**Frequently Asked Questions**

Please see the following grouped together to support you in completing the survey. This will be updated on an ongoing basis as required. It reflects the questions that are emerging from consultation feedback.

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| **Correction on the Easy Read Version** |
| On 30.06.23 an updated and corrected version of the Easy read consultation has been added to the Ask Warwickshire Platform |
| Please note there was an error on the Easy Read Housing Related Support Services version on the WCC Ask Warwickshire Platform. It referred to the budget for Housing Related Support Services being from the District and Borough Councils. This is incorrect the budget for Housing Related Support Services is from Warwickshire County Council. |
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| **General Questions on the Redesign** |
| Question 1. Does this redesigned housing related support impact on my service? |
| Answer: The redesign of housing related support services relates only to the Warwickshire County Council commissioned housing related support services. The following organisations deliver housing related support services for young people and adults currently: P3 (People, Potential, Possibilities), St Basils and Together for Wellbeing. It does not include other services.  Please check the full list of providers affected provided as a link on Ask Warwickshire. |
| Question 2. How can people be referred to housing related support? |
| Answer: People can refer themselves by phoning the providers or sending a completed referral form via email. Approximately 22% of referrals are self-referrals, made by the person themselves. See the Warwickshire website: <https://www.warwickshire.gov.uk/hrs>  Agencies working with people can support referrals being made and send completed referral forms where consent has been given to the providers or help people to contact the provider via telephone, email or on-line.  Referrals come from a wide range of organisations and support services. This includes Citizens Advice, District and Borough Housing teams, Health Services, Drug and Alcohol Support Services, Children and Families Services, Criminal Justice Services, Social Care and Support, Voluntary and Community Organisations.  Nearly a third of all referrals are made by District and Borough Housing teams, who are the largest referring agency. This reflects that Housing teams are the first point of contact for many people at risk of homelessness or homeless. |
| Question 3. Are customers going to be charged? |
| Answer: These services are free for customers |
| Question 4: Homelessness is complex, no one organisation can do everything, can we have a joint strategy? |
| Answer: The Warwickshire-wide homelessness strategy: *Preventing Homelessness in Warwickshire: a multi-agency approach* has been produced by the County, District and Borough councils of Warwickshire working in partnership with NHS, Police, Probation, OPCC and the community and voluntary sector.  Please see [The Warwickshire-wide homelessness strategy: *Preventing Homelessness in Warwickshire: a multi-agency approach*](https://api.warwickshire.gov.uk/documents/WCCC-1980322935-1894)  This work is supported by the Wider Determinants of Health Manager, Warwickshire Public Health. |
| Question 5. When you tender services how do you reduce the impact on individual customers? (Concerned that changes will impact individual customers and be confusing) |
| Answer: Under procurement Law, the Public Contracts Regulations 2015 as a council we have to ensure we make best use of our resources, so we have to tender services in an open and transparent way. This does mean at times we have a change of provider delivering services. The council works with providers and customers to have a smooth mobilisation and ensure any changes are communicated so everyone knows what is happening. |
| Question 6: Are providers going to be charged for not delivering contract requirements, for example such as timescales for support? |
| Answer. When we commission a service, the service specification clearly outlines what the requirement of the service is and what happens if the provider does not meet these requirements. We have a robust quality and assurances process to manage this which is outlined as part of the tendering process. |

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| Question 7: Have you already made decisions about the redesign? |
| Answer: We have not made any decisions on the redesign of HRS. This consultation process is to gather views, which we shall analyse and will be used to help inform what we do in the future. |
| Question 8. What are you doing to gather a wide range of views on the consultation? |
| Answer: Public consultation is running for 12 weeks 22nd May  to 11th August 2023. WCC Communication teams are supporting the campaign with regular updates to raise awareness and [promote engagement.  The survey is available online on Ask Warwickshire. People can request:   * An easy read version that may be downloaded from Ask Warwickshire or posted out to people with a stamped addressed envelope to return the survey * A paper copy of the survey that can be posted out with a stamped addressed envelope to return the survey * Telephone support to complete the survey * The questionnaire in a different format or language   People can choose to send a respond in writing via email or post rather than completing the full survey.  We are able to support attendance at community/support groups on request.  To support us with the consultation and to ensure we hear the views of a wide and diverse range of voices, including those with lived experience and partners across the voluntary and public sector, we have commissioned Social Engine and Kaizen. These organisations are research and engagement experts.  Kaizen are undertaking outreach work and talking to members of the community so that their views inform our plans. They are focusing this work on the engagement of seldom heard people/groups and those with lived experience within Warwickshire.  Social Engine are hosting a workshop for organisations working with people who are homeless and/or at risk of homelessness to discuss the HRS redesign with valued partners, experts and organisations that make referrals to these services |

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| **Service redesign proposals Element 2 - Creating a redesigned inclusive Floating Support Service** |
| No questions for inclusion to date. |

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| **Service redesign proposals Element 3 - Flexible range of shorter Interventions** |
| Question 1. Does having a flexible range of short interventions mean that people won't get the support they need? |
| Answer: Everyone's support needs are different. The proposed flexible shorter interventions would be supported by triage and assessment to identify individual needs and help people to access the right service at the earliest point, whether this is the short or longer term support. |

