-in and refer the decision back to the decision maker for reconsideration and, if so, what recommendations it wishes to make.**

## 4. Background

- 4.1 Call-in is a statutory right for members of the Council to review a decision of executive decisions taken by cabinet or individual cabinet members after it is made but before it is implemented.
- 4.2 A decision cannot take effect pending consideration of the call-in by the health and social care overview and scrutiny committee.
- 4.3 After consideration by the health and social care overview and scrutiny committee, the decision maker may implement the original decision or reconsider it in the light of the committee's comments.
- 4.4 The committee has no power to overturn a decision of the executive. It can only request the executive to reconsider its decision.

- 4.5 The constitution (4.5.16.5) provides that call-in should only be used in exceptional circumstances including but not limited to:
- a where there is evidence which suggests that issues have not been handled in accordance with the decision-making principles set out in the constitution;
  - b where a key decision has been taken which was neither published in accordance with the requirements for the forward plan, and is not subject to the urgency procedures set out in the constitution; or
  - c where a decision is outside the budget and policy framework.
- 4.6 The health and social care overview and scrutiny committee can either accept the cabinet's decision with no further comment or accept the grounds on which the decision has been called-in and refer the decision back to the decision maker for reconsideration.

## 5. Reasons for call-in

5.1 In accordance with the scrutiny procedure rules set out at Part 4 Section 5 of the constitution, the cabinet decision on 17 March 2016 concerning the SHYPP contract has been called-in for consideration by this committee.

5.2 The stated reasons for the call-in are given in Appendix A and are reproduced below:

'4.5.16.5 a - under 2.11.1, removal of the floating services support in conflict with Corporate Plan Aim 2

- Failure to take into account SHYPP working transitional proposals

c) Decision outside budget and policy framework – failure to relate to corporate plan aim 2

Counter proposals from SHYPP were not properly considered

Equality impact assessment was not properly considered'

5.3 The report considered by the Cabinet (Appendix B and sub-appendices B1 to B5), and the related Written Statement of a Key Decision (Appendix C) are attached.

## 6. Appendices

Appendix A Notification of Call-in for Submission to the Monitoring Officer

Appendix B Cabinet Report

- Sub-appendix B1 Equality impact assessment
- Sub-appendix B2 SHYPP consultation report
- Sub-appendix B3 Questionnaire responses
- Sub-appendix B4 Youth advisory board
- Sub-appendix B5 Service user feedback

Appendix C Written statement of a key decision

Links

Information about Cabinet:

<http://councillors.herefordshire.gov.uk/mgCommitteeDetails.aspx?ID=251>

Cabinet agenda 17 March 2016:

<http://councillors.herefordshire.gov.uk/ieListDocuments.aspx?CId=251&MId=5922&Ver=4>

## **7. Background papers**

7.1 None identified.



## NOTIFICATION OF CALL-IN FOR SUBMISSION TO THE MONITORING OFFICER

ITEM	
Decision Maker and Reference Number	CASHIER Schultz & Wellbeing
Date of decision	17th March 2016
This notification must state:  Which decision or which part of a decision is being called in.  The grounds for the call in as laid out in rule 4.5.16.5 (see overleaf).	Whole  4.5.16.5a - Under 2.11.1 -- removal of the floating services support in conflict with Corporate Plan Dim 2 - failure to take into account SAYPP working timeshand proposals  c. Decision outside budget & policy framework - failure to relate to Corporate Plan Dim 2 - County proposals from SAYPP were not properly considered
In accordance with Scrutiny Procedure Rules set out at Part 4, Section 5 of the Constitution we confirm that we wish to call in this decision.	
Signatory	
1	Chris Chappell
2	PE Cratt
3	Albet-Hayes

## Return to Monitoring Officer (c/o Democratic Services)

Date / time received:

12.01 dock.

~~21/3/16~~ 21/3/16.

Monitoring Officer's comments:

Received as valid

members given until midnight on 22/3/16.

# NOTIFICATION OF CALL-IN FOR SUBMISSION TO THE MONITORING OFFICER

## Part 4 Section 5 of the Constitution

### Scrutiny Rule 4.5.16.5

- 4.5.16.5 Call-in should only be used in exceptional circumstances including but not limited to;
- a where there is evidence which suggests that issues have not been handled in accordance with the decision-making principles set out in this Constitution;
  - b where a key decision has been taken which was neither published in accordance with the requirements for the Forward Plan, and is not subject to the urgency procedures set out in this Constitution; or
  - c where a decision is outside the Budget and Policy Framework.

\* Equality impact statement was not properly considered



<b>Meeting:</b>	<b>Cabinet</b>
<b>Meeting date:</b>	<b>17 March 2016</b>
<b>Title of report:</b>	<b>Housing related support service – SHYPP contract (Supported Housing for Young People Project)</b>
<b>Report by:</b>	<b>Contracts, quality and review lead</b>

## Classification

Open

## Key Decision

This is a key decision because it is likely to be significant in terms of its effect on communities, living or working in an area comprising of one or more wards in the county. NOTICE has been served in accordance with Part 3, Section 9 (Publicity in Connection with Key Decisions) of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

## Wards Affected

County-wide

## Purpose

To confirm future delivery arrangements for the young persons' housing related support services contract, currently delivered by SHYPP (Supported Housing for Young Persons Project), part of West Mercia Housing Group.

## Recommendation(s)

THAT:

- (a) the accommodation based support element of the contract is remodelled with a proportion of the service financed through exempt rents to maintain the existing service level from 1 April 2016;
- (b) a three month transitional period is allowed from 1 April to 30 June 2016 to support the financial change to the accommodation based support element;
- (c) a 12 month transitional period is allowed from 1 April 2016 to 31 March 2017 to support the de-commissioning of the floating support element; and
- (d) funding of £78,331 be made available to support the transition periods in recommendations b) and c) above.

## Alternative options

1. The support service is continued under existing contractual arrangements; this option is not recommended as the efficiencies that have been identified and the proposed delivery arrangements are in line with approaches already in place with other housing related support services, which will support the cost effective provision of support to those with high needs.
2. The entire service is decommissioned; this option is not recommended as the accommodation based support contributes towards the council's statutory homelessness duties by providing accommodation for those who are homeless or at risk of homelessness and variation to delivery has been identified to achieve savings whilst maintaining existing services to those in priority need level.

## Reasons for recommendations

3. To ensure cost effective delivery of housing related support services to vulnerable young people. The service has two elements; a floating support service throughout Herefordshire, where vulnerable young people receive housing related support services, and accommodation based support, comprising three 'foyers' with a total of 31 rooms (in Hereford, Leominster, and Ross on Wye), which provide integrated learning through safe and secure accommodation with housing related support and training.
4. The introduction of Herefordshire Council's allocations policy in July 2014 supported previous legislative changes and ensured that affordable housing is allocated to those in greatest need. Making a homeless application is no longer a direct route into affordable housing. The transition of SHYPP service users to permanent accommodation has increased following the implementation of the allocation policy, which has reduced the waiting list for support.
5. The transitional periods, in agreement with SHYPP, will establish the future model of service delivery and fully map existing service users and needs. The transitional period will be for three months for the accommodation based remodelling and 12 months for the floating support, both running from 1 April 2016. The council will work closely with the provider to support the transition and ensure this is delivered to the timeframe.

