

# HOUSING CABINET MEMBER MEETING

## Agenda Item 11

Brighton & Hove City Council

<b>Subject:</b>	<b>Supporting People Strategy – Annual Update 2008/09</b>		
<b>Date of Meeting:</b>	<b>3<sup>rd</sup> June 2009</b>		
<b>Report of:</b>	<b>Director of Adult Social Care &amp; Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Narinder Sundar</b>	<b>Tel:</b> 29-3887
	<b>E-mail:</b>	<b>Narinder.Sundar@brighton-hove.gov.uk</b>	
<b>Key Decision:</b>	<b>No</b>		
<b>Wards Affected:</b>	<b>All</b>		

### FOR GENERAL RELEASE

#### 1. SUMMARY AND POLICY CONTEXT:

- 1.1 This report is an annual update of the 3-year Supporting People Strategy, 2008-2011 that was approved by Housing Committee in March 2008. Appendix one gives an overview of key achievements and appendix two details progress made against all objectives and strategic actions in year 1 (2008-09) of the Strategy.
- 1.2 Communities and Local Government announced our Supporting People grant allocation in December 2007 for 3 years, 2008-2011. Our overall Supporting People grant has been reduced by 11.5% over this 3-year period with no allowance for inflation. This grant provides funding to 39 external local providers and a number of in-house services, in total this includes 95 Supporting People contracts that deliver housing-related support to 5171 vulnerable service users that live in the city of Brighton and Hove. All our current Supporting People contracts have been issued for a 3-year period, 2008-2011, and fully commits all the funding available.
- 1.3 Our established partnership working structures with our local providers, partners and stakeholders have enabled us to effectively deliver the Supporting People programme since it was launched in 2003. Through negotiation with our providers we have to date achieved our efficiency savings targets required within our reduced budget and are on target to deliver efficiency savings by 2011. At the same time, our providers have continued to deliver services of high quality, performance and innovation and consistently maintained a high level of commitment to work with us to deliver the programme despite a significant reduction to funding.
- 1.4 Performance across all our Supporting People services indicates significant and continued improvements. Our national Supporting People continuous improvement tool, the Quality Assessment Framework is consistently applied to assess all our services and at the end of 2008, 46% of all our services achieved level 'A' or 'B' in all six core service objectives, indicating very high quality services. Regional benchmarking data across the south east region, indicates that these quality standards are higher than average. In addition, our key performance indicator that monitors people moving on

to more independent living (NI 141: Number of vulnerable people achieving independent living) in 2008 was 71%, which is above our baseline target for the year of 65%.

- 1.5 The Supporting People Strategy contributes to a number of national indicators in Brighton and Hove's Local Area Agreement. Appendix two details which national indicators in the Local Area Agreement each strategic action in the Supporting People Strategy contributes towards delivering. There are two specific indicators (NI 141: Number of vulnerable people achieving independent living; NI 142 Number of vulnerable people supported to maintain independent living) that monitor outcomes of Supporting People funded services. In addition to this, there are a further 29 indicators in the LAA and part of the NHS 'Vital Signs' indicators, that Supporting People services contribute towards. For example, indicators that relate to Safer Communities (such as drug users in effective treatment), Adult Health and Wellbeing (such as people over 65 who say they receive the information, assistance and support to exercise choice and control to live independently) and Tackling Exclusion and Promoting Equality (such as Adults with learning disabilities in settled accommodation).
- 1.6 The Supporting People Strategy also establishes links with wider national policy agendas for social care, for example that relate to Personalisation and 'Valuing People Now' in 2009. The aim of these agendas is to deliver more personalised services tailored to individual needs, in the form of individualised budgets and self-directed support, to maximise independence for service users. There are also new opportunities to re-design services that offer more flexibility and diversity, that encourage innovation by breaking down traditional models to attract service users to purchase progressive services to increase independent living and that more closely meet their needs to provide positive outcomes.
- 1.7 The national Supporting People Strategy, 'Independence and Opportunity' produced by Communities and Local Government in 2007, includes four key aims to: keep service users at the heart of the programme; to build on successful partnerships with the Third Sector; to deliver effectively in the new local government landscape within the Local Area Agreement; and to learn from the Value Improvement pilots to improve efficiency and administration. These aims represent the national policy framework and the Supporting People Strategy has been written in line with this policy direction.
- 1.8 The underlying principle in current national policy across the public sector is the allocation of resources to achieve improved outcomes for communities and individuals at a local level. The key driver to achieve this is through joint commissioning of services across Social Care, Health and Probation locally by: contributing to a Joint Strategic Needs Assessment (JSNA) to identify the pattern of need in local areas; developing a long term vision to meet needs via a sustainable community strategy; and setting out agreed priorities for the area with key partners achieved through the Local Area Agreement. The Supporting People Strategy has been informed by a thorough needs mapping exercise and includes up-to-date, clear information on identified local needs for housing-related support services. There are a number of specific strategic actions within the Supporting People Strategy that enable more strategic, joint commissioning

