

Sefton Supporting People



Five-year Strategy Refresh for the period 2008-2011

Executive Summary



Sefton Council 
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Sefton **NHS**
Primary Care Trust



 **Supporting people**
Communities and Local Government



Foreword

By Cllr Vincent Platt – Cabinet Member, Health and Social Care

This document is the executive summary of the 'refreshed' Supporting People strategy for Sefton. Supporting People was successfully implemented in April 2003 and it has heralded a new approach to providing, commissioning and assessing the need for, housing related support services that meet the diverse needs of the people of Sefton.

The original strategy produced in 2005 outlined key priorities and objectives that Sefton identified and since that date there have been key achievements. However there is still work to do and this document has been produced to encapsulate where we are, where we want to go and what we need to do to get there.

It is also important to state that the original strategy was for the period up to 2010 and that it has been extended to 2011, demonstrating the commitment to the aims and objectives of the programme that Sefton and its key partners have. This period is therefore in line with the three-year financial settlement for Supporting People.

The strategy highlights some key themes such as the lack of available accommodation, the various needs that people have and the important role that service users can have in shaping the delivery of the programme. The strategy reiterates that there are many opportunities that the programme has for delivering positive outcomes for people who require support to help them live independently in Sefton.

I am therefore delighted to recommend the refreshed 2008-2011 Supporting People Strategy to you.

Cllr Vincent Platt

The strategy has been produced in order to outline the delivery of the Supporting People programme in Sefton. The original strategy was for the period 2005-2010 and has been 'refreshed', with one of the most notable changes being that the delivery period for the strategy has been extended to 2011.

Introduction to Supporting People

The Supporting People programme aims to deliver an improved quality of life for people and to ensure that services are of a high quality, strategically planned, cost effective and which complement existing care services. The planning, commissioning and development of services should be needs led. The programme is a working partnership of Local Government, Probation, Health, Voluntary sector organisations, Housing associations, Support agencies and service users.

Supporting People helps vulnerable people over the age of 16 with a housing responsibility including:

- Older People with Support Needs
- Older people with Mental Health Problems
- People with Mental Health problems
- People with Learning Disabilities
- People with a Physical and/or Sensory Disability
- Homeless (Families, Single People and Rough Sleepers)
- Offenders / Those at Risk of Offending
- Mentally Disordered Offenders
- People at Risk of Domestic Violence
- People with Drug/Alcohol Problems
- People with HIV/Aids
- Travellers
- Teenage Parents
- Young People at Risk and Care Leavers

The primary purpose of housing related support is to develop and sustain an individual's capacity to live independently in their accommodation. Some examples of housing related support services include enabling individuals to access their correct benefit entitlement, ensuring they have the correct skills to maintain a tenancy, advising on home improvements and accessing a community alarm service. A range of services and activities can be tailored to an individual's specific needs.

Background to the Five-Year Strategy and the Refresh

The Five-year Strategy was produced in 2005 in order to ensure the continuous development of Supporting People services for the people of Sefton. The strategy was, and still is, viewed as being a 'living document', which needs to be updated.

The Commissioning Body therefore made the decision to review the strategy in light of:

- Quantified and anticipated changes in need/demand for housing related support services
- An evaluation of progress against priorities identified within the original strategy
- Changes to Supporting People funding – both programme grant allocations from Communities and Local Government and expenditure on the programme in Sefton
- Changes to the supply of services and the types of services being provided due to outcomes from the service review programme completed in March 2006 and commissioning
- Anticipated publishing of the national Supporting People strategy
- The development of and changes to local commissioning plans
- The development of and changes to a range of complementary strategies which in themselves contain needs analysis information

Supporting People in Sefton

The vision for Supporting People in Sefton remains as:

“Our aim is to make it possible for vulnerable people in Sefton to live as independently as possible by promoting people’s well-being. We will achieve this by commissioning high quality, person centred, well-planned and cost effective services. These services will make it possible for people in vulnerable groups to have a real choice in the housing options that are available to them.”

With respect to the aims of the programme these are outlined under the following broad themes:

- Partnership
- Financial
- Commissioning
- Managing the market
- Quality services
- Equality & Diversity
- Procurement
- Enable Move-on
- Risks

Sefton continues to have robust arrangements in place for administering the programme. There is a dedicated Supporting People Team and the Commissioning Body remains as the key decision making body for the programme with the Core Strategic Group being in place to oversee the development and implementation of this strategy.

In addition there are also the following provider sub-groups, which compliment the overarching provider group:

- Excluded Group (Teenage Parents, Homeless People, People with Drug and Alcohol Problems)

- Care and Support group (Learning Disability, Mental Health and Physical and/or sensory Disability)
- Older People

Sefton also acts as chair of the Cross Authority Group. This group contains representatives from the five Merseyside authorities and Halton, Warrington and Cheshire councils and aims to share good practice and discuss common issues affecting the region. The group encourages the sharing of good practice and information. Positive outcomes achieved to date from this work include a North West Accreditation process, a Contract Monitoring Toolkit and joint commissioning of services.

