

**Proposed Decision to be taken by the
Portfolio Holder Adult Social Care
on or after 22nd August 2014**

**Consultation Plan for the re-structure of
Supporting People Services (Housing Related Support) STC-G**

Recommendation

That the Portfolio Holder for Adult Social Care agrees the consultation plan and that the consultation begins on 8th September 2014.

1.0 Background

- 1.1 Housing Related Support (formerly known as Supporting People) is non-statutory service provision offered to adults aged 16 years and over across Warwickshire. Until 2009, funding was provided for the Supporting People programme through a ring-fenced grant from the Department for Communities and Local Government. From 2009, the ring fence was removed from the funding and grant conditions were no longer applicable.
- 1.2 The primary outcome of the service programme is to prevent homelessness and/or repeat homelessness and improve the ability of vulnerable customers to live independently in the community. Key to the achievement of these outcomes is the ability of services to work with customers to gain and/or maintain suitable accommodation.
- 1.3 Services can offer a range of support activities including, but not limited to, financial capability/budgeting, maximising income (including Welfare Benefits), liaising with landlord regarding tenancy agreement, maintaining physical and/or mental health, managing substance misuse, preventing harm, improving opportunities through education, training and employment.
- 1.4 Services currently provide support to a wide range of customers, including Older People with support needs, care leavers, young people at risk of homelessness, adult offenders, homeless families and single homeless people with support needs, people experiencing domestic abuse, people with drug and/or alcohol misuse problems, people living with mental ill health, people with physical and/or sensory impairment and people with generic housing related supports needs.

1.5 There are currently 103 contracts that provide housing related support services, either through an accommodation based or floating support service model. This is delivered by 45 individual providers who are either Local Housing Authorities or not for profit organisations. There is also some WCC in-house provision.

1.6 Current, the majority of services are offered as either:

Accommodation based: where a person moves into specific accommodation to receive support – such as a homeless hostel.

or

Floating Support: where a person receives HRS in their own home and the support can move with them whilst they live in Warwickshire.

1.7 The majority of HRS services have been in place since 2006/2007 and have developed organically since that time. There has been some competitive tendering for new services, but that has been limited. This means that the development of services is not needs-led and there is evidence of inequitable provision across the county.

1.8 Key Issues

1.9 The available budget for Housing Related Support (HRS) services in Warwickshire will reduce from £8.6 million to £4.575 million by 2018. This funding reduction offers an opportunity to find new ways of working to provide HRS and ensure that services complement the wider business priorities of the People Group. The funding reduction also presents a threat and therefore a significant re-structuring of services will be required. It is inevitable that we will stop funding some services and how we provide HRS services will be different in the future. This will mean that we will work closely with our partners, including district/borough councils, Warwickshire Probation Trust, Public Health, Clinical Commissioning Groups and Housing Associations to deliver these changes.

1.10 Details of our proposed plan for this re-structure are contained in a project plan. A summary of key activity and milestones is provided as **Appendix A**. The proposal is based on meeting revised eligibility criteria for HRS services. This means that customers should be eligible for support through Fair Access to Care Services (FACS) or be 'on the edge of care' and therefore benefit from support to prevent a need for more acute care services. (*'edge of care' is defined as a targeted intervention service that will reduce the need for longer term care and support*).

1.11 The project overall will have additional support from Finance, Procurement and Legal Services as required throughout the lifetime of the project. The Project Manager will be the Commissioner, Accommodation with Support and governance will be through the Accommodation Board, which is chaired by Christine Lewington.

1.12 Objectives of the proposed plan

- To re-configure the programme of HRS services to meet the revised budget availability.
- That there is a programme of services commissioned on a needs-led basis that offer equitable and high quality services across the County.
- That housing related support provision is integrated into the Strategic Commissioning business unit and into the wider care and support offer from People Group.
- That housing related support provision supports the key priorities of the County Council and key partners. In particular, services should have a positive impact in preventing homelessness.
- That there is a robust mechanism for measuring the quality and performance of commissioned housing related support services across the County.