of services to meet local needs, particularly for socially excluded groups such as mental health, substance misuse and offending.

- 1.9 The Communities and Local Government Select Committee are currently undertaking an Inquiry into the Supporting People Programme. The key aims of this will be to consider the extent to which the Government has so far delivered on the commitments it made in the national strategy, 'Independence and Opportunity'. It will also consider the implications of the removal of the ring-fence, when the Supporting People grant moves into the Area Based Grant in April 2010. The inquiry will make recommendations on how to retain successes of the programme following this change and guidance on opportunities this change will offer for innovation and improvement in the delivery of housing-related support services. CLG are currently collating evidence for this inquiry and we have submitted a response that summarises successes and positive outcomes of the Supporting People Programme locally. A report will be published by CLG in October 2009.

## **2. RECOMMENDATIONS:**

- 2.1 That the Cabinet Member for Housing notes the report and progress made on delivering strategic actions of the Supporting People Strategy to date.

## **3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:**

- 3.1 A co-ordinated approach was adopted to develop the Supporting People Strategy to make sure its objectives directly link to objectives within other relevant, current Council strategies across the Adult Social Care and Housing Directorate. Key related Housing strategies include the Homelessness Strategy, Single Homelessness Strategy, Youth Homelessness Strategy and the new Older Peoples Housing Strategy. Objectives and strategic actions within these strategies correspond with those in the Supporting People Strategy.
- 3.2 The Supporting People Team Business Plan for 2008/2009 links to the 9 key objectives set out in the Supporting People Strategy. Progress on this plan is monitored via the Supporting People Core Strategy Group that has representation from Health, Probation, Adult Social Care, Housing and Children and Young Peoples Trust, service providers and service user representatives. The Supporting People Core Strategy Group reports to the Supporting People Commissioning Body, which has overall responsibility for governance of the programme and has senior representation from the Council, Health and Probation and is chaired by the Councils Chief Executive.
- 3.3 Service users and providers are involved in the implementation of the Supporting People Strategy and represented in the governance structures in delivering the programme. A provider representative selected by the Provider Forum and a service user representative from our service user group, the Supporting People Action Team, attend Core Strategy Group meetings.

#### **4. CONSULTATION**

- 4.1 This report has been produced in consultation with our provider and service user groups as outlined above in 3.2 and 3.3.

#### **5. FINANCIAL & OTHER IMPLICATIONS:**

##### **5.1 Financial Implications:**

The Supporting People grant for 2008/09 was £12.5m with an additional brought forward of £0.4m making a total budget of £12.9m. Against this budget £12.6m was spent leaving a carry forward figure of £0.3m in to 2009/10. There will be a reduction in the supporting people grant of 5% each year over the next two years, with funding of £11.8m and 11.2m for 2009/10 and 2010/11 respectively. Actions are being taken to reduce the spend over the next two year (as described in the CCG budget update April 2009 document), with projected spend of £12m in 2009/10 and £11.3m in 2010/11. The additional spend compared to budget over these two years will be offset by the carry forward figure of £0.3m

*Finance Officer Consulted:* Neil Smith

*Date:* 01-05-2009

##### **5.2 Legal Implications:**

This report provides an update on a Strategy that has already been considered and approved. There are therefore no specific legal implications arising from it. It is not considered that there are any adverse Human Rights Act implications arising from the Strategy or report, and indeed the Strategy actively supports some Convention rights, such as respect for private and family life.

*Lawyer Consulted:* Liz Woodley

*Date:* 07-05-09

##### **5.3 Equalities Implications:**

An Equalities Impact Assessment was completed in developing the Supporting People Strategy in 2008. A full Equalities Impact Assessment will be completed later this year.

##### **5.4 Sustainability Implications:**

The commissioning intentions of housing-related support services as part of the Supporting People Strategy are in accordance with sustainability objectives and housing objectives that aim to reduce the reliance on resource heavy residential services.