## Key considerations

6. Herefordshire Council commissions a range of housing related support services for individuals who are either at risk of homelessness or who are already homeless. As part of this, SHYPP provide housing related support services to vulnerable young people (16-25 year olds) aimed at preventing homelessness and supporting service users to acquire skills to manage and maintain independent living.
7. SHYPP was originally awarded a five year block contract, following a competitive tender process. The contract commenced on 1 April 2013 and is due to expire on 31 March 2018. The contract had a value at the commencement date of £2,264,000 on an annually reducing scale. Further contract negotiations resulted in a 10% saving against the contract value in April 2014. The current contract value is £392,400 per annum.
8. Service users can access assistance and advice to access and sustain suitable



accommodation, improve health, access education and employment opportunities, manage their finances, develop domestic and social skills, address their offending behaviour and meet their potential and aspirations.

9. Service utilisation

- Accommodation based support - currently to 31 service users, all of whom are 18 years old and over.
  - Floating support - currently delivered to 83 service users, of whom 7 service are 16 or 17 years old. Of the 83 individuals, 42 currently receive additional support from other agencies or council service areas, and 35 have been in receipt of the service for one month or less. 12 service users live in housing association properties and therefore should be supported by their own landlord's tenancy management arrangements, which will be in addition to any support received from SHYPP.
10. Elements of the accommodation based service have been identified as suitable to be financed through exempt rents. Exempt rent entitles a social landlord to recover the costs of providing additional services to tenants/service users with additional needs through housing benefit. It enables the council to fund enhanced levels of housing benefit for intensive housing management and to reclaim the money from the Department for Work and Pensions via the subsidy claim. Since this is simply a matter of a switch of funding source, there should be no financial impact on the service itself.
11. By maximising the exempt rent entitlement, there is a reduced need for direct contract financing by the council of the accommodation based service. The service will be able to continue at the existing level of 31 units and offer the opportunity for the provider to explore this across other supported accommodation they provide for young people. Support will be offered to the provider to facilitate the change of funding stream.
12. The utilisation of exempt rents will bring the service in line with other housing related support services. Delivering an element of the service through exempt rents will provide cost effective continuity of service to young people.
13. The three month transitional period for accommodation based services will provide a buffer during the implementation of exempt rents, as any delays in application and approval of housing benefit may result in a reduction in income to the provider and effect the service delivery.
14. For the floating support service, a 12 month transitional period is required to establish the future model of delivery and to fully map existing service users and needs. The transitional period will provide an opportunity to further engage with the young people currently using the service, SHYPP, and other providers/stakeholders to consider and potentially co-produce alternative models of accommodation/support that could provide an alternative to the existing high cost options available.
15. West Mercia Housing currently provide an additional 20 units of accommodation in Herefordshire, for young people who receive support through the SHYPP floating support service. During the 12 month transitional period, SHYPP will continue to support all individuals in this accommodation.
16. SHYPP have identified the element of floating support delivered to the additional 20 units of accommodation. A full case audit of these service users will be carried out between April and August 2016, during the transitional period, to establish the level of need and future model of delivery; any changes to the service necessary as a result of this review will be the subject of a further report.

17. SHYPP held an online petition: 'Support SHYPP to stop the council from cutting 66% of homelessness services to young people'. SHYPP have submitted a list of 2,295 signatures and contact details of individuals registering their support of the service.

## Community impact

18. The service aims to meet the outcomes which contribute to the council's corporate plan to enable residents to be independent and lead fulfilling lives. The continued care and support service contributes to the health and wellbeing strategy aims and objectives "To enable residents to live safe, healthy and independent lives and to maintain service provision, to those with need, within the available resources". The service contributes to this by reducing demand on services, targeting care and support and increasing integration to support to the most vulnerable within the community.
19. The service works with vulnerable client group who have an eligible need. The service encourages and supports clients to become socially involved within the community and enables their independence.
20. The services contribute to the reduction of the number of people who are on the streets, supporting the work the police are undertaking through the Castlemain Project, where they work with other agencies, including the street pastors and services, to help those people get the advice and support they need whilst reducing the negative impact to the community

## Equality duty

21. The equality duty covers the following nine groups with protected characteristics: age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex and sexual orientation. The decision does not discontinue service and has no detrimental impact to eligible service users. Consultation with current service users indicated that the model of provision being proposed was the preferred option.
22. An equality impact assessment has been completed and is attached (appendix 1) any change made to the service by the provider will require a further equality impact assessment to be completed.

## Financial implications

23. The current contract costs £392,400 per annum; the £260,000 savings can be achieved by:

	£ per annum
Utilisation of exempt rents for the accommodation based support (nil loss of income to the service provider)	100k
Decommissioning the floating support service	160k
Total savings	260k

24. The new contract value would be £132,400 per annum, to support service users through accommodation based support.

25. The cost of the transitional period from 1 April 2016 will be £78,331 which supports three months transition for accommodation based support and 12 months transition for the floating support service. This cost is being funded from the £600k budget for preventative measures, drawn from the resources secured through the 2% precept on council tax for adult social care.

## **Legal implications**

26. The proposed contract variations are consistent with regulation 72 of the Public Contracts Regulations 2015.
27. Regulation 72 allows modification of a contract without requiring a new procurement if any one of a number of circumstances listed in regulation 72(1) applies. The circumstances which are relevant for our purposes are in regulation 72(1)(c) and (in the case of the use of the exempt rents) regulation 72(1)(e)
28. If these variations are approved, officers are expected to work with Legal Services to ensure the formal requirements of the contract regarding variations are met. This should be straightforward.

## **Risk management**

29. There is the potential for an increase of homeless applications from young people aged 16 to 25 years old. In mitigation of this, the alternative housing floating support service provided by Home Group Stonham can be utilised to provide a service to those with a higher housing need; this service supports those at risk of homelessness with offending behaviour, substance misuse and/or complex needs. More general signposting enquiries for those in low level need could continue to receive a re-modelled service from SHYPP or may be directed to the wellbeing information advice service Herefordshire (WISH), or other existing support/signposting services for the appropriate service.

## **Consultees**

30. The current provider, SHYPP Youth Advisory Board and service users have been consulted with to inform the review and report.
31. All service users were invited to take part in the consultation which included four 'drop-in' forums held at the three foyer locations across the county. (Appendix 2 and sub appendix A, B & C).