1.13 Risks

There are a number of risks associated with this proposal and they are detailed in the risk matrix document maintained by the project manager. However, the principal risks are:

- De-stabilisation of the HRS market in Warwickshire
- Reduced ability to impact positively on preventing homelessness across Warwickshire
- Lack of support for re-structure from key partners, such as Local Housing Authorities
- Increased pressure on acute services and/or adult social care
- Insufficient staffing resources within the SC Business Unit to deliver the proposed re-structure
- Reductions in funding for HRS services may result in cost pressures being created in other services outside of housing support, such as social care

1.14 Consultation

1.15 Under the requirements of the OOP, we are required to follow Council's corporate process as detailed in the One Organisational Plan Consultation Guidance.¹

¹ <http://intranet.warwickshire.gov.uk/ourcouncil/shapingthefuture/Pages/ConsultationActivity.aspx>

- 1.16 It is anticipated that a 12-week consultation period will be required for this re-structure. There will also be additional time required for governance and decision-making by the Portfolio Holder for Adult Social Care and Cabinet.
- 1.17 WCC Officers have met with Heads of Housing to brief them on the overall funding reduction applicable to HRS services. In addition, we have also met with current HRS service providers to brief the same information.
- 1.20 Impact

The requirements of the consultation timetable mean that any proposed tendering of services to realise savings for 2015-2016 cannot begin until all proposals have been signed off by Cabinet in December. Where services are decommissioned this would begin in April 2015, and where remodelled / new services are proposed they would begin in September 2015. The savings target profile reaching £4.025m by 2017/18 (see table below) can be met if this timetable is met, but slippage in consultation and implementation timescales will result in slippage against the savings target.

Savings Target	2014/15 £'000	2015/16 £'000	2016/17 £'000	2017/18 £'000
Housing Related Support	0	1,230	2,128	4,025

It is also important to note that the service has an identified overspend of £126k which needs to be managed by finding savings. However, savings to meet the overspend cannot also be counted against the one organisational plan savings target. It is proposed to manage this overspend by ensuring the total savings planned cover this in addition to the one organisational plan from 2015/16, and that in 2014/15 one off savings are identified to balance the Housing Related Support budget.

The proposal assumes that there will be no significant one off costs of change.

2.0 Options and Proposal

- 2.1 A proposed re-structure of Housing Related Support services has been developed that is intended to achieve the budget reduction agreed by council. This proposal is intended to ensure that future services prevent homelessness and/or escalating needs for care services for those who are eligible for support through Fair Access to Care services (FACs) or who are 'on the edge of care'.

2.2 Savings Plan Proposal

The proposed re-structure of HRS services to achieve the required savings against the HRS budget reflects our view that in future we should offer services to individuals who are either eligible for services through Fair Access to Care Services (FACS) or 'at the edge of care'.

Broadly, the proposal for the period 2014 - 2018 is to:

Cease funding HRS services for:

- Homeless Families with support needs
- Travellers
- Households with need for a Generic HRS service
- Adult offenders
- Floating support for Single Homeless with support needs
- Young Offenders

Re-model services for:

- Learning Disability
- Mental health
- Physical Disability and/or Sensory Impairment
- Older People

Re-model HRS services for:

- Single Homeless with support needs (to include adult offenders)

Re-model HRS services for:

- Young People (at risk, leaving care and young parents)

There are currently two services that have additional funding streams attached and these will be considered as part of the overall re-structuring proposal. They are:

- Independent Living Service – HRS for substance misusers. Jointly commissioned with Warwickshire DAAT and Coventry City Council. Warwickshire County Council funding for the service is patterned as detailed below:

Funding Agency	Total Funding Value (3 years)
WCC HRS	£568,312
WCC DAAT	£221,010
Total	£789,322*

*additional funding is provided by Coventry City Council

- Domestic Abuse Service – refuge provision and a floating support service jointly commissioned with Communities Group. Funding for the overall service is patterned as detailed below:

Funding Agency	2013-2014	2014-2015
WCC HRS	324,449	324,449
WCC Communities	326,150	287,367
<i>Of which DA Budget</i>	<i>242,504</i>	<i>247,863</i>
Total	566,953	572,312

- 2.3 It is intended that this proposed re-structure of HRS services will result in a programme of HRS services that support the most vulnerable people in our community. Services will be targeted at those individuals who require the most support to prevent homelessness and maintain independent living.
- 2.4 It is inevitable that there will be a reduction in service against current levels. However, it is intended that the proposed re-structure will eliminate service duplication and improve value for money in terms of outcomes achieved by being more needs-led.
- 2.5 It is expected that customers will access universal services such as Citizens Advice Bureaux and Local Housing Authority Housing Options Services for support, advice and signposting.
- 2.6 In addition, there are a number of government-funded schemes that support the development of accommodation based services to prevent homelessness. Although not all currently have a presence in Warwickshire, there is development funding available through a bidding process from:
- **The Homelessness Transition Fund** provides funding for frontline services working with the homeless.
 - **The Private Rented Sector Access Scheme** is commissioned by DCLG and administered by Crisis, a national Homelessness charity. Funded projects help to find private sector accommodation for homeless people.
 - **The Homes and Communities Agency and the Greater London Authority** are due to publish a prospectus inviting organisations to bid for £40m Department of Health funding for homelessness hostel refurbishment and shared accommodation for vulnerable young people.
 - **The Fairer Chance Fund** will aim to move over 2,000 homeless young people into sustainable accommodation nationwide, as well as employment, education or training over 3 years. Funding will be delivered through social impact bonds.
- 2.7 Locally, customers can access a wide range of services by using the Warwickshire Directory (www.directory.warwickshire.gov.uk). In addition, the People Group is working to commission a framework of support providers to offer short term interventions and support to vulnerable adults who may be at risk but do not meet the threshold to access statutory support from a range of agencies.

2.8 We have completed an Equalities Impact Assessment (EqIA) for the proposed re-structure (**Appendix B**). As the consultation progresses and the proposal is developed, the EqIA will be updated. This development will continue throughout the life of the plan.

3.0 Timescales associated with the decision and next steps

3.1 If agreed, the proposed consultation process will begin on the 8th September 2014 and last for 12 weeks – ending on 28th November 2014.

3.2 As detailed by the project plan and taking account of feedback received during the consultation, it is intended that the final re-structure proposal will be presented to Cabinet on 19th February 2015 for agreement. Implementation will in March 2015.

Appendices

Appendix A – Summary of activity required in relation to intended proposals for re-structuring HRS services in Warwickshire 2014-2018

Appendix B – Equalities Impact Assessment

	Name	Contact Information
Report Author	Sue Green	suegreen@warwickshire.gov.uk Tel: 01926 743073
Head of Service	Christine Lewington	christinelewington@warwickshire.gov.uk
Strategic Director	Wendy Fabbro	wendyfabbro@warwickshire.gov.uk
Portfolio Holder	Cllr Josie Compton	josiecompton@warwickshire.gov.uk

Appendix A

Summary of activity required in relation to intended proposals for re-structuring HRS services in Warwickshire 2014-2018.

The table below shows an overview of activity associated with this process, together with key milestones, responsibility for delivery and intended delivery dates.

Activity	Responsible	Completion Date
Agreement to consult on intended proposal	Portfolio Holder Adult Social Care	2nd September 2014
Stakeholder engagement on intended proposal for re-structure of HRS	All relevant stakeholders (including customers)	8 th September 2014 to 28 th November 2014 inclusive
Evaluate responses to consultation	Commissioner	19 th December 2014
Develop delivery plan informed by outcome of consultation process	Commissioner	19 th December 2014
Intended delivery plan submitted to Cabinet for agreement to implement	Cabinet	19 th February 2015
Implementation of final delivery plan (subject to agreement by Cabinet)	Commissioner	2 nd March 2015



EQUALITY IMPACT ASSESSMENT/ ANALYSIS (EqIA)

Housing Related Support – STC-G

Equality Impact Assessment/ Analysis (EqIA)