### 5.5 Crime & Disorder Implications:

The commissioning intentions of housing-related support services as part of the Supporting People Strategy are in accordance with the local objectives to prevent crime and disorder. The fundamental aim of Supporting People services is to promote independent living, social inclusion and integration, all of which aim to prevent crime and disorder.

### 5.6 Risk & Opportunity Management Implications:

The key objectives and strategic actions within the Supporting People Strategy contribute to a number of Council priorities and national indicators as part of our Local Area Agreement. Our Supporting People services deliver diverse and innovative services to a range of client groups, from people with mental health and substance misuse problems, to older people and single homeless people with support needs. The services are preventative and achieve long-term, positive benefits for service users to maximise independent living. Our external partners have worked well with to deliver the programme and any risks to our providers, services, service users and local employment opportunities, need to be carefully managed and mitigated in partnership with our providers.

### 5.7 Corporate / Citywide Implications:

The Supporting People Strategy contributes towards delivering Corporate priorities and contributes towards achieving a number of national indicators as part of the Local Area Agreement.

## 6. **EVALUATION OF ANY ALTERNATIVE OPTION(S):**

- 6.1 This report is an annual update of a current strategy and no alternative options are necessary.

## 7. **REASONS FOR REPORT RECOMMENDATIONS**

- 7.1 To update members on progress and implementation of the Supporting People Strategy 2008-2011 to date.

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

1. Overview of Key Achievements
2. Supporting People Strategy Annual Update, Progress in Year 1:2008/09 on all objectives and strategic actions

### **Background Documents**

1. Brighton & Hove Supporting People Strategy, 2008-2011

## Appendix One: Overview of Key Achievements

### Key Achievements:

- New joint working protocols developed in partnership with substance misuse services and supported housing providers have improved referral rates to enable people living in hostels to access treatment services for substance misuse problems. In quarter 3 of 2008/09, 65% of service users were referred into treatment and 79% of service users sustained treatment for at least 12 weeks.
- New Rent Deposit Guarantee Scheme in April 2008 and Deposit Guarantee Scheme in January 2009, offers service users guarantees for 3 years to help service users move on into the private rented sector. A new local Brighton & Hove Private Rented Sector strategic working group set up in June 2008, is working to deliver a target of 20% of all service users moving from short-term services into the private rented sector - current performance is 16%.
- A number of short-term Supporting People services have been re-modelled and modernised to provide additional work and learning opportunities to tackle worklessness for people in temporary accommodation.
- A new floating support service for offenders in the community as an alternative to moving into hostels is on schedule to be in place in June 2009.
- A young peoples service has been successfully re-modelled to provide short-term respite for young people to reduce the numbers of young people in temporary accommodation. This has reduced the numbers of young people in bed and breakfast accommodation from 29 in September 2006 to 2 in December 2008.
- Current sheltered housing pilots are re-modelling and developing services to provide extra care, enhance community engagement and build support within the wider community to enable more older people to access services to minimise isolation.
- A new Sheltered Housing Co-ordinator post has been set up to co-ordinate comprehensive assessments for older people to improve access to services. This ensures that service users needs are fully assessed and comprehensive care and support packages are in place.
- Single, homeless hostels have been re-developed to open a new work & learning centre to provide life skills and adapted to provide increased numbers of wheelchair accessible and mobility units.

Appendix Two: Supporting People Strategy Annual Update, Progress in Year 1: 2008/09 on all objectives and strategic actions

**Objective 1: To improve fair access and diversity and ensure that all services are accessible and appropriate for the wider Community**

Strategic Action	Success Criteria	Progress in Year 1: 2008/09	Local Area Agreement PI(s)
To work alongside other relevant strategies (LGBT; BME; Older People) to implement actions to improve fair access and diversity		There is Supporting People representation on all key working groups to develop other relevant strategies to improve access and diversity – e.g. Older People Housing & Support Working Group that has drafted the new Older Peoples Housing Strategy.	
To continue to support and train all providers to ensure their services are welcoming and appropriate for all sections of the community	All providers to achieve a minimum of level B on implementation of Fair Access, Diversity & Inclusion objective of the Quality Assessment Framework. Monitor and report on people receiving services with 100% of equalities monitoring received from providers	Training workshops have been delivered to providers on equalities monitoring. 82% of providers are completing all sections of equality monitoring. By the end of 2008, 46% of services had achieved level “A” or “B” in all the Core Objectives; an improvement of 7% from March 2008.	<b>NI 1</b> - % of people who believe people from different backgrounds get on well together in their local area <b>NI 140</b> – fair treatment by local services <b>NI 141</b> – percentage of vulnerable people achieving independent living <b>NI 142</b> – number of vulnerable people supported to maintain independent living