## **Appendices**

Appendix 1 – Equality Impact Assessment

Appendix 2 – Consultation report including Sub Appendix A, B & C

## **Background papers**

None identified





## Equality Impact and Needs Assessment Form

### A) General Information

#### **Name of service, function, policy (or other) being assessed**

Housing Related Support Service for Young People – SHYPP (Supported Housing for Young Persons project)

#### **Directorate or organisation responsible (and service, if it is a policy)**

Adult and Wellbeing

#### **Date of assessment**

January 2016

#### **Names and/or job titles of people carrying out the assessment**

Laura Lloyd – Contracts Quality & Review Lead

#### **Accountable person**

Martin Samuels, Director of Adults and Wellbeing

### **B) Describe in summary the aims, objectives and purpose of the proposal, including desired outcomes:**

The service provides vulnerable young people (16-25 year olds) with Housing Related Support aimed at preventing homelessness and supporting service users to acquire skills to manage and maintain independent living.

The service has two elements; a Floating Support service throughout Herefordshire and Accommodation Based Support comprising of three foyers with a total of 31 rooms (Hereford, Leominster & Ross on Wye), which provide integrated learning through safe and secure accommodation with support and training.

The Service's objectives are met through supporting service users with; social inclusion, independence, choice and control over their lives, supporting service users to access and sustain suitable accommodation, improve health, access education and employment opportunities, manage their finances, develop domestic and social skills, address their offending behavior and meet their potential and aspirations.

Various contracts are being reviewed in line with targeted savings. Two areas have been

identified for potential savings:

The floating support element is decommissioned, any service users with high level need can be supported through the alternative Housing Related Floating Support service contract with Home Group (Stonham) which supports those at risk of homelessness with offending behaviour, substance misuse and/or complex needs and those with lower level needs can access the WISH for advice signposting and guidance.

The accommodation based support element of the service provides 31 units of accommodation, a proportion of the service can be delivered through exempt rents for intensive housing management.

Efficiencies have been identified against the current provision of service and the need to deliver the service in a different way, in line with other low level housing related support services. The use of exempt rents can be arranged for other supported accommodation with SHYPP that currently access the floating support service.

All housing related support service contracts have previously been reviewed to establish how to services can be delivered in a different way, where possible. The proposed changes will bring the service in line with the provision of other housing related support services within Herefordshire.

**C) Context - describe, in summary;**

<p><b>The number of people and/or providers that may be affected by the proposal.</b></p>	<p><u>Service Users:</u> Floating Support – currently supports 90 service users. Approximately 15% of service users are anticipated to be supported through other services with High need level, 47% are supported through additional support services, 13% have tenancies with registered social landlords and some support should be provided as part of their standard housing management. 11% of service users are aged 16 or 17 and live in accommodation provided by SHYPP</p> <p><u>Support Provider</u> The contract is currently delivered by SHYPP, who own and manage the accommodation.</p>
<p><b>What are the values of the contract(s) affected by the proposal? (if appropriate).</b></p>	<p>The total original contract value was £2,264,000 reducing over a 5 year period, from 1<sup>st</sup> April 2013 to the 31<sup>st</sup> March 2018.</p> <p>Savings of 10% were achieved in April 2015, through mid-contract negotiation, which equated to £130,800 for the remaining term of the contract. The contract value, as of the 1<sup>st</sup> April 2015 was £392,400 per annum.</p> <p>The floating support element of the service equates to approximately £160,000 per annum and currently supports 90</p>

	<p>service users.</p> <p>The accommodation based support element of the service provides support to 31 service users at any one time and equates to approximately £232,400 per annum, Specific elements of this service could be delivered through exempt rents which could equate to approximately £100,000 per annum.</p> <p>Both of the above identified savings could be achieve to deliver a total saving of £260,000 per annum. The remaining contract amount would equate to £132,400 per annum to support 31 service users in Foyer accommodation based support.</p>
<p><b>What are the geographical locations of those that might be affected by the proposal?</b></p>	<p>The Floating Support service is provided throughout Herefordshire.</p> <p>The Accommodation Based Support is based in Hereford City, Leominster and Ross on Wye.</p>

**D) Who are the main stakeholders in relation to the proposal?**

- |   |
|---|
| <ul style="list-style-type: none"> <li>• Service users</li> <li>• Provider (SHYPP - WM Housing)</li> <li>• Adult and Children Wellbeing directorate</li> <li>• Wider local community</li> </ul> |
|---|

**E) What are the anticipated impacts of the proposal?**

<p><b>Positive impacts.</b></p> <p><u>Continuity of Service</u></p> <p>The continuation of the accommodation support through accessing exempt rent in line with other housing related support contracts (HRS) and ensures continued delivery of the service in a different way.</p> <p>The support service contributes to the Adult and Wellbeing aims and objectives:          “To enable residents to live safe, healthy and independent lives and to maintain service provision, to those with need, within the available resources”.</p> <p>The service contributes to this by reducing demand on services, targeting support and increasing integration to support to the most vulnerable within the community</p>
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**Negative impacts**Resource pressure

Risk: There will be an increased demand on Housing Solutions Team and Children Services with enquires and an increase on existing floating support services.

Mitigate: The Housing Solutions team and Children Wellbeing will offer guidance and support to individuals. People with low level need can be supported through other support services such as; CAB, Herefordshire MIND, probation services, Women's Aid, and the new Wellbeing Information advice Services Hub (WISH) for Herefordshire which will signpost people to organisations including voluntary groups, local charities and food banks. Additionally those service users currently in Registered Social landlord accommodation can receive support from housing management/ tenancy support/income management officers.

Service users who require higher level support will be referred to specialist Housing Related Floating Support service delivered by Home Group (Stonham). This service provides support to those at risk of homelessness with offending behavior, substance misuse and/or complex needs

Increase rent for young people

Risk: The implantation of an exempt rent will increase the amount a service user currently pays and the risk is they could fall into higher arrears sooner. The increased rent will incorporate elements of the housing related support/ intensive housing management and therefore any voids or rent arrears would be met by the provider.

*Mitigate:* The council will support SHYPP to set up the exempt rent to ensure that the process is completed as soon as possible, to ensure service users do to all in debt during the process and will then be in line with other housing related support services.



**F) With regard to the stakeholders identified and the diversity groups set out below;**

	<i>Is there any potential for (positive or negative) differential impact?</i>	<i>Could this lead to adverse impact and if so what?</i>	<i>Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group, or for any other reason?</i>	<i>Please detail what measures or changes you will put in place to remedy any identified adverse impact.</i>
Age	Yes	The composition of service is universal for clients 16 – 25 years, steps taken to mitigate the impact are recorded above.		
Disability	No	No. The composition of service is universal for clients		
Race	<i>This data is not available for analysis</i>			
Gender	<i>This data is not available for analysis</i>			
Sexual Orientation	<i>This data is not available for analysis</i>			
Religion/ Belief / Non Belief	<i>This data is not available for analysis</i>			
Pregnancy / maternity	<i>This data is not available for analysis</i>			
Marital Status	<i>This data is not available for analysis</i>			
Gender Reassignment	<i>This data is not available for analysis</i>			

**G) Consultation**

A full and detailed Communications Plan would need to be developed to ensure all stakeholders are involved.