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| **Service redesign proposals Element 4 - Reduce the maximum duration of services** |
| Question 1. What happens if people need support for longer? |
| Answer: These services are personalised for each person receiving support. We are suggesting reduced times for support duration to help increase the throughput so we can help other people, focus the support and prevent dependency. This reflects that many people have been supported within a shorter time period and providers and customers are working together towards independence. For individual cases working with providers the Council will build in the flexibility to extend the length of support. |
| Question 2. What happens to people already receiving support at the point of any changes, such as where the maximum length of support is reduced? |
| Answer: When we have a change of service following re-tendering, we follow a process to support a smooth transition and mobilisation of new services and communicate any changes so everyone knows what is happening. We plan to have a long lead in time from awarding the contract to the actual start date of the new contracts. This enables the successful provider and the current provider of services to work together and put everything in place and plan for supporting any customers that are transferring to their services. Those customers that are already receiving support will continue to receive support based on their personalised needs and support will end based on their individual support plan in consultation with the customers. |

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| **Service redesign proposals Element 5 – A new name for the service** |
| **No questions for inclusion to date.** |

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| **Service redesign proposals Element 6 - Additional Services** | |
| Question 1. What does additional services mean? | |
| Answer: Additional services are those services that were not part of the specification the Council tendered. | |
| Question 2. Are there any additional services the current housing related support providers have chosen to provide that were not part of the specification for housing related support? |
| Answer. Yes, there is a small outreach team run by P3 (People, Potential, Possibilities) to support rough sleepers. The outreach team work closely with the District and Borough Councils that experience rough sleeping.  P3 also offers two shop front drop-in navigation hubs, one in Nuneaton and one in Rugby. Primarily this offers face to face support but follow ups may be carried out over the phone or by email. Current customers may also arrange to access support at the hubs. Where appropriate and when people present at the hubs for recurring support people are referred to housing related support service and/or other services. |
| Question 3. What other support is available to rough sleepers? |
| Answer: District and Borough Housing teams provide rough sleepers or those at risk with information, advice and support and support referrals to other support agencies. Severe Weather Emergency Protocol are operated by the District and Borough Councils to help rough sleepers during the winter months and periods of extreme weather conditions, such as heat waves.  A wide range of voluntary and community organisations and faith groups offer support to rough sleeper across the county.   South Warwickshire Foundation Trust, Homeless Street Outreach Physical Health Nursing service are based in the local community supporting those experiencing homelessness, working with partnership with the local authority housing team  and fellow commissioned homelessness services.  The team are dedicated to providing health care to the local homeless population, aiming to respond quickly to emerging health needs and engaging individuals with wider health services. Referrals can be made for any individual presenting as homeless and in need of healthcare, including supporting hospital discharge to reduce the likelihood of readmission.  Coventry and Warwickshire Partnership NHS Trust has employed a team of mental health professionals who offer a specialist clinical role for adults identified as Rough Sleepers, homeless or at risk of becoming homeless, who may have both unmet complex and severe mental health problems and associated social problems. Increased morbidity and mortality rates is a prominent issue among people who have experienced homelessness. To help reduce these health inequalities, this dedicated mental health team have been deployed to work within and alongside local voluntary and statutory organisations to support homeless individuals.  Referrals are accepted from Street Outreach Teams (SOT), local Hostels and Housing organisations, Multi-disciplinary team (MDT) meetings via rough sleeping initiatives/ housing tactical meetings, local authorities, CGL, police, probation, self-referrals through drop in provisions plus third sector plus secondary care mental health services. |
| Question 4. What happens if someone is homeless? |
| Answer: People can make a homeless application to their local council.  If you are homeless now or worried that you could be homeless in the next 2 months.  See <https://www.warwickshire.gov.uk/managing-money-debt/housing-4/6> |
| Question 5. How do people access council/social housing? |
| Answer: To apply for Council housing you have to meet set criteria as there are not enough homes for all the applicants and to make sure homes are let to those with greatest housing need. Each District and Borough Council has their own Housing allocations Policy.  Please contact your local District and Borough Council for more information. |
| Question 6. Why are you asking about the budget for additional services if you say there is no budget? |
| Answer:  Although there has not been a budget for additional services and the provider chose to deliver these, we appreciate this is a change of services that may impact people. We want to be open and transparent and gather you views of this impact and ideas about what we can do instead. It will help inform us making recommendation on the redesign to be considered by Cabinet when agreeing next steps. We shall also share the finding with other key partners that work in this area to consider a joined-up approach, where appropriate. |

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| **Part Two: Equality Impact Assessment** |
| Question 1. What equality impacts have you identified? |
| Answer: In Part Two of the consultation survey we have included a summary of the equalities impacts we have identified as well as the full Equality Impact Assessment. This provide full details of what has been considered. We have also included the full Equality Impact Assessment as a link on the Ask Warwickshire page.  As part of this consultation, we welcome feedback on anything we have missed on our equality impact assessment.  It will be updated after the consultation period to reflect feedback. |
| Question 2. How are you considering the impact on the Gypsy, Roma or Traveller communities? |
| Answer: We have asked the Warwickshire County Council Gypsy and Traveller team to help promote the consultation and support participation.  We have cascaded information to Equality and Inclusion Partnership (EQIP) a charity working across Warwickshire to promote equality, inclusion and elimination of discrimination and Warwickshire and Community and Voluntary Actions the local Voluntary and Community Sector Infrastructure Organisation for Warwickshire who provide support to the volunteers, groups, organisations, enterprises and charities who are working to strengthen communities across the county. They have promoted the consultation with their members to encourage participation through their newsletters.  We have commissioned Kaizen to support engagement of those with lived experience of homelessness and at risk of homelessness. They are doing outreach work in the community to support us reaching a wide range of people and capture views. |