To work with the BME mental health Community development workers to take forward work to deliver Race Equality in mental health care		PCT taking forward with strategic support from SP Team.	
Refocus a service to include a dedicated element for young people from the LGBT Community	Support provided to young people from the LGBT Community	New dedicated support worker provides support to young people from the LGBT community. This service started in October 2008 and is well-utilised.	<b>NI 142</b> – number of vulnerable people supported to maintain independent living
To provide translated and accessible documents on the Supporting People website		We now have up to date translated documents on the Supporting People website	
To make available short term funding for providers to meet costs of interpreting while English language skills are developed	Improved access to services to people from the wider community via interpreting	Funding available to providers from September 2008 to meet costs of interpreting. Monitoring indicates excellent performance of interpreting service and significant improvement in access to services.	<b>NI 142</b> – number of vulnerable people supported to maintain independent living



**Objective 2: To enable people living in hostels to tackle alcohol and substance dependency and misuse problems**

Strategic Action	Success Criteria	Progress in Year 1: 2008/09	Local Area Agreement PI(s)
Provide training in alcohol and substance misuse treatment for staff working in hostels and supported housing	<p>All hostel residents with a substance misuse problem to be referred for an assessment</p> <p>Increased percentage of people living in hostels undergoing treatment for alcohol or substance misuse</p>	<p>Improvement in referrals from band 2 hostels. A new working group set up to focus on alcohol referrals.</p> <p>A review of the Alcohol Pathway is currently underway and alcohol training delivered on harm minimisation and relapse prevention in April / May 2009.</p>	<p><b>NI 40</b> – drug users in effective treatment</p> <p><b>NI 38</b> – drug-related offending rate</p>
To increase number of units available for people with alcohol problems	<p>Reduction in street drinking numbers in the city</p> <p>Reduction in rough sleeping in the city</p>	The Equinox Outreach service has excellent performance outcomes indicating effective engagement with street drinkers.	<b>NI 39</b> – alcohol-harm related hospital admission rates
To remodel resources and improve referral rates to prepare people living in hostels to enter treatment services		Joint working protocols developed between substance misuse services and supported housing providers. In Q3 of 2008/09, 65% of service users referred into treatment and 79% sustaining treatment for at least 12 weeks. (target for both is 80%)	<p><b>NI 40</b> – drug users in effective treatment</p> <p><b>NI 38</b> – drug-related offending rate</p>

**Objective 3: To ensure single people are able to move on to maximise their independence**

Strategic Action	Success Criteria	Progress in Year 1: 2008/09	Local Area Agreement PI(s)
<p>To support providers to arrange move on from hostels and from second stage accommodation through improved co-ordination of move-on initiatives, greater incentives for landlords and through rent deposit schemes</p>	<p>Improved performance on Key Performance Indicator for percentage of people moving on, particularly into the private rented sector</p>	<p>A new Rent Deposit Guarantee Scheme was launched in April 2008 and a new Supporting People funded Deposit Guarantee Scheme was launched in January 2009, offering 75 guarantees a year for 3 years.</p> <p>A new local Brighton &amp; Hove Private Rented Sector (PRS) strategic working group was set up in June 2008. Aim of group is to agree a common approach to improving access to private rented sector. Target set in April 2009 to increase number of service users in short term SP-funded services accessing the private rented sector to 20% of all planned moves, currently achieving 16%.</p>	<p><b>NI 141</b> – percentage of vulnerable people achieving independent living  <b>NI 149</b> – adults in contact with secondary mental health services in settled accommodation  <b>NI 156</b> – number of households living in temporary accommodation</p>
<p>To work with people experiencing repeat homelessness using psychological interventions</p>		<p>Performance Indicators of Behavioural Support Service sets targets on 'Number of former service users who have improved tenancy stability' (monitored by</p>	<p><b>NI 141</b> – percentage of vulnerable people achieving independent living  <b>NI 149</b> – adults in contact with secondary mental</p>

