

## PART A - Initial Impact Assessment

**Proposal Name:** Commissioning of housing related support services

**EIA ID:** 2301

**EIA Author:** Nicola Maskrey

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**Proposal Outline:** The report seeks approval to recommission through competitive tender process a number of contracts for services that provide accommodation and support to vulnerable people who are at risk of homelessness and other poor health and wellbeing outcomes. It also seeks permission for two contract variations to existing contracts. The contracts to be recommissioned are due to end in the 2023-4 financial year. These services have all been reviewed under the Review of Housing Related Support. A report about the review was brought to the Adult Health and Social Care Committee on 15th March 2023. Recommissioning of the proposed services and the contract variations, will enable the council to deliver essential service which support vulnerable people and contribute to statutory duties regarding Care and Support and Preventing Homelessness.

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**Proposal Type:** Budget

**Entered on QTier:** No

**QTier Ref:** #

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**Year Of Proposal:** 23/24

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**Lead Director for proposal:** Joe Horobin (NCC)

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**Service Area:** Integrated Commissioning

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**EIA Start Date:** 17/08/2023

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**Lead Equality Objective:** Break the cycle and improve life chances

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**Equality Lead Officer:** Ed Sexton

## Decision Type

**Committees:** Policy Committees

- Adult Health & Social Care

## Portfolio

**Primary Portfolio:** Integrated Commissioning

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**EIA is cross portfolio:** Yes Housing

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**EIA is joint with another organisation:**

## Overview of Impact

**Overview Summary:** The overall impact of these proposals will be positive, particularly to people who have a history of homelessness and underlying health conditions.

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**Impacted characteristics:**

- Age
- Armed Forces
- Carers
- Cohesion
- Disability
- Gender Reassignment
- Health
- Poverty & Financial Inclusion
- Pregnancy/Maternity
- Race
- Religion/Belief
- Sex

## Consultation and other engagement

## Cumulative Impact

**Does the proposal have a cumulative impact:**

Yes

Consultation was undertaken as part of a strategic review of housing related support services and a variety of methods of engagement were used. This included online surveys, paper surveys and workshops. The views of people who use services were sought as well as those of paid staff who refer to or work in support services. Further specific consultation has begun and is ongoing as part of the recommissioning exercise. This includes workshops with people who have experience of using services. This work will influence the detail of service specifications.

<https://haveyoursay.sheffield.gov.uk/your-views-on-housing-related-support-for-multiple-disadvantage>

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**Impact areas:**

## Initial Sign-Off

**Full impact assessment required:**

Yes

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**Review Date:**

02/10/2023

## PART B - Full Impact Assessment

## Health

**Staff Impacted:** Yes

**Customers Impacted:** Yes

**Description of Impact:** The services support people who have complex and multiple needs. The nature of the work can place staff under stress and it is important that they have good workplace support to help maintain their resilience. The impact of the proposals are positive on individuals. People who have a history of repeated homelessness experience poor health at a much younger age. This is most starkly illustrated by the life expectancy of people with a history of rough sleeping, which is 47 for a man and 43 for a woman. The services that will be commissioned will help people make healthy lifestyle choices and support people to access specialist health services to meet their needs. One of the services has a specific focus on supporting people who have a history of problems with drink and or drugs. One of the other service commissioned specialises in providing accommodation and support to people with complex and multiple long term health needs. One of the other services supports older people who have accommodation, but who are at risk of losing their independence because of a deteriorating health condition. Our analysis shows that this service has been effective at targeting support to people in the most deprived parts of the city and helping to address health inequalities.

**Name of Lead Health Officer:**

**Comprehensive Assessment Being Completed:** No

**Public Health Lead signed off health impact(s):**

## Age

**Staff Impacted:** Yes

**Customers Impacted:** Yes

**Description of Impact:** One of the services to be commissioned is specific to people who are 55 and above and have deteriorating health; the average age of people using the service is 75.

## Armed Forces

**Staff Impacted:** Yes

**Customers Impacted:** Yes

**Description of Impact:** People in the armed forces who are homeless are likely to be suffering from trauma. The services that are commissioned are required to be trauma informed. Staff have access to a specialist psychology support service that helps them with case formulations and reflective practice.

## Carers

**Staff Impacted:** Yes

**Customers Impacted:** Yes

**Description of Impact:** Overall the services do not have a significant impact on carers. The service for older people who are 55 plus and have a deteriorating health condition, will have some indirect benefits for carers, but most of the people supported, tend to be quite isolated and not to have informal carers.