**A. Consultation with current Provider/ Landlord**

A face to face meeting has taken place to consult with the current provider regarding the contract and potential future commissioning intentions. The contract is part of a wider strategic review of all services.

**B. Internal Consultation with Adult Wellbeing & Children Wellbeing Directorates**

Key stakeholders within the directorates have been consulted with to review the potential impact and ensure all options and the impact have been given due consideration.

**C. Service User**

All service users have been offered the opportunity to participate in the consultation. Four consultations events for service users have been undertaken and views of other stakeholders have also been taken. Result of the consultation are details within the Cabinet Member report.

**H) Additional information and / or research**

Include here any references or other sources of data that you have used to inform this assessment.

Are there any gaps in your evidence or conclusions that make it difficult for you to quantify the potential adverse impact(s) of this proposal? If yes, please list them here

If you have identified gaps in your evidence or conclusions, how will you explore the proposal in greater depth. Or, if no further action is required, please explain why.

**Information and research used:**

- PIE data
- Contract monitoring data Information from SHYPP
- Herefordshire Council Joint needs assessment JSNA

## Appendix 2

### Housing Related support contract SHYPP review January 2016

#### Consultation Exercise

- As part of the contract review all existing service users were contacted and offered the opportunity to attend four service user forums at one of the three foyers (Hereford, Ross on Wye or Leominster) and complete a questionnaire asking them to comment on the service they had received. Service users were personally interviewed and Questionnaires were also left with support workers to enable service users to complete and return if they were unable to attend a meeting or felt more comfortable completing in private. Previous service users also responded but these questionnaires have not been included. Some questions were unanswered and some questions had 'double-entries'.
- Of the 113 service users within the service, **26 service users completed a questionnaire** (23%), all who expressed they were 'Very Satisfied' or 'Satisfied' with the service.

Of the 26 completed questionnaires:

- 73% of the service users accessed the service via self referral which included through 'Friends & family'.
- 19% accessed the service via the Housing Solutions team.
- 50% had been receiving a service for the period 0-6 months, whilst 11% had been receiving a service for between 19- 24 months, and 7% stated they had been receiving a service for over two years.
- Only 22 responded confirming the hours of support received, of which 55% receive 1-2 hours of support weekly.
- For those on floating support, 12 stated they received a service at either a Foyer or SHYPP offices on a regular basis.
- 80% confirmed that the support they received from SHYPP had prevented them from being homeless.
- 46% felt the service had made a positive difference to their life
- 77% confirmed that they were aware of their Housing Pathway/Action plan but the review of the plan varied.

#### Questionnaire Responses:

(Sub Appendix A)

#### Notes of meetings held with service users at Foyers:

##### Synopsis of Consultation January – February 2016

1. All service users (30 Foyer-based users and 83 'Floating support' recipients of the service) were invited to take part in the consultation which included four 'drop-in' forums held at the three Foyer locations across the county, Hereford, Ross and Leominster. 26 service users completed a

questionnaire regarding the service, although not all questions were answered. All participants confirmed their willingness to participate.

**Observation: It is evident that work needs to be done around the referral process ensuring those in most need are referred and appropriate agencies fully involved.**

2. From the results it is evident that the service is valued by the clients; 26 participants indicated they were 'very satisfied' or 'quite satisfied'. Nine reported that the service has made a positive change to their quality of life and 17 confirmed the service has enabled them to remain in their own home or find suitable alternative accommodation. Three are trying to secure more suitable accommodation

**Observation: It is evident that the service provides low level support and some service users felt 'the service was open to favouritism of service users' and the need for support workers to provide information on what other support services are available.**

3. The majority of the face to face interview discussed the importance of social inclusion and the positive impact this has with their behavior and attitude towards everyday living. The support given is in relation to confidence building, helping with a range of benefits and form filling, and helping with relationships, even support for young parents

**Observation: It was evident this provided good support but to those with relatively low levels needs?**

4. It was evident from talking with the service users and having 1:1 interviews with them that there was wide spectrum of personal experience. A small proportion presented as very vulnerable or with a dysfunctional background and others described a service as an addition rather than a necessity.

**Observation: No formal assessment takes place, as the majority of service users are self-referred. In the meetings and 1:1s, it was evident some people had issues with lack of confidence, substance misuse, suffered abuse and thoughts of suicide etc, without having been formally assessed.**

5. It was evident that strong personal relationships were formed between service users and support workers, with ex-service users continuing to access the service for advice a number of years after leaving the service or even leaving the county.

**Observation: Is it the person rather than organisation that people seem to have the relationship with and it is unclear if this is recorded.**

6. Existing service users are supported by other agencies, including but not limited to: Homegroup (Stonham), Children's Services 16+ team, Midland Heart, Kemble and Probation Service.
7. Stakeholders have responded in support of the service with comments received from: Bulmers Foundation, Herefordshire Anti-Poverty Alliance, a Supported Lodging host. (for detail see below).

**The Youth Advisory Board (YAB) of SHYPP** (a group of young people (16-25) using the service who feed into the Management Board of SHYPP), gave the following statement: (Sub appendix B)

**Statements from current or ex-service users**

(Sub appendix C)

26 received back in total (plus 2 from ex –service users)

Not all questions were responded to/some double marked/no detail given

**Supported Housing for Young people project (SHYPP) Contract  
Review**

**Service user questionnaire**

**Introduction**

You receive support services that are paid for by Herefordshire Council through a housing support contract delivered by WM Housing group (SHYPP).

To help us review and develop our services we want to get your views on the support you receive or have received. In particular, we want to hear about your quality of life and how services have affected you and have supported you to remain living in your home.

**What we would like you to do**

If you are happy to take part, answering the questions will take about 10 minutes. If you choose not to answer these questions this is fine.

**What will be done with the results of the questionnaire?**

The results of the questionnaire will be used by Herefordshire Council Adult and Wellbeing Commissioning team to see how happy people are with their support they have received from SHYPP and assess their experiences. The results will also be used for reviewing the service and help inform future commissioning of services.

**Confidentiality**

Your answers will be treated as confidential: You will not be personally identified and your answers will not affect the services you receive. However, if you do indicate during the interview that you are being hurt or harmed by anybody or your safety or health is at risk then I will ask someone to contact you initially to talk about it. This is the only circumstance under which your answers will be linked to you.

**Consent**

Can you confirm that you are happy to take part?