Group	People
Business Units/Service Area	Social Care and Support
Plan/ Strategy/ Policy/ Service being assessed	Housing Related Support STC-G
Is this is a new or existing policy/service? If existing policy/service please state date of last assessment	A mixture of existing and proposed new models of Housing Related Support in Warwickshire
EqIA Review team – List of members	Chris Lewington Zoe Bogg Sue Green Mary McGorry
Date of this assessment	20.01.14 Updated 9 th July 2014 (version 3)
Signature of completing officer (to be signed after the EqIA has been completed)	Zoe Bogg
Are any of the outcomes from this assessment likely to result in complaints from existing services users and/ or members of the public? If yes please flag this with your Head of Service and the Customer Relations Team as soon as possible.	NO
Name and signature of Head of Service (to be signed after the EqIA has been completed)	Chris Lewington
Signature of GLT Equalities Champion (to be signed after the EqIA is completed and signed by the completing officer)	Chris Lewington

A copy of this form including relevant data and information to be forwarded to the Group Equalities Champion and the Corporate Equalities & Diversity Team



Working for Warwickshire

Form A1

INITIAL SCREENING FOR STRATEGIES/POLICIES/FUNCTIONS FOR EQUALITIES RELEVANCE TO ELIMINATE DISCRIMINATION, PROMOTE EQUALITY AND FOSTER GOOD RELATIONS



High relevance/priority



Medium relevance/priority



Low or no relevance/ priority

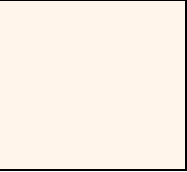
Note:

1. Tick coloured boxes appropriately, and depending on degree of relevance to each of the equality strands
2. Summaries of the legislation/guidance should be used to assist this screening process

Business Unit/Services:	Relevance/Risk to Equalities																										
State the Function/Policy /Service/Strategy being assessed:	Gender			Race			Disability			Sexual Orientation			Religion/Belief			Age			Gender Reassignment			Pregnancy/ Maternity			Marriage/ Civil Partnership (only for staff)		
	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
STC – G Housing Related Support		✓			✓		✓					✓			✓	✓					✓			✓			
<p>Are your proposals likely to impact on social inequalities e.g. child poverty for example or our most geographically disadvantaged communities? If yes please explain how.</p> <p>The re-alignment of the Housing Related Support programme will have a positive impact on reducing social inequalities by enabling a strategic approach to the service delivery. The Services will maximise the opportunities for individuals to make positive choices that will promote independent living and improve quality of life. Services will be focused on those in most need across the County.</p>																								YES			
<p>Are your proposals likely to impact on a carer who looks after older people or people with disabilities? If yes please explain</p>																								YES			

how.

By offering specific support to gain and/or maintain stable accommodation, re-aligned services will promote independent living and individual resilience. By taking a strategic approach to service development, we will be able to support those customers in the most need and thereby reduce the impact on acute services. Services will be focused on those in most need across the County.



Form A2 – Details of Plan/ Strategy/ Service/ Policy

Stage 1 – Scoping and Defining

(1) What are the aims and objectives of Plan/Strategy/Service/Policy?

The primary aim is to develop a range of Housing Related Support (HRS) services that are strategically relevant and fully integrated into the wider 'support offer' to our customers. These services must be delivered within the reduced budget that has been agreed by Cabinet. The focus of re-aligned services will be to prevent homelessness; promote independent living by supporting customers to gain sustainable skills; and prevent or delay the need for more acute services.

By reviewing current contracts for HRS services and either re-modelling, re-commissioning or de-commissioning, we will ensure that the services meet strategic objectives and offer value for money.

The provision of HRS services is discretionary and therefore the County has no statutory obligation to provide. However, it is evident that that well-designed and integrated services can contribute significantly to the health and well-being objectives of the County Council and its' partners.

(2) How does it fit with Warwickshire County Council's wider objectives?