Key Objectives Met to Date

The key objectives met since the implementation of the programme Include:

- **Commissioning a wide range of support services to meet needs** – including floating support services for Teenage Parents and Offenders
- **Enabling vulnerable people to exercise choice and independence** – by remodelling services, commissioning services that can be delivered across all types of tenancies (including owner occupation) and increasing the number of units of supported housing
- **Working with providers and service users to improve the quality of services** – the service review programme was completed on time and since then joint working has taken place with providers to improve the quality of services
- **Broadening the range of services** – there is now an increased number of floating support services and pilot scheme services are in operation which are currently assisting with assessing levels of need
- **Developing partnership working with key agencies** – joint working has taken place leading to new services being commissioned and existing services being expanded
- **Maximising the value of the programme** – the unit cost of accommodation based and floating support services have been reduced and ineligible services have been decommissioned with savings being reinvested in eligible services
- **Ensuring service users are involved in the programme** – service users have, and continue to be, involved in evaluating services and a service user involvement strategy has been developed

Financial Resources

Financial management remains an integral part of the management of the programme. Sefton has received the following three-year Programme grant allocation:

Indicative grant allocation 2008/09 (£)	Indicative grant allocation 2009/10 (£)	Indicative grant allocation 2010/11 (£)
6,746,556	6,746,556	6,746,556

Administering authorities are required to assess the Value for Money of all Supporting People funded services to ensure they represent 'best value'. In Sefton the Value for Money assessments take place alongside or in the light of assessments of strategic relevance, quality and performance. In Sefton Value for Money is not a cost-cutting exercise and when assessments are made it is important to consider the holistic value of the service.

Following the completion of Value for money negotiations it is expected that in the region of £230,000 worth of funding will be retracted from services, predominately from the Learning Disability sector. The Core strategic Group and Commissioning Body have made the decision that these savings will be reinvested in floating support services to meet identified needs across a range of different client groups in line with agreed priorities.

Monitoring Supporting People Contracts

Whilst the 2003-2006 service review programme has been completed contract monitoring will continue to take place. By adopting the North West contract monitoring toolkit Sefton will monitor services to ensure that services are eligible under Supporting People grant conditions, support continuous improvement under the Quality Assessment Framework and demonstrate outcomes for service users.

Service User Involvement and Engagement

Service user involvement is integral to the delivery of the programme in Sefton. Service users are at the heart of key decisions such as commissioning and their input to date has led to positive changes. Sefton has developed a Supporting People Service User Involvement Strategy to ensure that opportunities exist for all services users to influence the future shape of services and how existing services are delivered and accessed. The strategy utilises the knowledge and experience of service users to inform planning and commissioning intention and improve the standard of existing services. This includes existing users of services, potential users of services and engaging with people who have used Supporting People services in the past to find out about their experiences. Sefton also recognises the need to involve carers and advocates to take account of their views and ensure that they have access to appropriate information and knowledge about Supporting People services.

Needs Analysis

A key element of updating the Five-Year strategy has been to assess the current need for housing related support services with specific reference to assessing the level of unmet needs.

The following table summarises the priorities that have been identified following this analysis. However it is important to state that there are programme developments relating to more general issues that have also been identified, which are also detailed.

Client Group	Action / Priority	Resources	Outcomes / success measures	Timescales
HOMELESS FAMILIES WITH SUPPORT NEEDS	Expand existing generic floating support services	Allocation from the £230,000 savings realised from the Value for Money programme	Services expanded with specific numbers of units for meeting needs	March 2009
	Conduct evaluation of feasibility of remodelling existing accommodation based provision	Supporting People Team and Core Strategic Group	Feasibility study completed with reference to Sefton target for reducing number of households in temporary accommodation at any one time to 5	December 2008
	To expand existing Rent deposit Guarantee Scheme	Programme Grant efficiencies	Scheme expanding leading to greater accessing of private sector tenancies due to lack of available social housing	September 2008
OFFENDERS OR PEOPLE AT RISK OF OFFENDING	Commission MAPPA service on a cross-authority basis	Programme Grant efficiencies	Service procured by neighbouring authority	October 2008
	Conduct options appraisal with respect to commissioning a cross-authority service for young offenders	Supporting People Team and Core Strategic Group	Assessment made of level of demand/need for service	November 2008
OLDER PEOPLE WITH SUPPORT NEEDS	Conduct full evaluation of pilot schemes currently in operation	Supporting People Team and Core Strategic Group	Evaluation is conducted to inform future commissioning decisions	February 2009
	Commission additional Extra Care Housing scheme	Programme Grant efficiencies	Minimum of two schemes to be delivered	2011
PEOPLE WITH PHYSICAL AND/OR SENSORY DISABILITY	Expand provision of floating support services	Allocation from the £230,000 savings realised from the Value for Money programme	Services expanded with specific numbers of units for meeting needs of the client group	March 2009

