



Supported Exempt Accommodation

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Derby City Council

SEA project context

Concerns have been raised at a national and local level about the quality of housing and support provided in SEA provision.



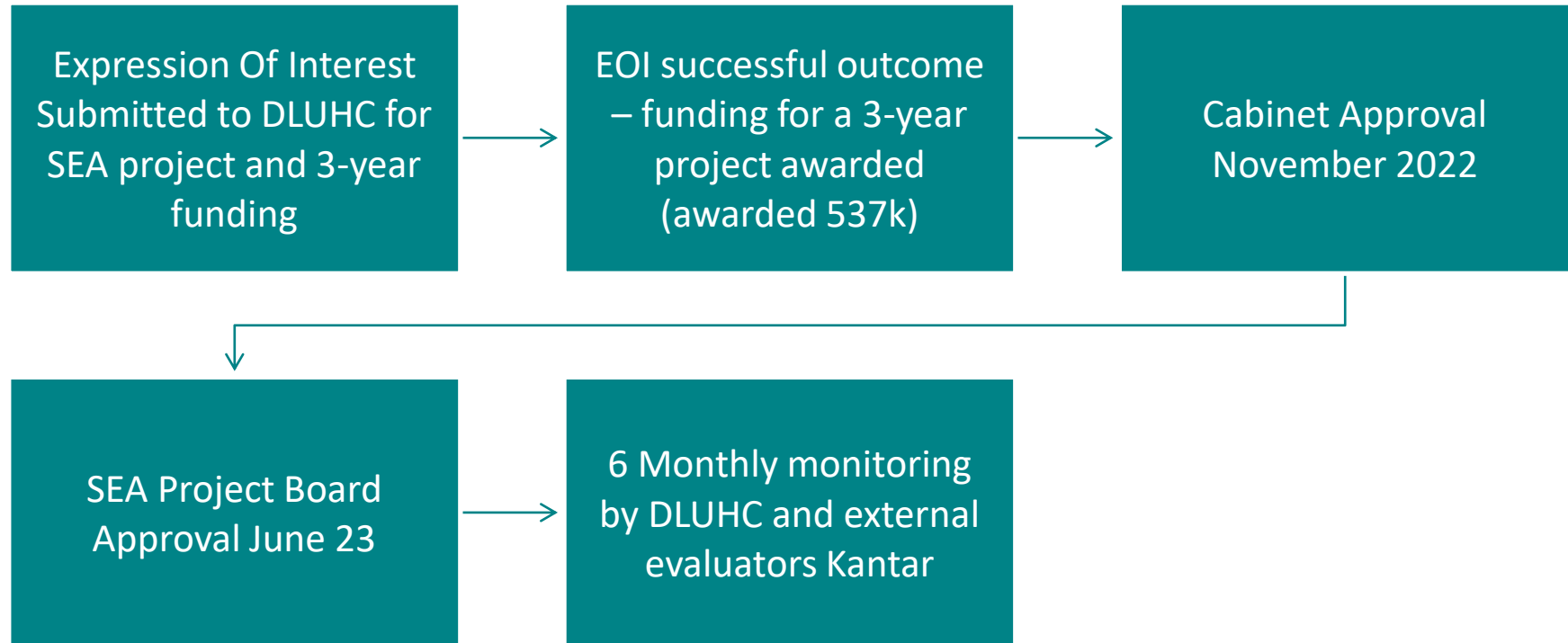
Rent levels and Service Charges are higher in SEA due to the vulnerability of the occupiers SEA provider's house.

Derby currently has:

- * 43 SEA providers
- * 22 are registered providers (RP),
- * 21 are not RPs and are **not regulated** by any regulator.

Housing Reform Bill 2022 was given Royal Assent in June and is now an Act the Supported Housing (Regulatory Oversight) Act 2023

Funding and Monitoring Timelines



Project Core Activities

Multi
Disciplinary team
Within existing
DASH Services
Structure



Property Inspections - Desk top review to be undertaken prior to proactive inspection program commencing. Reactive inspections commenced.



Support Plan Reviews - Intelligence gathering via desk top review of new and current providers, questionnaires and visits following intelligence.