Within the People Group Strategic Commissioning Intentions, the need to review the range of current HRS services has been identified. This review and re-alignment of services will ensure a strategic and consistent approach to supporting the independence of vulnerable people. It will also support the following People Group Outcomes:

People are independent:

- People, including those who are vulnerable, are able to live independently within their own homes and families, without the need for critical services to support them.
- People and communities are supported to develop social capital that enables them to help themselves and others
- People can choose from a range of accommodation support which enables them to remain independent.

People Enjoy Life

- People avoid loneliness and enjoy an enhanced quality of life through opportunities and access to employment, recreation, family, social and community life.
- People enjoy positive personal and social relationships

People are healthy

- People are mentally and emotionally healthy and resilient.

People contribute

- Vulnerable people are able to exercise their rights

<p>(3) What are the expected outcomes?</p>	<p>The expected outcome is that HRS is re-aligned through re-modelling, re-commissioning or de-commissioning and is affordable within the agreed savings plan by 2017-2018.</p> <p>Strategically relevant services: That will maximise limited resources in order to offer the best outcomes to customers.</p> <p>Agreed purpose and focus: Enabling service providers and partners to be consistent and operate strategically in order to ensure the best outcomes to customers.</p> <p>Value for money: Through HRS services that maximise customer independence and offer a range of services that support vulnerable people.</p>
<p>(4) Which of the groups with protected characteristics is this intended to benefit? (see form A1 for list of protected groups)</p>	<p>All listed groups will benefit: Gender, Race, Disability, Sexual Orientation, Religion/Belief, Age, Gender Reassignment, Pregnancy/maternity, Marriage/Civil Partnership.</p> <p>The re-alignment of HRS will deliver robust support where it is needed across the County, within a reduced budget. Service design/development will need to ensure that they consider all groups with protected characteristics and social inequalities. In particular, where specialist services are de-commissioned, it is crucial that the remaining re-modelled support offer is able to support all groups with protected characteristics.</p>
<p><u>Stage 2 - Information Gathering</u></p>	

(1) What type and range of evidence or information have you used to help you make a judgement about the plan/ strategy/ service/ policy?

Knowledge of the current market for HRS and alternative funding streams has been utilised.

A programme of strategic reviews was completed between 2010 and 2013. An updated needs analysis for HRS services for young people (including young offenders, young parents, care leavers and young people at risk); single homeless with support needs; homeless families with support needs; adult offenders; Gypsy and Traveller; Generic/Complex needs was completed in February 2013.

It is intended that all current customers of HRS services for people with a learning disability who are also in receipt of adult social care services will participate in a holistic review of needs.

It is intended that further consultation will be undertaken with Local Housing Authority Housing Benefit teams in order to secure support for a shift to Intensive Housing Management funding for older people.

All of the work that will be carried out will continue to include consideration of those groups who have protected characteristics and how they may be impacted by the savings proposals.

<p>(2) Have you consulted on the plan/ strategy/ service/policy and if so with whom?</p>	<p>We have consulted within Strategic Commissioning with a view to ensuring that re-alignment resulting from funding reduction is strategic.</p> <p>As the process of re-alignment of HRS services will take place over the 4 year financial cycle, it is anticipated that communication with key stakeholders, including service providers will be completed throughout the period.</p> <p>A full consultation plan is currently being developed. This will detail how we propose to consult and in particular, how we will reach those groups who find it difficult to be heard.</p> <p>We are proposing to undertake a full 12 week public consultation starting in September 2014, subject to Portfolio Holder approval.</p>
<p>(3) Which of the groups with protected characteristics have you consulted with?</p>	<p>A range of consultation was undertaken throughout the Strategic Review.</p> <p>As the process of re-alignment of HRS services will take place over the 4 year financial cycle, it is anticipated that communication with key stakeholders, including service providers will be completed throughout the period.</p> <p>As part of the consultation outlined above, we will undertake a full 12 week public consultation, subject to Portfolio Holder approval. We will identify those individuals/groups who find it difficult to be heard and detail how we will ensure that they have the opportunity to engage with this consultation.</p>
<p><u>Stage 3 – Analysis of impact</u></p>	

