

Market Position Statement

SVSHA

May 2024

Overview

What are Supporting Vulnerable Single Homeless Adults (SVSHA) Services?

SVSHA services are commissioned services providing accommodation-based support to Newham residents over the age 18 who are homeless, at risk of homelessness or were previously rough sleeping.

Commissioned services currently offer onsite support for residents who are assessed as requiring housing with support. Residents assessed have diverse housing-related support needs as well as additional needs including vulnerabilities due to mental health, substance misuse, offending histories, physical or other health related needs. Additional support to develop independent living skills is provided, supporting residents to move onto tenancies in either private rented sector (PRS) housing or social housing.

Accommodation can be shared between several people and have communal space or consist of separate units of self-contained accommodation – with or without communal space – but which may be in shared buildings such as a block of flats and/or on shared grounds.

SVSHA services generally provide support for residents who have been deemed as having non-priority need under the Housing Act 1996, but have been assessed as having vulnerabilities that would benefit from the provision of housing-related support to build independent living and tenancy sustainment skills to secure and maintain longer term accommodation.

Key elements in delivering outcomes in this service area include meaningful development of independent living skills and the accessibility of suitable move-on accommodation in the private and rented housing sectors.

Overview

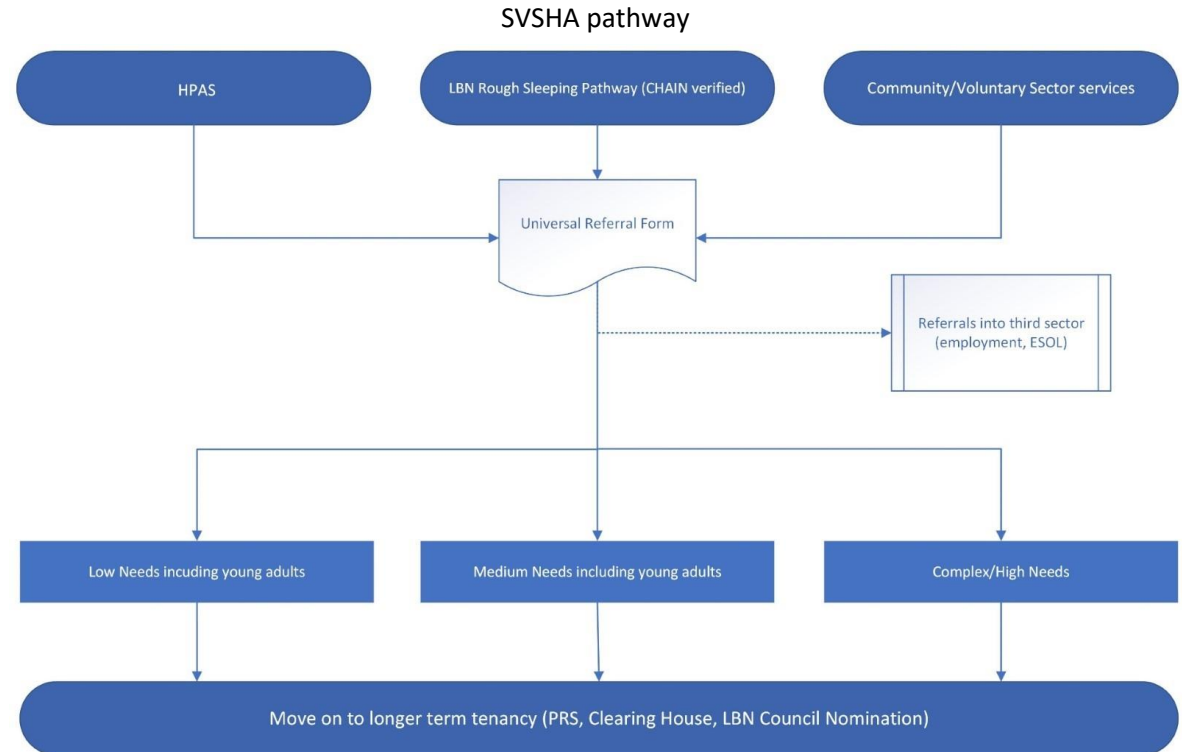
- SVSHA services are currently provided by 4 providers across varying sites, all based in borough.
- A breakdown of the services has been provided below:

Contract/Area	Provider	Bedspaces	Annual Cost
Complex	Your Place	15	£ 172,484.00
Core	Your Place	55	£ 365,069.62
Young Adults	Renewal Programme	10	£ 30,321.20
Adults	Renewal Programme	30	£ 129,553.84
Young Adults LGBT offer	Stonewall	6	£ 19,060.04
Out of Hospital Stepdown	SHP	5	£ 239,788.64
		Total	£ 956,277.34

- Complex beds above are predominantly for the rough sleeper pathway but fall within the SVSHA pathway due to method of funding via the Rough Sleeping Initiative (RSI).
- The Out of Hospital service is part funded by the Integrated Care Board (ICB) with LBN “topping up” funding for night cover.
- Residents of these services have their rents supported either wholly or partly by Housing Benefit. Providers are eligible to claim additional ‘enhanced Housing Benefit’ for the provision of staff to provide support with housing management.