		reduced number of warnings, reduced frequency of eviction, increased length of stay in stable accommodation, positive move on). To set target to reduce numbers of repeat homelessness.	health services in settled accommodation
To remodel existing services to provide additional work and learning opportunities to tackle worklessness for people in temporary accommodation	Increased numbers of people in temporary accommodation accessing work and learning	Current re-development of BHT First Base & BHCC Palace Place underway – services to focus on basic skills training.	<p><b>NI 150</b> – adults in contact with secondary mental health services in employment</p> <p><b>NI 151</b> – overall employment rate</p> <p><b>NI 152</b> – working age people on out of work benefits</p>
To modernise hostel services and stop funding services that encourage dependency		<p>George Williams House re-development (via Housing Corporation funding) from 75-bed hostel to cluster houses (25 units); self-contained flats (37 units); work and learning centre delivering a life skills course. (training on personal development, IT &amp; cookery delivered in June 2009).</p> <p>Cluster flats completed Oct 2007, self contained flats and lifeskills centre completed in March 2009.</p>	<p><b>NI 142</b> – number of vulnerable people supported to maintain independent living</p> <p><b>NI 156</b> – number of households living in temporary accommodation</p>

<p>To establish a floating support service for offenders in the community as an alternative to moving into hostels</p>	<p>Reduction in re-offending for Priority Prolific Offenders</p>	<p>Tendering has commenced and the new floating support service is on schedule to be in place by June 2009.</p>	<p><b>NI 18</b> – adult re-offending rates for those under probation supervision  <b>NI 19</b> – rate of proven re-offending by young offenders  <b>NI 30</b> – re-offending rate of prolific and priority offenders  <b>NI 45</b> - young offenders engagement in suitable education, employment or training  <b>NI 46</b> – young offenders access to suitable accommodation</p>
<p>To review the Integrated Support Pathway via the Integrated Support Pathway Working Group</p>		<p>Review completed in April 2009.</p>	<p><b>NI 141</b> – percentage of vulnerable people achieving independent living  <b>NI 142</b> – number of vulnerable people supported to maintain independent living</p>

**Objective 4: To reduce youth homelessness**

Strategic Action	Success Criteria	Progress in Year 1: 2008/09	Local Area Agreement PI(s)
<p>Provide short term respite ('crash pads') for young people to reduce homelessness and the use of bed and breakfast accommodation</p>	<p>End the use of Bed and Breakfast accommodation for 16 and 17 years olds, except in an emergency, by 2010</p> <p>Reduction in youth homelessness</p>	<p>Young Peoples Service successfully re-modelled to provide short term respite for young people. Reduced numbers of young people in B&amp;B accommodation, from 29 in September 2006 to 2 in December 2008.</p> <p>For 2007/08 there were 132 people aged 18-25 accepted as homeless, achieving the target for that year of less than 250.</p> <p>A new Private Sector Development Worker funded by Supporting People in quarter 3 of 2008/09 helped 40 young people access the private rented sector.</p>	<p><b>NI 142</b> – number of vulnerable people supported to maintain independent living</p>
<p>Through the Parenting strategy to develop support and mediation services</p>		<p>Successfully won a bid (2 years funding) in November 2008 for a new pilot supported housing service (11 units) for teenage parents. Service to commence in July 2009.</p>	<p><b>NI 142</b> – number of vulnerable people supported to maintain independent living</p>

<p>Through our youth homelessness strategy, improve integration and co-ordination of support</p>	<p>More care leavers, teenage parents and young people at risk accessing support, housing and care services</p>	<p>All young people can access support to have access to accredited life skills training.</p>	<p><b>NI 142</b> – number of vulnerable people supported to maintain independent living  <b>NI 147</b> – care leavers in suitable accommodation  <b>NI148</b> – care leavers in employment, education or training</p>
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**Objective 5: To provide a range of services to promote independent living for people with mental health problems and people with physical disabilities**

Strategic Action	Success Criteria	Progress in Year 1: 2008/09	Local Area Agreement PI(s)
<p>To enable people with physical disabilities to access floating support* (*as part of an overall self-directed support package)</p>		<p>Client Record Forms monitor all new referrals accessing SP services. This form requires providers to give details on any physical / sensory disabilities and mobility needs of new referrals. Analysing information from these forms will start in order to monitor numbers of new service users with physical / sensory disabilities and mobility needs accessing floating support.</p>	<p><b>NI 130</b> – Social Care clients receiving self-directed support (direct payments and individual budgets)</p>
<p>To develop short-term resettlement support for people with physical disabilities when they are discharged from hospital, within existing resources available</p>	<p>Reduction in delayed discharge from hospital for people with a physical disability</p> <p>Reduction in homelessness due to physical disability</p>	<p>Temporary accommodation that is wheelchair accessible is currently being developed.</p> <p>Accommodation is available in hostels for people with mobility needs. (New Steine Mews and George Williams House).</p>	<p><b>NI 142</b> – number of vulnerable people supported to maintain independent living</p>

