

APPENDIX 1

Key Findings from Snapshot Audit

The snapshot audit was undertaken on 22nd April 2022, whereby all providers of commissioned Housing Related Support services completed a spreadsheet detailing all people receiving their services on that date. This exercise was undertaken across all commissioned providers operating within the Housing Related Support pathways to provide a comprehensive view of current provision and need. The snapshot audit provides data relating to a single point in time, i.e., 22nd April 2022. The date was agreed with providers to ensure all people within services were included, there was consistency to the data provided and there was no risk of double counting for example where people move between services. For context, the data was analysed alongside contract monitoring data, which is collected on a quarterly basis. This is referenced in Section 2 below.

The data collected broadly fit into the following areas:

- Household/tenure type
- Referral data
- Length of support
- Needs and compounding issues
- History of homelessness and support
- Support needs and planning
- Outcomes
- Diversity data
- Geographical data

This document contains the key findings from the Snapshot Audit and provides a benchmark for monitoring ongoing data as part of the contract management process.

SECTION 1 – All Housing Related Support provision

470 households were in receipt of Housing Related Support (this does not include those in the Domestic Abuse Pathway)

74.7% of households were single people, this rises to **78.4%** when considering only those who were homeless at point of referral

297 households received support through Vulnerable Adult Pathway (VAP) only

Support Needs Across all HRS

Housing Related Support covers a broad range of support needs and is personalised to enable individuals to maintain independent living, however, there are several support areas a person's needs will fall under, listed below is the support area and the percentage of people with the identified support need:

Managing Finances	88%
Finding a suitable home	76%
Understanding and adhering to tenancy conditions	83%

Managing relationships and Social Networks	59%
Accessing Community Services	67%
Life skills/Practical Skills in maintaining a home	68%
Parenting	19%
Improved Safety and Wellbeing (self)	69%
Improved Safety and Wellbeing (others)	37%
Access to training, education or learning opportunities	28%
Career Management, employment or volunteering	18%
Emotional Support	78%
Support to better manage physical health	54%
Support to better manage mental health	71%
Support to better manage drug or alcohol misuse	41%

As well as support needs that are met by the service, many people in receipt of services have contributing factors to their homelessness or risk of homelessness, this may not necessarily be a support need met directly by the HRS service but can often indicate root cause of homelessness or risk of homelessness or compounding issues. These are referred to as compounding issues and often give an insight into complexity of need.

The table below shows the compounding issues across all HRS:

Mental Health	82%
Physical Health	44%
Physical Disability	19%
Drug misuse	33%
Alcohol misuse	24%
Dual Diagnosis	18%
Offending Behaviour	24%
Domestic Abuse	21%
Learning Disability	17%
Learning Difficulty	20%

Other contributing factors listed included sensory impairment, language barrier, post CSE, addiction (e.g. gambling).

Repeat access to Housing Related Support Services

Across the Vulnerable Adults Pathway services and the additional short term grant funded services, **10.8%** of people had previously accessed a Housing Related Support Service. This does not include people who have moved through a pathway of support (i.e. supported accommodation through to floating support), rather those who had accessed the services in the past.

Holistic Service delivery and partnership approach

283 people in receipt of Housing Related Support were also in receipt of other services.

36 people in receipt of Housing Related Support also had a Care Act Assessed need.

Of the **385** people who were identified as having Mental Health Issues as a compounding issue (326 diagnosed, 59 undiagnosed), **163** were listed as not receiving Mental Health Support from specialist services.

Of the **154** identified as having drug related issues as a compounding issue, **49** were not accessing support from specialist services.

Of the **112** identified as having alcohol related issues as a compounding issue, **32** were not accessing support from specialist services.

The people not receiving services from other statutory providers were evenly spread across the commissioned services. There was no correlation as to the length of time spent in receipt of HRS support and lack of access.

SECTION 2 – Service Specific findings

2. A. Homeless Interim Accommodation

Homeless interim accommodation provision is commissioned at **47** units through two separate contracts, **32** units for Homeless Families - including couples with no dependents (SYHA) and **15** units for Single People (Action Housing, Elliott Court).

The number of people receiving services was **40**, which is **85%** of commissioned provision, the household type is broken down as **20** families and **20** single people/couples with no dependents, with some single people utilising the Homeless Families provision.

The length of time in support ranges between **3 days** and **955 days**.

There were **4** people who had been in interim accommodation for over two years, one was not engaging with the service, three were active on the Housing Register and bidding, all are single people or couples with no dependents.

13 people had been receiving support between one and two years.

22 had been receiving support for less than a year.

The following data was taken from the contract management quarterly reports, that provide exit data for people leaving the services, this related to financial year 21/22.

Single persons service

25 people exited the service during the year. Utilisation of the service was **95%**

Of the 25 - **4 (16%)** moved to a long-term tenancy, **9 (36%)** moved to another short term supported accommodation or with family, **8 (32%)** either abandoned the property or were evicted, **3 (12%)** left through hospital admission or death.