Demand

- The Council are currently seeing unprecedented demand on our SVSHA services due to the numbers that currently occupy temporary accommodation.
- Commissioners are currently engaged in a project to procure a housing related support service utilising 110 of 217 units at a Council-owned property in Stratford to assist in managing demand – this service is due to go live in January 2025.
- Temporary accommodation often incurs higher costs when compared with the SVSHA pathway, with no support in place for service users. LBN are currently developing a procurement for floating support services in order to provide support for this group and to divert demand on accommodation-based services in the pathway.
- The Council and providers are experiencing issues in demand for move on accommodation. Access to PRS properties is becoming more difficult to navigate due to an increase in landlords requesting deposit alongside rent payments in advance.



Commissioning Priority 1: Re-commissioning through DPV

Newham are currently working on the admission phase of Category 2: Supporting Vulnerable Single Homeless Adults under the LBN Dynamic Purchasing Vehicle. Following the admissions phase, the mini-competitions phase (phase 2) will be completed.

Providers already delivering contracts within this category have recently been extended via waiver and the next stage of the process is to admit these providers onto the framework in order to 'call off' (contract) with providers. New KPIs and updated specifications will be drafted following internal intelligence gathering and feedback from the market.

In completing this work, commissioners hope to continue to develop services that deliver upon Newham's Homelessness and Rough Sleeping Strategy – as well as delivering positive outcomes for Newham's residents.

Utilising the DPV allows us to open up admissions for new providers, stimulating growth in the market, providing more versatility/flexibility of provision and improving capacity.

Commissioning Priority 2: Promote efficiency in the pathway

Commissioners and providers are currently working in partnership to improve the efficiency of the pathway. Due to levels in temporary accommodation, we are experiencing unprecedented pressure on the pathway in delivering accommodation for service users who are not owed a duty under the Housing Act.

We are meeting regularly with providers to drive move on into long term accommodation including:

- Moves into Private Rented Sector Accommodation via rent deposit scheme
- Utilising a limited number of nominations for social housing
- Progressing relevant referrals to Clearing House properties

LBN have recently recruited a singles pathway officer to drive move on and adequate person matching into accommodation. We are also able to utilise Discretionary Housing Payments to fund rent deposits into Private Rented Sector accommodation.

Commissioning Priority 3: Build additional capacity into the pathway

We are seeking to build additional capacity in the pathway to provide more options to cater for different need levels for those exiting temporary accommodation. Current residents in the pathway are showing higher levels of acuity and long lengths of stay.

There are currently Article 4 restrictions in place via Local Planning Authority policy which prevents operations of HMO's without change of use (even with the relevant HMO license in place). This restriction does not allow us to quickly mobilise properties when they become available. HMO properties in Newham with relevant licensing are very difficult to obtain and as a result, we are missing out on properties becoming available.

We are currently in the process of trying to amend policy through exemption to mitigate this issue and work is ongoing.

Commissioning Priority 4: Commissioning Victoria Street

We are currently in the process of collating documents to procure a housing related support service based at Victoria Street in Stratford. Victoria Street is a 217 unit property comprising mixed accommodation (one-bedroom flats and bedsit style accommodation) with which we plan to utilise 110 of the units.

We have completed market engagement and have good feedback from the market in relation to the quality of the building.

This will allow Newham the opportunity to place residents who are owed a relief duty (either in priority or non-priority need) into accommodation that is less expensive than costly nightly lets with bespoke support in place to support residents.

We will be implementing a wraparound programme of work to further support residents with practical skills and advice aimed at developing their independent living skills, strengthening their likelihood of sustaining an independent tenancy.

Commissioning Priority 5: Working in collaboration with providers to improve quality of provision



Following the increase in capacity in the team during 23/24, Newham have begun to have a more identifiable presence onsite at multiple projects. This has allowed the team to review services with greater scrutiny and identify opportunities to improve service provision.

One such review has already taken place where significant areas of improvement were presented and an action plan was developed by the provider to address concerns. The provider has been working positively with the Council in addressing these concerns via a collaboration and transparent problem solving.

By reviewing in detail existing services we hope to address areas of concern, improve services and reassure senior leaders and politicians that the non-statutory services in place provide good outcomes and value for money.