<p>To develop specialist skills / provide training for staff teams to provide for people who have both a substance misuse and mental health problem</p>	<p>Reduction in delayed discharge from hospital for people with mental health problems Reduction in homelessness due to mental ill health</p>	<p>A new sub-group will be established during 2009/10 to develop joint working protocol between mental health services, BHCC and supported housing providers. New dual diagnosis working group being set up with CRI and BHT.</p>	<p><b>NI 142</b> – number of vulnerable people supported to maintain independent living</p>
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**Objective 6: To provide a range of services for people with learning disabilities living in a range of housing types\***

\*Learning Disability Housing Strategy 2007-2010 and Learning Disabilities Commissioning Strategy 2009-2012 will deliver on this objective and strategic actions below.

Strategic Action	Success Criteria	Progress in Year 1: 2008/09	Local Area Agreement PI(s)
To increase the range of housing options available	<p>Reduction in residential care placements by at least 10 per year</p> <p>Increase in people with learning disabilities in settled accommodation - at least 10 per year</p>	<p>Numbers of people in residential care reduced from 264 to 254 from March 2009. 10 people hold their own tenancy for the first time.</p> <p>New Supported Living service for 8 young people was commissioned in early 2008.</p> <p>The new Sheltered Housing Officer has helped people to access sheltered housing where appropriate.</p>	<p><b>NI 142</b> – number of vulnerable people supported to maintain independent living</p> <p><b>NI 145</b> – adults with learning difficulties in settled accommodation</p>
Reuse existing resources to develop floating support services, particularly for those living in the private rented sector and in mainstream social housing	<p>People with learning disabilities to access shared ownership</p> <p>Increased number of people with a learning disability receiving floating support</p>	<p>A community support service is currently being re-modelled to provide a crisis intervention service.</p>	<p><b>NI 142</b> – number of vulnerable people supported to maintain independent living</p>
To enable people with learning disabilities to access self-directed	<p>Increased number of people with a learning disability receiving a</p>	<p>Additional 16 people on individual budgets (28 in total), with a total</p>	<p><b>NI 142</b> – number of vulnerable people supported</p>

support	self directed package of support	of 90 on self-directed support.	to maintain independent living <b>NI 146</b> – adults with learning difficulties in employment <b>NI 130</b> – Social Care clients receiving self-directed support (direct payments and individual budgets)
To develop extra care services and supported living for people with learning disabilities within existing resources available		A proposal to commission an extra care/supported living service providing 24 self-contained units (including 8 fully accessible wheelchair units) with flexible support for people with learning disabilities and physical disabilities is currently being developed.	<b>NI 142</b> – number of vulnerable people supported to maintain independent living
Establish a specialist Learning Disability Housing Options officer to help people move through services to maximise their independence		New Housing Options Officer post established in July 2008. The key role of this post is to support exclusively with people with learning disabilities to move into the private rented sector and through the council managed Private Sector Lease Initiative.	<b>NI 141</b> – percentage of vulnerable people achieving independent living <b>NI 139</b> – People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently

**Objective 7: To ensure services are accessible to older people with support needs in the wider community**

Strategic Action	Success Criteria	Progress in Year 1: 2008/09	Local Area Agreement PI(s)
<p>To develop the role of sheltered and extra care housing as centres of information, support, events and activities within local communities to minimise isolation of older people</p>	<p>Increased numbers of people in the wider community accessing information and support in the wider community</p>	<p>One of the current sheltered housing provider pilots* is planning an older peoples event for residents and local community to promote community engagement and involvement. (*Southern Housing Group &amp; Raglan Housing Association)</p>	<p><b>NI 142</b> – number of vulnerable people supported to maintain independent living  <b>NI 137</b> – Healthy life expectancy at age 65  <b>NI 139</b> – People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently  <b>NI 138</b> – satisfaction of people over 65 with both home and neighbourhood</p>
<p>Access to services to be based on an assessment of need, whilst recognising the need to provide a balanced community</p>		<p>New Sheltered Housing Co-ordinator post to co-ordinate comprehensive assessments for older people to improve access to services.</p>	<p><b>NI 142</b> – number of vulnerable people supported to maintain independent living  <b>NI 125</b> – achieving independence for older people through rehabilitation / intermediate care  <b>NI 132</b> – timeliness of social care assessment  <b>NI 133</b> – timeliness of social care packages</p>