<p>(1) From your data and consultations is there any adverse or negative impact identified for any particular group which could amount to discrimination?</p> <p>If yes, identify the groups and how they are affected.</p>	<p>RACE Delivery of the savings plan may have adverse impacts for:</p> <ul style="list-style-type: none"> • Customers from the service changes • Communities because local services are likely to change <p>The proposed re-alignment of HRS services may have adverse impacts for the Gypsy and Traveller community.</p> <p>It is intended that this proposal will cease funding for a specialist HRS service for the Gypsy and Traveller community.</p> <p>Under this proposal, customers may access universal services such as Citizens Advice Bureaux for support, advice and signposting. As there is research evidence that the community may find accessing universal challenging, it is expected that support will be required from WCC Gypsy and Traveller Liaison Service. This service has close contacts with the Traveller community and in particular, those households who are deemed to be homeless through a requirement to complete welfare checks.</p>	<p>DISABILITY Delivery of the savings plan may have adverse impacts for:</p> <ul style="list-style-type: none"> • Customers from the service changes • Communities because local services are likely to change <p>The proposed re-alignment of HRS services may have adverse impacts for adults with disabilities.</p> <p>It is intended that the current arrangements are re-designed to offer a more flexible, community based service. This will support customers to maintain their tenancies and prevent or delay the need for more intensive services.</p> <p>Under this proposal, all customers who are in receipt of both statutory service provision and housing related support will have a review of their holistic needs. This could mean that the housing related support provision for some customers will be reduced.</p>	<p>GENDER Delivery of the savings plan may have adverse impacts for:</p> <ul style="list-style-type: none"> • Customers from the service changes • Communities because local services are likely to change
---	---	--	--

	<p>MARRIAGE/CIVIL PARTNERSHIP Delivery of the savings plan may have adverse impacts for:</p> <ul style="list-style-type: none"> • Customers from the service changes • Communities because local services are likely to change 	<p>AGE Delivery of the savings plan may have adverse impacts for:</p> <ul style="list-style-type: none"> • Customers from the service changes • Communities because local services are likely to change <p>The proposed re-alignment of HRS services may have adverse impacts for older people residing in relevant sheltered accommodation.</p> <p>It is intended that Intensive Housing Management is utilised through Housing Benefit legislation to support the cost of scheme managers.</p> <p>Housing related support funding will be re-structured to meet the needs of any older person who requires it. Further support can be accessed through universal services such as Citizens Advice Bureaux and Age UK.</p>	<p>GENDER REASSIGNMENT Delivery of the savings plan may have adverse impacts for:</p> <ul style="list-style-type: none"> • Customers from the service changes • Communities because local services are likely to change
--	--	---	---

	<p>RELIGION/BELIEF Delivery of the savings plan may have adverse impacts for:</p> <ul style="list-style-type: none"> • Customers from the service changes • Communities because local services are likely to change 	<p>PREGNANCY MATERNITY Delivery of the savings plan may have adverse impacts for:</p> <ul style="list-style-type: none"> • Customers from the service changes • Communities because local services are likely to change 	<p>SEXUAL ORIENTATION Delivery of the savings plan may have adverse impacts for:</p> <ul style="list-style-type: none"> • Customers from the service changes • Communities because local services are likely to change
<p>(2) If there is an adverse impact, can this be justified?</p>	<p>The financial position of the Authority is such that change is inevitable.</p> <p>It is essential that any duplication of provision with universal services and those provided by the District and Borough Council partners is avoided.</p> <p>In addition, customer demand and aspiration mean that new service models must evolve to support options that are relevant and choices that are real to our communities.</p>		