YES

NO

1.	Who referred you to the support service with SHYPP?  26 received	<input type="checkbox"/> 5 Housing Solutions Team <input type="checkbox"/> 2 Floating Support Service <input type="checkbox"/> 19 Other (detail below)	8.	Do you feel the support you receive makes a positive difference to your life & if so how?	<input type="checkbox"/> 12 Yes <input type="checkbox"/> 2 No Detail: below _____
2.	Overall how satisfied are you with the service you have received from SHYPP?  26 responses	<input type="checkbox"/> 21 Very satisfied <input type="checkbox"/> 5 Quite satisfied <input type="checkbox"/> Neither <input type="checkbox"/> Quite dissatisfied <input type="checkbox"/> Very Dissatisfied  (please give detail) _____	9.	Are you or have you been in receipt of any other support, if so from who?	
3.	How long have you received support from SHYPP? (26 responses)	<input type="checkbox"/> 13 0-6 months <input type="checkbox"/> 3 13 – 18 months <input type="checkbox"/> 2 7-9 months <input type="checkbox"/> 3 19 -24 Months <input type="checkbox"/> 3 10– 12 months <input type="checkbox"/> 2 Plus 24 months	10.	Do you feel safe in your environment?	<input type="checkbox"/> 17 Yes <input type="checkbox"/> No
4.	How many hours a week does a support worker visit you?  22 responses	<input type="checkbox"/> 12 1-2 hours <input type="checkbox"/> 7-8 hours <input type="checkbox"/> 5 3-4 hours <input type="checkbox"/> 4 More than 8 hours <input type="checkbox"/> 3 5-6 hours 0 hours - 1	11.	Does your support worker visit you at home or elsewhere?	<input type="checkbox"/> 10 Home <input type="checkbox"/> Other Detail: Foyer x 9 Berrington Street office x 3
5.	Who is your support worker?		12.	Is there anything you feel you were not helped with by the service or anything you are unhappy about?	
6.	What assistance does your support worker give you?	<input type="checkbox"/> Y Confidence building <input type="checkbox"/> Y Budgeting <input type="checkbox"/> Y Form filling <input type="checkbox"/> Y Housing issues <input type="checkbox"/> Other (detail below) —	13.	Do you understand your Housing Action/Pathway Plan and is this reviewed with you?	<input type="checkbox"/> 20 Yes <input type="checkbox"/> 2 No Detail: monthly x 3, Bi-weekly, Fortnightly, Not reviewed regularly, 3 months
7.	Has the support you've received helped you gained or improved any skill and if so which skills?	<input type="checkbox"/> 18 Yes <input type="checkbox"/> 2 No Detail: below _____	14.	Has the support you've received enabled you to stay in your home and prevented you from becoming homeless?	<input type="checkbox"/> 21 Yes <input type="checkbox"/> 1 No 1 Unsure Detail: _____ _____
			15.	If you needed to find alternative accommodation, did SHYPP assist you with this?	<input type="checkbox"/> 15 Yes <input type="checkbox"/> 3 No 1 Not sure Detail: _____
			16.	Do you have any suggestions on how the service could be improved?	

## 1. Other

'Friends' 'family x 9' ' 1 ex service user'

'Early Intervention team (psychosis)', 'Social worker' '16+ team'

'Doctor', 'social care'

'College', 'Poster'

Self

HV

'Lets Talk Herefordshire'

## 2. How satisfied comments

Huge support helped me grow as a person. Get a job & further education

The support from staff changed my life

They have supported me and made me feel safe

## 5. Support workers

Ali x 3

Tash x 2 & Counsellor Jess

Laura x 4

George x 3

Jess x 5 / Not allocated/ Tracey

Sam/Linsey

Alex

## 6. Other Assistance

Mental health support

Learning to live/ self sufficiency

Still seeing 16+ team, Register as self-employed

## 7. Skills

Team building / Budgeting

Cooking x2, life skills, interviewing skills x 2, social skills x2

Earned qualifications & skills in filming, & art, media & writing skills

Independence x3/ How to apply for things & general knowledge of how to live

Confidence x 3 / maintaining tenancy/Housing

Self-confidence/talking to people/ ready to move on, Better at keeping things up yto date & being more co-operative.

## 8.

Because I know what I want in life

Without Shypp I'd still be on drugs

With the support I have genuinely turned my life around after being depressed and traumatized from my gran, grandad & mum dying with 4 years. I know now how to get the most out of life.

They support me through my mental health crisis

I don't know what to do without the support of SHYPP

I feel more able to talk to people about things going on

More confidence x 3/Every day life/ They help me with any situation instead of getting anxious & ignoring the problem

'Developing screen play skills, Independence/Confidence/team building

'If it wasn't for Jess & Sam I'd probably be back at my mums or my ex-partner. We've got on better since I moved out'

## 9. Other Support

Pomona

Counselling x 2

Early intervention team/Crisis team/Stonebow hospital

Childrens services/ 16+ team/ Shaw trust

CAMS/CAF

Midland Heart

Kemble

ISVA (VIA Police) , Probation, Health & Counselling Family support workers

Mum

## 12. Anything unhappy with

'No helped with everything'

'So far the service has been great I have been living in the foyer for 2 weeks now'

'Not all service users treated equally e.g. warnings & appeals against warnings'

'Not SHYPP but Kemble do not carry out repairs – poor landlord'

'Understanding about my rent payments'

## 14.

'Without the support I would have become homeless again and not improved my situation'

'Prevented homeless'

'I have not moved into my own tenancy but am receiving support on how to do so'

'Had already been kicked out before I made contact with Shypp'

'Yes, moving in structured way'

'I could go back to my mums but it's a full house so I would probably ended up homeless'

'Stay on top of bills'

## 15. Alternative accommodation found

'Sorted accommodation myself'

## 16. Suggestions

'Don't think night staff is needed' 'effective', ' More support workers and more homes'

'Everything is perfect', ' More rooms', ' More courses and training activities to help people earn qualifications or be more aware of particular issues'

'Keep continuing', 'Not enough knowledge', 'Take on board service users views and listen more before acting'. 'A place that isn't above a basement',

'I feel that strenuous activities carried out throughout the day at the foyer could be greatly improved by adding a pool table for use by service users'

'Meeting other Shypp service users from Ross & Hereford to share experiences'

'They do so much – they work themselves out of a job – there's always someone new who needs help'





The Youth Advisory Board (YAB) of SHYPP is a group of young people (16-25) using the service who feed into the Management Board of SHYPP. The purpose of YAB is to promote a positive image of young people in the wider community, shape change which effects young people locally and offers young people to build transferable skills and confidence in a formal setting.

In response to the Consultation, the Youth Advisory Board would like to make the following statement in response to the proposals made by Herefordshire Council in relation to the changes of the 2013-18 SHYPP Contract. The statements in bold are quotes that YAB Members have said during the official Consultation Period.

***“People who don’t come through the foyer may need more support which might not be so obvious”***

Outreach is crucial in supporting young people in their own tenancies. SHYPP support on average 100 young people a month out in the community of Herefordshire who may not need the high level support which is given in our three foyers. The 70 young people we support in the community may just need advice and guidance to stay in the home, crisis work when they initially become homeless or outreach when they have a current tenancy in the community but may need guidance to manage that tenancy or their utility bills.