<p>To develop floating support services for older people that are available to the wider community across all tenure-types</p>	<p>Increase in the number of floating support provided</p>	<p>One of the current sheltered housing provider pilots* is developing referral routes with local support providers, health care professionals to provide floating support to older people. (*Moat Homes Ltd)</p>	<p><b>NI 142</b> – number of vulnerable people supported to maintain independent living  <b>NI 137</b> – Healthy life expectancy at age 65  <b>NI 139</b> – People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently  <b>NI 138</b> – satisfaction of people over 65 with both home and neighbourhood</p>
<p>To maximise potential for services to become extra care through changes to Supporting People contracts to deliver different levels of support</p>		<p>One of the current sheltered housing provider pilots* is developing an extra care aspect within their current service. This involves co-ordinating existing care packages within scheme in partnership with Health / Care commissioners to re-model service to provide extra care and higher support needs. *(Anchor Housing Trust) <i>Outcomes of all sheltered housing provider pilots will be evaluated in September 2009.</i></p>	<p><b>NI 142</b> – number of vulnerable people supported to maintain independent living  <b>NI 125</b> – achieving independence for older people through rehabilitation / intermediate care  <b>NI 139</b> – People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently</p>

**Objective 8: To provide preventative services to promote greater levels of independence**

Strategic Action	Success Criteria	Progress in Year 1: 2008/09	Local Area Agreement PI(s)
To develop informal support networks within the community to minimise isolation of older people in the wider community		Current Sheltered Housing Pilot* with provider to introduced older peoples event for residents and local community to promote community engagement and involvement.	<p><b>NI 142</b> – number of vulnerable people supported to maintain independent living</p> <p><b>NI 137</b> – Healthy life expectancy at age 65</p>
Refocus resources to provide floating support for people living in their own homes	Increase in the number of older people receiving floating support	Current Sheltered Housing Pilot* re-modelling service to provide floating support to older people in wider community.	<p><b>NI 142</b> – number of vulnerable people supported to maintain independent living</p> <p><b>NI 137</b> – Healthy life expectancy at age 65</p>
To promote choice through individual budgets and direct payments	Increased numbers receiving direct payments and individualised budgets	This is being progressed via the wider Personalisation Agenda.	<b>NI 130</b> – Social Care clients receiving self-directed support (direct payments and individual budgets)

**Objective 9: To provide services that are value for money**

Strategic Action	Success Criteria	Progress in Year 1: 2008/09	Local Area Agreement PI(s)
To continue to work with providers and other stakeholders to identify efficiencies and to apply fair and consistent costings for services	Provide services according to our priorities within a reduced Supporting People budget	Current work on cost-benefit analysis completed on Supporting People services that identify efficiencies and financial savings achieved in Health / Care service budgets as a result of investing in housing-related support.	<b>NI 179</b> – Value for money – total net value of ongoing cash releasing value for money gains that have impacted since the start of the 2008/09 financial year.
To commission new services through competitive tendering and to achieve further efficiencies		New floating support and ex-offender support services successfully tendered and further efficiency targets met.	<b>NI 179</b> – Value for money – total net value of ongoing cash releasing value for money gains that have impacted since the start of the 2008/09 financial year.
To continue to undertake 'Value For Money' assessments on an ongoing basis	All Supporting People services to deliver services that provide value for money	Value For Money assessments are part of the Supporting People contract monitoring framework and are completed for all SP-funded services on an ongoing basis.	<b>NI 179</b> – Value for money – total net value of ongoing cash releasing value for money gains that have impacted since the start of the 2008/09 financial year.

<p>To continue to consult service users, providers and other partners to look at creative ways to provide services within a reducing budget</p>		<p>Ongoing consultation with provider groups and service user groups on providing services within a reducing budget.</p>	<p><b>NI 179</b> – Value for money – total net value of ongoing cash releasing value for money gains that have impacted since the start of the 2008/09 financial year.</p>
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