PEOPLE WITH SUBSTANCE MISUSE PROBLEMS (DRUG & ALCOHOL)	Expand provision of floating support services	Allocation from the £230,000 savings realised from the Value for Money programme	Services expanded with specific numbers of units for meeting needs of the client group, with services link into existing hostel accommodation services.	March 2009
	Remodel existing accommodation based services so they are specifically for women	Existing revenue funding	5 units of accommodation based hostel accommodation available for women only	April 2009
PEOPLE WITH LEARNING DISABILITIES	Increase number of floating support units – predominately for clients with low level support needs	<ul style="list-style-type: none"> • Programme Grant efficiencies • Allocation from the £230,000 savings realised from the Value for Money programme 	Increased provision of services which are flexible and meet the needs of service users	March 2009
PEOPLE WITH MENTAL HEALTH PROBLEMS	<p>Conduct full evaluation of pilot schemes currently in operation delivering</p> <ul style="list-style-type: none"> • Accommodation based Crisis intervention service • Floating support service for older people with mental health problems 	Supporting People Team and Core Strategic Group	Evaluation is conducted to inform future commissioning decisions	February 2009
SINGLE HOMELESS WITH SUPPORT NEEDS	Increase provision of direct access hostel units of accommodation	Programme Grant efficiencies	More direct access provision available leading to less accessing of services outside Sefton	March 2010
	To expand existing Rent deposit Guarantee Scheme	Programme Grant efficiencies	Scheme expanding leading to greater accessing of private sector tenancies due to lack of available social housing	September 2008
WOMEN AT RISK OF DOMESTIC VIOLENCE	Increase the number of accommodation based refuge units from 3 to 6	Programme Grant efficiencies	New accommodation based service available in the North of the borough	October 2008
	Remodel existing accommodation based service to include out of hours provision	Programme Grant efficiencies	Services deliver out-of-hours services in order to fully meet needs	October 2008

YOUNG PEOPLE AT RISK & YOUNG PEOPLE LEAVING CARE	Expand provision of floating support services	Allocation from the £230,000 savings realised from the Value for Money programme	Services expanded to meet support needs such as developing life skills for clients who are moved into their own accommodation	March 2009
PEOPLE WITH HIV / AIDS	Sefton to link into existing out of borough floating support provision	Allocation from the £230,000 savings realised from the Value for Money programme	4 units of floating support available for Sefton clients	September 2008
TEENAGE PARENTS	Expand provision of floating support	Allocation from the £230,000 savings realised from the Value for Money programme	Service provision increased in order for teenage parents to be supported through transition to young parents	October 2008
ROUGH SLEEPERS	Continue to monitor the level of rough sleeping	<ul style="list-style-type: none"> Supporting People Team Core Strategic Group Sefton Homeless Team 	Successful monitoring and evaluation	November 2008
BLACK & MINORITY ETHNIC COMMUNITIES	Conduct full evaluation of pilot schemes currently in operation	Supporting People Team and Core Strategic Group	Evaluation is conducted to inform future commissioning decisions	February 2009
	Develop Gypsy & Traveller pilot scheme	<ul style="list-style-type: none"> Supporting People Team and Core Strategic Group Programme Grant efficiencies 	Pilot scheme developed which informs assessments of levels of need, particularly in area of access to services	October 2008
OLDER PEOPLE WITH MENTAL HEALTH PROBLEMS	Conduct full evaluation of pilot schemes currently in operation	Supporting People Team and Core Strategic Group	Evaluation is conducted to inform future commissioning decisions	October 2008
HOME IMPROVEMENT AGENCY	Develop Handyperson Service	Programme Grant efficiencies	Service is developed to provide support predominately for the following client groups: <ul style="list-style-type: none"> Older people with support needs People with a physical and or sensory disability 	October 2008
	Conduct full evaluation of pilot Fuel Poverty service currently in operation	Supporting People Team and Core Strategic Group	Evaluation is conducted to inform future commissioning decisions	March 2009

In addition to the priorities identified within the above table there are also programme developments relating to more general issues. These are:

Action / Priority	Resources	Outcomes / Success Measures	Timescales
To conduct Value for Money exercise on the Supporting People Administration Grant	Business Transformation Team	To ensure the correct skill mix in the Supporting People Team and cost effectiveness	September 2008
To ensure that issues relating to move-on are addressed	<ul style="list-style-type: none"> • High Priority Panel • Supporting People Team • Core Strategic Group 	Issue is quantified and High Priority Panel manages the issues	High priority Panel to be fully operational by October 2008
		Additional Outcome measures are used to quantify the issue	November 2008
Conduct analysis of National Indicators	Supporting People Team	Report produced detailing Supporting People contribution to a number of indicators	February 2009
To explore the Personalisation Agenda	<ul style="list-style-type: none"> • Supporting People Team • Core Strategic Group 	Issues are analysed with respect to linkages to Supporting People programme	September 2008

Keeping the Strategy Under Review

In order to both meet and assess the level of progress against these priorities, service plans will be developed. The Core strategic Group will monitor the plans to ensure that there is a continued strategic focus. Needs analysis work will take place on a six-monthly basis in order to provide up-to-date information for informing how best to meet priorities, for example by using needs analysis information to shape service specifications. This work will be reported to the Core Strategic Group.