In the past many of the Youth Advisory Board Members have taken part in school prevention workshops, and we strongly believe this has helped in reducing the amount of young people who have not become homeless or they have been able to access the right advice to be able to stay in the family environment.

***“You can’t put a set time limit on individual needs when all young people are at different stages of becoming independent in their living situation”***

In regards to the proposals, young people like ourselves who SHYPP support in Outreach or Crisis management may have their support disrupted or stopped at a time that is crucial to the individual’s development. During this Consultation, young people have flagged up that sometimes they have no one else like family or friends when they come in or leave the SHYPP service and the support they receive from the organisation is vital to their mental health, lifestyle and employment/training prospects.

***“SHYPP and its services are a family. Everyone looks out for each other. Taking or reducing a service can be compared to the loss of a family member”***

The YAB are very keen to work with SHYPP management and Herefordshire Council after this Consultation to minimise the potentially huge impact of these proposals in relation to the young people SHYPP support. As the voice of the young people SHYPP support, we feel there needs to be a

joined up approach in how these proposals (if approved) will really affect the service we offer and how to best manage this change in the months ahead.

It has been a tense time for all of us we feel with emotions running high and we appreciate the time given to us. So on behalf of the young people in the service who have attended the Council Consultation meetings over the last few weeks, The Youth Advisory Board Members would like to thank Herefordshire Council and SHYPP management for allowing us to have a say on these matters that will affect ourselves and many other young people in the future, and for allowing us to put this statement together.

We also like to take this opportunity to extend our thanks to the Local Authority for the continued support of SHYPP over the last 10 years, and look forward to working alongside all involved in a joint and equal partnership.

*Seb Bowley*

Chair of SHYPP's Youth Advisory Board (*Signed on behalf of Youth Advisory Board Members*)

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If you would like to contact the Youth Advisory Board in relation to this Statement or the work we do, please do so by emailing [Hugo.Sugg@wmhousing.co.uk](mailto:Hugo.Sugg@wmhousing.co.uk) or calling 01432 374320.

## Sub Appendix 2 C

**Statements from current or ex service users**

I stayed in one of the SHYPP residences in 2003 for around a year. The support, understanding, housing, and life they helped me to take control of was a vital part of my formative years, when I was dealing with incredibly difficult situations and didn't know what to do or where to go. The service offers vital support for young people, provides housing, advice, and a place young people can feel safe, sleep, have someone to talk to, help with any life aspect they need, or simply just a meal. Thanks to SHYPP I went on to continue studying at college, followed by university, became fully independent at 16, and now I have a successful career. Had SHYPP not been available, I don't know where I would have ended up. I urge Herefordshire council to reconsider these cuts, and provide all possible support to SHYPP. RF, London, United Kingdom

Shypp doesn't just help to house young, vulnerable people - this service goes above and beyond to support all kinds of people who have difficulties.

Without this organisation I would not be where I am today - shypp not only gave me a roof over my head, the support staff taught me how to be independent and understand the responsibilities of being a young adult - when the relationship between myself and my parents became disjointed. Shypp were there for me when nobody else was.

I now have my lovely home that I share with my now husband, I have completed my degree and I'm in full time employment - because shypp gave me the confidence that these lovely things are achievable.

Don't cut the future youth of Hereford to have these opportunities when things aren't at their greatest SS Hereford, United Kingdom

I'm signing this because I am a former resident of a SHYPP foyer. SHYPP provided me with great support, they encouraged me and praised me, they kept me on track in my time of need. SHYPP are an essential part of Hereford and surrounding areas and cutting its funding would be devastating to the whole community. PA Herefordshire, United Kingdom

I am a young person living in S.H.Y.P.P, I have lived here three times now and I believe it the funding was decreased by such a dramatic amount the support service we have will be affected, I use the service all the time, they have support me with finding work, and gaining the necessary services to assist me in my everyday life. Thankyou for your time. DG Hereford, United Kingdom

I was once homeless and SHYPP helped me out, I think this is definitely important for young people who have to go through the same thing AW Hereford, United Kingdom

I'm signing this because I lived at Hereford shypp and it helped me massively, was a great atmosphere, and the support workers helped me no end and did a marvellous job! I ended up with a career in mobile care and my own place, due to their efforts an time it helped shape me to who I am today, a happily married man with my own family, the shypp helped enable me to have cooking lessons and guitar lessons, and access to Internet to help find jobs and do research, it would be a terrible shame for unfortunate others not to have the same access to great lessons in life due to government cuts, CJ Rowhedge, United Kingdom

I am signing this petition because shypp have provided me with the independence and support that I needed, including life lessons that are crucial to any young person. Having moved into the

foyer, shypp is a big part of my life and without them I wouldn't be the independent person I now am AV, Hereford, United Kingdom

Without shypps support when i needed it my life would not be worth living! I now volunteer and have now been made full time. Please sign this petition and support the future of Herefords young people! Our next generation! SB Marden, United Kingdom

I'm signing because SHYPP helped me set my life on the right track when it was falling to bits. Many people wouldn't be here at all or who they are today without SHYPP. JH Hereford, United Kingdom

SHYPP and the staff are all amazing. Without them, I would definitely not be where I am now. EB Hereford, United Kingdom

I was in the shypp only for a short period of time but when I moved in I had nothin in my life and by the time I left I had a job nice clothes and was a happy young man again the staff were amazing and if it wasn't for them and there service I don't know wer I would b right now so please don't cut there services if anything help them because they do an amazing job and help so many people DT Hereford, United Kingdom

I was lived with SHYPP when I was 18 and in a really bad place.They literally saved me...I owe them a lifetime of thanks X KM Royal Wootton Bassett, United Kingdom

I used to live at shypp 14 years ago and now I work in supported living myself.. It is needed so much in hereford.RS Hereford, United Kingdom

Shypp helped me when I became homeless at 16, I lived in both the foyer and move on house at Eric brown in Hereford. I was in a very bad place and I don't know where I would be now without the help of the staff at shypp! VG Hereford, United Kingdom

The shypp helped my in my darkest days and prevented my going and further down the dark path I has heading down, these places need to stay open and be supported by the government as they genuinely change save people's lives and without the shypp I dread to think about where I would be today, how can places like this be under consideration to be closed? There are more costly things out there which serve a much lesser purpose that won't be closed down so something as great as this organisation shouldn't be under the spotlight and rather supported by the government. Don't make the victims of society the ones to be punished further!JG Much Birch, United Kingdom

i used to live here and it literally saved me from a dark path in life. i was depressed and didnt speak to my family for years after i was kicked out. for the 2years i lived here shypp not only prevented me from living rough or sofa surfing but they built my confidence to live on my own as i was only 16. theyre an amazing group of support worlers and do an amazing job when theres no other hope. a place like this should be expanding because of its importance .... not the other way around!AK Hereford, United Kingdom