Of those who were planned departures, the average length of support was **7.7 months**.

Families service

17 people exited the service during the year. Utilisation was **92%** across the year.

15 (88%) moved to longer terms supported tenancy, **2 (12%)** abandoned their tenancy

The average length of support for those who had a planned departure from service was **6.5 months**.

2. B. Short Term Supported Accommodation (VAP)

These services include Browning Court (South Yorkshire Housing Association) and Elliott House (Action Housing) and Burns Court (South Yorkshire Housing Association). The provision at Burns Court was commissioned independently of the HRS pathways, however as the service replicates provision at Browning Court, data

has been incorporated into this section. Capacity for this type of supported accommodation is **34**, there were **33** receiving the service at the time of the audit

100% of people accommodated at Burns Court or Browning Court were hospital inpatients prior to support commencing, at Elliott House, this was **27%** with others moving from emergency accommodation, living with family, other supported housing or rough sleeping.

The other key difference noted was that whilst **100%** of people in Burns and Browning Court had diagnosed Mental Health issues, this figure was **60%** at Elliott House, with others having undiagnosed mental ill health or none noted.

There are **4 (12%)** people within these services who have been in service for over 2 years, **9 (27%)** have been in service between one and two years.

Compounding issues (short term supported accommodation)

Mental Health	94%
Physical Health	24%
Physical Disability	12%
Drug misuse	29%
Alcohol misuse	29%
Dual diagnosis	6%
Domestic Abuse	15%
Learning Disabilities	6%
Learning Difficulty	21%
Homelessness	30%
Care Act Assessed Need	24%

2.C. Floating Support Services

Capacity across floating support (including Young People’s services and grant funded services) is **357** units of support. Utilisation at the time of audit was **311 (87%)**.

Data showed **13** younger people accessing the vulnerable adults services rather than the specialist young people services, equating to **20%** of the younger people in receipt of floating support.

Of all people in receipt of floating support, **151** were in a Council tenancy, this is approximately **48.5%**. It is not known whether these people had accessed the Council’s in-house tenancy support service.

The average length of support for people receiving the service was **251 days**, with **14** people having received the service for longer than two years, these are predominantly single people, 2 of whom listed as Mental Health being a barrier to move on.

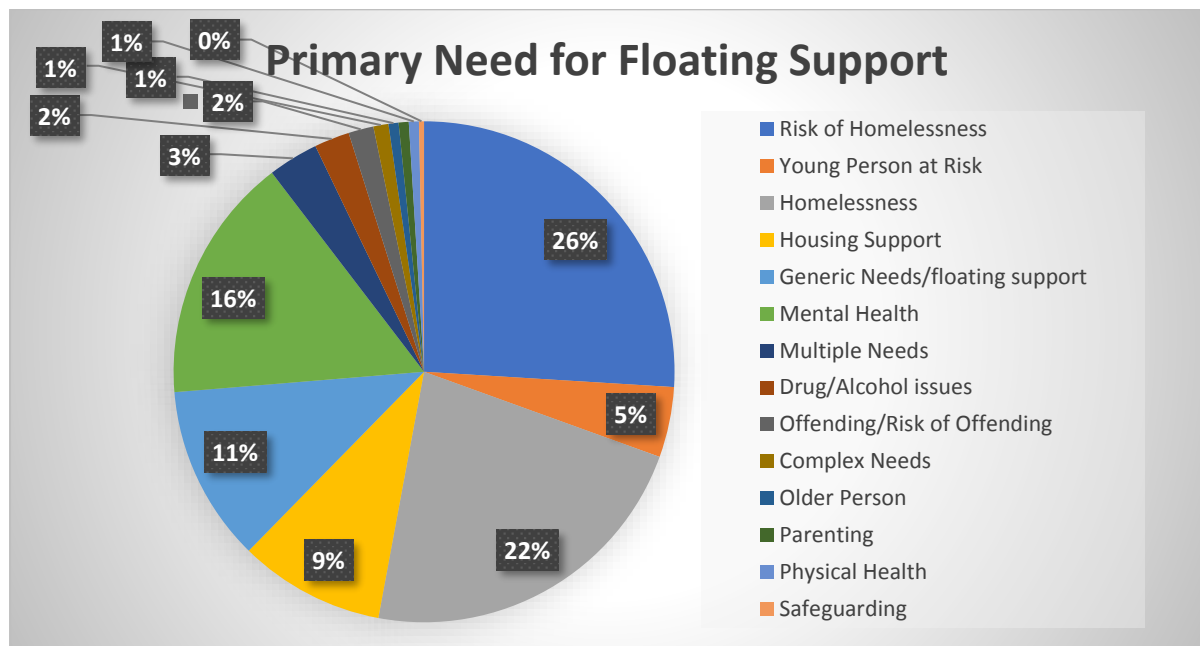
Most people had been receiving services for less than a year. However, exit data from the quarterly workbooks suggests an average support time for those who have successfully completed a programme of support is around **369 days**. Those who do

not complete the programme of support are usually in the service for less than a year, with the majority leaving the service within the first six months.