<p>(3)What actions are going to be taken to reduce or eliminate negative or adverse impact? (this should form part of your action plan under Stage 4.)</p>	<p>A crucial part of the review of HRS services has been to recognise where specialist services are not required. For many customer groups, a core HRS delivery can be offered without the need for a specialist service area and successful outcomes can be maintained and even improved.</p> <p>As we are at the beginning of the re-alignment of HRS services, only some of the potential negative or adverse impacts can be articulated. As the re-alignment evolves, further impacts may be revealed and these will require a bespoke response. However, where difficult choices are needed we will deliver the changes sensitively, working with customers and partners to ensure that the most vulnerable communities remain safe.</p>
<p>(4) How does the plan/strategy/service/policy contribute to promotion of equality? If not what can be done?</p>	<p>The re-alignment of HRS services will promote equality. By enabling the development of a balanced HRS market, social equality, choice and improved quality of life will be supported.</p>
<p>(5) How does the plan/strategy/service/policy promote good relations between groups? If not what can be done?</p>	<p>Through the re-alignment of HRS services, we will develop a balanced market. Key to the successful utilisation of this will be a need to promote equality of opportunity in terms of equal access to services, equal treatment and ultimately equal outcomes.</p>
<p>(6) Are there any obvious barriers to accessing the service? If yes how can they be overcome?</p>	<p>The main barrier to accessing service will be due to service availability and resulting waiting lists for support. However, by re-aligning services to focus on those most in need of support and changing the service models to reduce dependency, it is anticipated that there will be a faster throughput of customers.</p>

<p>(7) What are the likely positive and negative consequences for health and wellbeing as a result of this plan/strategy/service/policy?</p>	<p>As we are at the beginning of the re-alignment of HRS services, only some of the potential negative or adverse impacts can be articulated. As the re-alignment evolves, further impacts may be revealed and these will require a bespoke response.</p> <p>A re-alignment of HRS services and the associated focusing of support on those in most need will inevitably result in some customers being signposted to other, more relevant services. If these services are not available, then there will be a negative impact on health and well-being for those individuals.</p> <p>However, it is anticipated that a re-alignment of HRS services will offer support that is available to those most in need and offered equitably, where needed across the County. Services will contribute to reducing the impact of homelessness on individuals and communities; contribute to improved quality of life for customers; support choice and therefore contribute to improved well-being.</p>
<p>(8) What actions are going to be taken to reduce or eliminate negative or adverse impact on population health? (This should form part of your action plan under Stage 4.)</p>	<p>As previously stated, re-aligned HRS services will target those in most need and other needs will be met through universal service provision such a Citizens Advice Bureaux and those services provided by the District and Borough Council partners.</p> <p>It is crucial that re-aligned services have clear eligibility criteria that target those most in need to minimise the negative impacts on health and well-being.</p>
<p>(9) Will the plan/strategy/service/policy increase the number of people needing to access health services? If so, what steps can be put in place to mitigate this?</p>	<p>One of the outcomes of a re-alignment of HRS services will be to contribute to improved health and well-being outcomes through quality services targeted at those most in need.</p>
<p>(10) Will the plan/strategy/service/policy reduce health inequalities? If so, how, what is the evidence?</p>	<p>One of the outcomes of a re-alignment of HRS services will be to promote the development of a robust market that is focused on those with the most need. In tandem with supporting the reduction of social inequality, the re-alignment will aim to reduce health inequalities by recognising the importance of good quality accommodation and associated support to health and well-being.</p>

Stage 4 – Action Planning, Review & Monitoring

If No Further Action is required then go to – Review & Monitoring

(1)Action Planning – Specify any changes or improvements which can be made to the service or policy to mitigate or eradicate negative or adverse impact on specific groups, including resource implications.

EqlA Action Plan

Action	Lead Officer	Date for completion	Resource requirements	Comments
Ensure that re-aligned services have clear entry and exit pathways together with clear eligibility criteria.	Sue Green	tbc		
Develop / Undertake Consultation Plan as part of the project management process	Sue Green	25 th September 2014	Co-production Officer; Housing Related Support Officer; Commissioning Support	This consultation is being conducted as required by the OOP. 12 week consultation will commence in September 2014 subject to Portfolio Holder agreement.

(2) Review and Monitoring
State how and when you will monitor policy
and Action Plan

It is important that the implementation and impact of EqIA is relevant throughout the re-alignment of HRS services. This activity will form part of the project management process.