I used to live in SHYPP they took me in when I was homeless and gave me the best support they could give really helpt me am in such a better place and still get aftercare support of them SD Hereford, United Kingdom

Shypp supported me when I needed it most & I wouldn't be where I am now if it wasn't for Shypp NL Much Marcle, United Kingdom

They took me in and helped me become the man I am today working and supporting my family.JW Kingstone, United Kingdom

I was with the ship and they helped me become the person I am today I couldn't thank them enough JM Bromyard, United Kingdom

Because I live in shypp and they have helped me and friends out with alot of problems I had and I'm very thankful.KM Hereford, United Kingdom

I was a resident of the Leominster SHYPP 10 years ago. I was suffering from mental health issues and had recently experienced a dramatic family breakdown. I dread to think about the number of other young people in similar situations who might not have the help available that I was lucky enough to get. VW London, United Kingdom

SHYPP has been a literal lifeline for me in moving forward from the negatives in the past.SC Leominster, United Kingdom

SHYPP saved me during a particularly dark period of my life, and helped numerous of my friends too when they were least able to help themselves. SHYPP is an invaluable service that I hold dear to my heart. They need to keep being able to provide their excellent support services indefinitely!SC Cardiff, United Kingdom

I use to live in the one in Hereford white cross Rd KA Leominster, United Kingdom

I was part of SHYYP and I wouldn't be who or where I am today without them BK Hereford, United Kingdom

I'm signing because SHYPP has helped me in the past and I think they are such an important organization, a lifeline for some KM Leominster, United Kingdom

Before being housed at SHYPP I was sofa surfing and putting myself in dangerous situations. I was going to kill myself if I could not be housed. SHYPP helped me to turn my life around, go to university an help other young people in similar circumstances. Please do not reduce this vital service to young people, you have no idea of the impact it has on their lives. LK Brighton, United Kingdom

shypp is an amazing organisation who helped me. and the staff are just amazing. CA Hereford, United Kingdom

They helped me in my time of need FP Tewkesbury, United Kingdom

They helped me when I literally had nothing and there are plenty of people out there that are the same situation...AB Leominster, United Kingdom

It's so important in our area to have this scheme running as the level of young people that need help is so high. I needed this support right up until I was in my twenties, and it was because of Shypp and their help and support I was housed in a foyer and now have my own flat. Great organisation and Thankyouuuu again to all the staff who helped me. CW Hereford, United Kingdom

I used this service when I was young they helped me to pull through one of the toughest parts of my life .. Such an important and worth while service RC hailsham, United Kingdom

I had never heard of SHYPP until a couple of weeks ago when my health visitor mentioned them. I had been fighting with the council for 4 months about my accommodation and I couldn't get anywhere. I met up with a woman called Ali, explained my situation and she made a few calls and within hours - I mean hours the council called me. The council couldn't do enough for me - all of a sudden they found all the paperwork that they kept saying they couldn't find. I'm currently waiting to be rehoused (finally) with the support and help from Ali at SHYPP I wouldn't have been able to get this far. It'd be a shame if they don't keep this place going with full support. CR Hereford, United Kingdom

without shypp I'd be homeless and living on the streets AC Leominster, United Kingdom

Helped me to get a flat after I had been living in a tent for five weeks. helping me sort through things and to get my life back. I still need them KP Leominster, United Kingdom

SHYPP changed my life, without them I probably wouldn't be going to uni now and have gotten so far, since they got me off the street and helped me get on my feet my life has improved so much! LB Hereford, United Kingdom

I wouldn't be where I am today if it had not been for the help I received as a homeless teenager. I was able to finish my education and lead an action packed life. I'm now 28 and have gone back to the company as an employee. Nobody wanted to help me over ten years ago, however SHYPP did. RS, Hereford, United Kingdom

I used to live in Ross foyer and it was an amazing time for me. I have very good memories of that place and I think that it is brilliant for homeless people around Herefordshire CE Gilwern, United Kingdom

I live in Ross foyer and the support we get is good and many of us don't want to lose it OM Ross-on-Wye, United Kingdom

This service helped my daughter when I was not able to. It is very important. HS Hereford, United Kingdom

Help people like myself and others who suffer with anger or depression mental health issues ship fantastic help people in need JJ Hereford, United Kingdom

Shypp helped me when I was homeless so I sign to say I want shypp to help many others JR Rugby, United Kingdom

This charity helped me out when my dad died and helped me become a functional human being. AS Manchester, United Kingdom

These people helped me though a hard time wen I was younger and wouldn't be the girl I am today without them LT Leominster, United Kingdom

Shypp helped me when I had nothing left but the clothes on my back and to take that away from young people should be classed as a crime because if it was not for Shypp I would probably be dead. MH Stretford, United Kingdom

young people depend on this just like I did st one stage in my life SC Leominster, United Kingdom

i live in shypp LG Ross-on-Wye, United Kingdom

I have signed this because I went through shypp and they help me so help shypp out they have done so much for people in herefordleominsterross&wyeBG Hereford, United Kingdom

I'm signing this petition because with out shypp I wouldn't be where I am today they helped me when nobody else would and feel that if they cut the funding that young people ever where will feel let down and useless in life.... So at least give them hope GR Belmont, United Kingdom

I was supported by shyppAP Ross-on-Wye, United Kingdom

I care deeply about the service, as an ex-service user. HS Worcester, United Kingdom

I used to live in herefordshypp foyer EH , Hereford, United Kingdom

im signing because shypp has help out a lot so im signing this petition because shypp has helped me out loads and have been amazing ! SD , Hereford, United Kingdom

SHYPP has helped me a lot of the years. CM Herefordshire, United Kingdom

I'm signing because theybarr very helpful and support with my family to help me move and be more outgoing as atm am stuck in a top flat with to young kids. So they are being very helpful. VH Kington, United Kingdom

I'm signing because I moved into shypp when I was 16 due to difficulties at home. I was in such a bad place and didn't think things would get better only worse but they did. They helped and surported me so much. I owe them a lot. Without them people like me want have the chance at life like I did and could go down horrible roads when if they have the help from shypp it could change their life. Please pleaseplease keep shypp going their amazing and the young people of Hereford need them! JP Hereford, United Kingdom

I was saved by SHYPP. I left home due to issues with my dad and wouldn't be where I am today without them. Some things really make a difference in life and as a vulnerable youth it's nice to have people that are there to help you develop DA Hereford, United Kingdom

As I lived in Ross foyer and helped me out a lot X AB Hereford, United Kingdom

I used to live in Shypp and they are a very useful service for young people LH Ross-on-Wye, United Kingdom

SHYPP has helped me prepare myself for independent living. It has also expanded my social network. Supported me through tough situations. THANK YOU SHYPP!!!! KW Leominster, United Kingdom

Shypp helped me find a home when I suffered psychosis and also helped me find friends when I was a young mum. SE Ross-on-Wye, United Kingdom