## Cohesion

**Staff Impacted:** Yes

**Customers Impacted:** Yes

**Description of Impact:** The services help people have more stable lives. In particular the rough sleeper outreach service and the

offender service have a positive impact on reducing the risk of antisocial behaviour.

## Disability

**Staff Impacted:** Yes

**Customers Impacted:** Yes

**Description of Impact:** Disabled people are disproportionately represented among the people who use homeless services. Nearly 50% of the people who use the range of service has a disability, which is twice the prevalence for the population in general. This is more marked in certain services, for example everyone in the complex needs service has a disability. People who have a history of homelessness experience frailty at an early age than the population at large and because of this can appear much older than they actually are. People are more likely to have undiagnosed disabilities because of not getting equal access to health services. The services that are being commissioned will collectively help to address these inequalities.

## Gender Reassignment

**Staff Impacted:** Yes

**Customers Impacted:** Yes

**Description of Impact:** The new service will be required to promote the service to people who have undergone gender reassignment. Staff will be required to be aware of the needs of people, such as increased risk of suicide and use specialist risk assessments to ensure safe and tailored support. The service will be required to work with partners to provide a holistic service.

## Poverty & Financial Inclusion

**Staff Impacted:** Yes

**Customers Impacted:** Yes

**Description of Impact:** The service have a positive impact on financial inclusion because a requirement of all services is to help people maximise their income. Contract monitoring information shows us that services are having a positive impact in terms of generating extra income for individuals. For example, the Live Well At Home Service supported client to access £189,997.01 in one off grants and backdated benefits payments during 2022-23, plus a projected £335,111.18 in ongoing benefits payments. Services also support residents by sourcing Foodworks meals for clients, linking them up with community food projects, accessing donated Tablets and supporting clients to develop IT skills, organising wellbeing activity days and accessing opportunities for those who want to develop skills towards volunteering or employment. Going forward services are going to be asked to demonstrate income maximisation in contract monitoring.

## Pregnancy / Maternity

**Staff Impacted:** Yes

**Customers Impacted:** Yes

**Description of Impact:** Pregnancy is not common among the people supported by the services that are being commissioned, but it does occur. When this is the case support has a positive impact in terms of helping women make safe choices, get the support they need and have a successful pregnancy.

## Race

**Staff Impacted:** Yes

**Customers Impacted:** Yes

**Description of Impact:** People from ethnic minorities are over represented in the floating support service for people addressing drug and alcohol problems, but under represented in the services that supports older people. In the other services the number of people from ethnic minorities who are

supported is slightly smaller than the general population. As part of the consultation exercise we have asked people for their views on how services can better achieve equality of outcomes. We are organising a workshop for services and groups that support people from Black and ethnic minority communities to look at this more closely; this will inform the service specifications and contract monitoring. The service specifications will require providers to demonstrate how they will seek to become an anti-racist organisation, including ensuring that services are culturally appropriate and accessible. This will be monitored through contract monitoring, where we will look at race equality outcomes in detail.

## Religion / Belief

**Staff Impacted:** Yes

**Customers Impacted:** Yes

**Description of Impact:** Overall the services do not have a significant impact on carers. The service for older people who are 55 plus and have a deteriorating health condition, will have some indirect benefits for carers, but most of the people supported, tend to be quite isolated and not to have informal carers.

## Sexual Orientation

**Staff Impacted:** Yes

**Customers Impacted:** Yes

**Description of Impact:** Sexual orientation is not consistently captured by support staff in services. LGBTQ+ people supported by services can experience bullying from other people or feel unsafe. The new service will be required to promote the service to people who are LGBTQ+ people, use specialist risk assessments to ensure safe and tailored support and to work with partners to improve understanding and awareness.



**Staff Impacted:** Yes

**Customers Impacted:** Yes

**Description of Impact:** The new service will be required to work in partnership with VCF services and organisations who identify people who are homeless.

## Action Plan & Supporting Evidence

**Outline of action plan:** The actions identified above will inform the development of service specifications and contract monitoring.

**Action plan evidence:** Information from contract management. The Review of Housing Related Support.  
[https://democracy.sheffield.gov.uk/mgAi.aspx?ID=3046!](https://democracy.sheffield.gov.uk/mgAi.aspx?ID=3046)

**Changes made as a result of action plan:**

## Mitigation

**Significant risk after mitigation measures:** No

**Outline of impact and risks:**

## Review Date

**Review Date:** 02/10/2023

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