HB Scrutiny – roles and responsibilities agreed between SHRT and HB. New provider enquiry process developed.



Workstreams

Recruitment

Process Mapping

Development of
Draft SEA *Charter*
/ Commitment

Management
Information

Communication
Plan

Provider Training



Workstream 1 - Recruitment

HB Technical Specialist has been in post since June 2023 and has dealt with 485 HB claims

Senior EHO seconded on to team August 2023 and will be in post until 31/12/23

Housing Standards Officer recruited into post September 2023 currently completing M'sex course

MOU in place with PPO service for SEA support plan reviews – visits commenced October 2023

Supported Housing Review Officer Post recruited and starts in post Jan 2024 – 1 year secondment

Maj. Costs = Staff cost

Total cost of project over 3 years = £677k

Workstream 2 – Management Information / Performance



Investigating IT solutions for Management Reports – IT solution enabled for Flare system. Ongoing dialogue with other system providers to enable required reports.



Requested IT support from Digital Enablement Board - Ongoing



Attending SHIP round table meetings with other LA's to discuss systems/issues Ongoing – Meetings happen monthly



Inaugural meeting to discuss corporate KPI's - Completed



Working with other SHIP LA's to develop new PI's for teams performance monitoring – Ongoing



Workstream 3 – Draft *Charter* / Committment

SHRT have gathered information on other SEA charters from previous pilot LA's-

SHRT commenced work on drafting a charter for consultation September 23– Charter is a living document and will be updated according to sector changes

SEA Provider consultation meeting held 5th October2023 to consult on content of draft charter

Draft Charter to be published on Let's Talk Derby for Wider Consultation –

Once agreed draft charter to be presented to Project Board for approval

Sign off – December 2023

Launch – February 2024



Workstream 6 – Provider Training



Carry out a provider round table engagement/consultation event -



Identify training needs of Providers of SEA through engagement event –



Work in partnership with DASH to develop and deliver an annual training package to SEA providers.



Meet with stakeholders to develop a training package. Not commenced



Workstream 4 – Need and Demand Analysis

Consult with procurement and agree commissioning approach

Contact Legal to agree draft contract

Contact Consultants to research and scope project

Set up Stakeholder briefing to agree research and scope

Needs, Demand and Supply Contract Commissioned

Project Plan for research Work timeline 5 months



Workstream 5 – Process Mapping

Process map new provider enquiries

Process map existing landlord approaches

Develop new literature including new provider questionnaire.

Develop a new process for Proactive inspections/reviews of existing provider

Produce new literature for DCC website enquiries and information on SEA service/team

Agree boundaries with HB service on SEA roles and responsibilities (HB claims/decisions)

Develop an SEA single point of access

Internal Resources and Collaboration

Internal Consultation has taken place with Derby Homes, Strategic Housing, Housing benefits, Public Health, Adult Social Care, Adult commissioning, Leaving Care , Performance , IT, Community Safety and the Consultation Team.

Key Partners from the above make up the SEA Project Board, to drive and steer the project and ensure collaboration from key service areas


Next Steps include an internal launch of the project and training provided for individual teams that the SEA teams work may impact on. These include, Housing Options, Community Safety, Leaving Care, Adult Social Care and Housing Benefits

Derby Homes have committed funds from Homeless Prevention Grant Fund




External Resources and Collaboration

External Consultation has taken place with Derbyshire Probation, Other SHIP LA's, Providers and CIC's



A process Improvement Team has been set up which also consists of a handful of Registered Providers and CIC's within the city to help co-design the service. This group meet once a month



External Launch of the Project is due to Happen February 2024, this will be launched alongside the Charter



Wider Engagement



DRAFT CHARTER FOR
CONSULTATION ON "LETS
TALK DERBY" NOVEMBER
2023



EXTERNAL LAUNCH OF THE
PROJECT AND CHARTER
FEBRUARY 2024



LAUNCH OF THE ONLINE
REPORTING COMPLAINTS
SYSTEMS – FEBRUARY 2024



CONSULTATION WITH
RESIDENTS – TWICE YEARLY
– TO COMMENCE
FEBRUARY 2024





Thank you

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