The Primary Need for Floating Support as defined by service providers shows a split between homeless prevention and homeless resettlement support. However, a high proportion of people using the service are listed as having a different primary need. Mental Health is the highest (**16%**), but in total **22%** of people using the service have a primary need that is not homelessness or homelessness prevention. This does not mean those people do not have a Housing Related Support need but could indicate the services are providing support to people with high levels of complexity and contributory factors to housing issues.

Where a person's primary need is not listed as homelessness or risk of homelessness, the average length of support to date rises to 331 days, with a higher percentage of this cohort in receipt of support for over two years (**7.62%**).

The chart below gives a full breakdown of Primary Need across floating support services.



SECTION 3 – DIVERSITY DATA

This data relates to the whole HRS provision

Equality and Diversity categories mirrored those used by Office for National Statistics, however categories with '0' recorded across all services are not recorded in the tables below. All people using services self-define their diversity data.

Figures are shown as a percentage across each service type, the services have been categorised as follows:

Floating Support – Action Housing (VAP), South Yorkshire Housing Association (VAP), South Yorkshire Housing Association (Indigo, floating support)

Accommodation Support – Action Housing (Interim accommodation), South Yorkshire Housing Association (Interim dispersed), South Yorkshire Housing Association (Indigo accommodation), Target Housing (Emergency Hostel), South Yorkshire Housing Association /Target Housing (Housing First)

Young People's services – Roundabout (Accommodation and floating support), YWCA (Accommodation and floating support)

Mental Health – South Yorkshire Housing Association (Burns Court and Browning Court), Action Housing (Elliott House)

Ethnicity

	Floating Support	Accommodation Support	Young People's services	Mental Health
White British	91.37	86.52	87.36	91.67
White Irish	0.85	0	0	0
White Roma	3.42	0	0	0
Asian/Asian British - Pakistani	7.69	1.15	2.25	0
Asian/Asian British – Indian	3.42	0	0	0
Arab	0.85	0	0	0
Black/Black British – African	0	2.3	1.12	0
Black/Black British – Caribbean	0.85	1.15	1.12	4.17
Mixed, Multiple, WB & B/BB - Caribbean	0.85	0	1.12	0
Other – White	2.56	5.75	1.12	0
Other – Black/Black British	0.85	0	0	0
Other/Not Given	0.85	2.3	3.37	4.17

Gender

	Floating Support	Accommodation Support	Young People's services	Mental Health
Female	36.68	50.57	71.43	33.3
Male	62.55	49.43	26.37	63.6
Other	0.77	0	2.2	3.03

Sexuality

	Floating Support	Accommodation Support	Young People's services	Mental Health
Bisexual	0.4	2.35	7.69	3.03
Gay or Lesbian	2	2.35	5.49	9.09
Other	0.4	0	0	3.03
Declined	0.4	1.18	4.4	0
Heterosexual	96.8	94.12	81.32	84.85
Does not know	0	0	1.1	0

Disability

	Floating Support	Accommodation Support	Young People's services	Mental Health
No	41.7	73.56	46.15	31.25
Declined	0.77	0	0	0
Unsure	1.93	0	0	0
Yes	55.6	26.44	53.85	68.75

Religion

	Floating Support	Accommodation Support	Young People's services	Mental Health
Any Other	1.93	0	1.10	0
Buddhist	0.39	0	0	0
Christian (all denominations)	20.08	11.49	4.4	30.30
Declined	1.16	1.15	3.3	0
Hindu	0	0	0	0
Muslim	3.09	2.3	1.1	0
No Religion	58.28	83.91	72.53	63.64
Sikh	0.39	0	0	0
Unknown	19.69	1.15	17.58	6.06

Age

	Floating Support	Accommodation Support	Young People's services	Mental Health
16-17	0	0	14.3	0
18-25	5.4	14	83.5	21.2
26-35	24.9	25.6	2.2	39.4
36-50	40.1	39.5	0	24.2
51+	29.6	20.9	0	15.2

SECTION 4 – Geographical data

Geographical data shows that most of the support is delivered in and around central locations within Rotherham.

Accommodation based support tends to be in Central Rotherham, with some Indigo (temporary grant funded) provision in Rotherham North (Wath), and some services in Maltby (Burns Court and one unit of Housing First), Bramley (Fleming Gardens) and Herringthorpe (Browning Court).

The map below shows the delivery of Floating Support across the borough at the time of the snapshot data, the colours represent the different services. Note the pins that are out of borough relate to Indigo (temporary grant funded) floating support to people placed temporarily in B&B/Hotel accommodation out of borough.