Because I was homeless and without shypp I wouldn't have been where I am today SC Hereford, United Kingdom

Shypp helped me for 2 years off my life JS Kington, United Kingdom

I know what it was like to be homeless I had some help from a shypp worker MT Monmouth, United Kingdom

I used to use them KR Hereford, United Kingdom

Shypp helped me get my first place VH Hereford, United Kingdom

They helped me a lot they are amazing for support LH Hereford, United Kingdom

Having used SHYPP service in the past they need more money to help more people not have their budget cut CP Leominster, United Kingdom

As a teenager I received a lot of help from SHYPP if it weren't for them I haven't a clue where I would be right now. BJ Llanbadarn Fawr, United Kingdom

I lived in a SHYPP foyer SB, Hereford, United Kingdom

I use the service HC Hereford, United Kingdom

These guys are an amazing help, don't know what I would have done without them! LC Tenbury Wells, United Kingdom

They helped me when I needed it most! JR Hereford, United Kingdom

I would not be where I am today if I didn't have shypp, they helped me turn my life around and they even supported me when I found out I was pregnant and through the pregnancy, they even helped me at short notice to get a flat otherwise me and my son would have been homeless today SB Hereford, United Kingdom



Although I got viced from shypp(thru my own errors) they helped me get off the street and they supported me throughout my entire period living there. JG Leeds, United Kingdom

Young people like myself need shypp and its support. MB Hereford, United Kingdom

im a resident at shypp foyer and if ididnt have the support that i get from a day to day basis idont know where i would be right now before i came to shyppi was depressed but with shypps help i have become more confident within my selfCH Hereford, United Kingdom

SHYPP helped and supported me at a crucial time in my life where I was at my lowest ebb. Had they not been there for me I daren't think what life would be like for me now. BM Hereford, United Kingdom

Shypp helped me get my housing situation sorted after I became homeless RG Hereford, United Kingdom

I'm signing because I am currently in supported housing I have been in the system for nearly 5 years so I know how much this petition actually means. What has this county come to!!LW Hereford, United Kingdom

Shypp supported and help me get on my feet SR hereford, United Kingdom

SHYPP supported me when I was homeless if it wasn't for SHYPP I wouldn't of had no where to go, the staff are amazing it would be a shame for other young people to miss the opportunity to go to SHYPP SM, Leominster, United Kingdom

SHyPP helped both me and my partner by housing us, this meant that we could not only eat from day to but could also seek housing from the council. now we have our own house through the council. without shypp we would have been homeless for a long time. KJ Leominster, United Kingdom

I live in shypp AW Credenhill, United Kingdom

I was a resident at leominster foyer with my partner for 6 months. We were kicked out of our parents houses at the age of 18 and were homeless until shypp reached out to us. They took us in and gave us the strength to get back on our feet again and helped us both with our mental issues KB Leominster, United Kingdom

Shypp help a lot of people including me! They support people who don't know where to turn. KM Leominster, United Kingdom

I am one of the young people and I am just starting to get the help I need.SD Leominster, United Kingdom

Helped me a lot. KH Hereford, United Kingdom

I'm signing because shypp help me when I need the help and now I have my own flat because of themBDHereford, United Kingdom

SHYPP helped someone I know. KP Lower Bullingham, United Kingdom



## WRITTEN STATEMENT OF A KEY DECISION CABINET

<b>ITEM:</b>	<b>HOUSING RELATED SUPPORT SERVICE - SHYPP CONTRACT (SUPPORTED HOUSING FOR YOUNG PEOPLE PROJECT)</b>
Members Present:	Councillors: AW Johnson (Leader), H Bramer, PM Morgan (Deputy Leader), GJ Powell, PD Price, P Rone.
Date of Decision:	17 March 2016
Exempt:	No
Confidential	No
This is a key decision because This is a key decision because it is likely to be significant in terms of its effect on communities living or working in an area comprising one or more wards in the county.	
A notice was served in accordance with Part 3, Section 9 (Publicity in connection with key decisions) of The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.	
Urgency/Special Urgency: (As defined in Constitution)	No
Purpose:	To confirm future delivery arrangements for the young persons' housing related support services contract, currently delivered by SHYPP (Supported Housing for Young Persons Project ), part of West Mercia Housing Group.
<b>Decision:</b>	<b>THAT:</b> <b>(a) the accommodation based support element of the contract is remodelled with a proportion of the service financed through exempt rents to maintain the existing service level from 1 April 2016;</b> <b>(b) a three month transitional period is allowed from 1 April to 30 June 2016 to support the financial change to the accommodation based support element;</b> <b>(c) a 12 month transitional period is allowed from 1 April 2016 to 31 March 2017 to support the de-commissioning of the floating support element; and</b> <b>(d) funding of £78,331 be made available to support the transition periods in recommendations b) and c) above.</b>
Reasons for the Decision:	To ensure cost effective delivery of housing related support services to vulnerable young people. The service has two elements; a floating support service throughout Herefordshire, where vulnerable young people receive housing related support services, and accommodation based support, comprising three 'foyers' with a total of 31 rooms (in Hereford, Leominster, and Ross on Wye), which provide integrated learning through safe and secure accommodation with housing related support and training.

	<p>The introduction of Herefordshire Council’s allocations policy in July 2014 supported previous legislative changes and ensured that affordable housing is allocated to those in greatest need. Making a homeless application is no longer a direct route into affordable housing. The transition of SHYPP service users to permanent accommodation has increased following the implementation of the allocation policy, which has reduced the waiting list for support.</p> <p>The transitional periods, in agreement with SHYPP, will establish the future model of service delivery and fully map existing service users and needs. The transitional period will be for three months for the accommodation based remodelling and 12 months for the floating support, both running from 1 April 2016. The council will work closely with the provider to support the transition and ensure this is delivered to the timeframe.</p>
Options Considered:	<p>The support service is continued under existing contractual arrangements; this option is not recommended as the efficiencies that have been identified and the proposed delivery arrangements are in line with approaches already in place with other housing related support services, which will support the cost effective provision of support to those with high needs.</p> <p>The entire service is decommissioned; this option is not recommended as the accommodation based support contributes towards the council’s statutory homelessness duties by providing accommodation for those who are homeless or at risk of homelessness and variation to delivery has been identified to achieve savings whilst maintaining existing services to those in priority need level.</p>
Conflict of Interest ■ (See below):	
Date the key decision is due to take effect:	<b><i>This item has been called in. The HOSC call in meeting will be held on 5 April 2016.</i></b>

<p><b>COUNCILLOR AW JOHNSON</b> .....</p> <p><b>LEADER OF THE COUNCIL</b></p>	<p>Date: 17 March 2016</p>
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■ a record of any conflict of interest declared by any executive member who is consulted by the member which relates to the decision;

And

■ in respect of any declared conflict of interest, a note of dispensation granted by the relevant local authority’s head of paid service.