

Supporting People Strategy

2011 - 2013



1. Introduction

This is Derby City's second Supporting People Strategy.

Supporting People is a programme of housing related support services funded by Government as a named unringfenced grant within Area Based Grant. The programme in Derby has historically received about £10m per year and has operated as a partnership with voting input at Board level from Derby NHS, Derbyshire Probation Service, and Derby City Council. Recently governance arrangements have been reviewed as Supporting People has gone into Area Based Grant and as a result the Director of the Community Safety Partnership has joined the Commissioning Board.

The Supporting People programme plays an important role in promoting links between health, housing, probation, social care, the police and other stakeholders for the planning and delivery of services for vulnerable people.

Purpose of the strategy

The purpose of the strategy is to give direction to the programme over the next three years taking into account key strategies and drivers, and to influence the development of other related strategies in the City.

The strategy outlines the key challenges that we face in meeting vulnerable peoples housing support needs in Derby City over the next 3 years. It sets out our aims and objectives and highlights the changes in housing related support services that are needed to achieve better value for money and to get better outcomes for service users and their carers.

We developed the strategy taking full account of:

All consultations and feedback from service users carried out since the production of the first strategy

An updated and improved needs analysis

The current strategic context

Achievements made since the first strategy

The feedback we received to the public consultation conducted in relation to developing this strategy

Our vision

The vision for Supporting People in Derby is...

"To provide housing related support services that meet the needs and aspirations of the people of Derby"

Our values and priorities

Our priorities are informed by our values which are...

Being open and honest
Holding high ethical standards
Listening and consulting
Seeking sustainable solutions
Promoting equality of opportunity
Celebrating cultural diversity
Working in partnership
Valuing our people and the services they provide
Providing best value services

In order to give effect to our vision and our underpinning values our key priorities over the next 5 years are to...

To further refine of our assessment of housing support needs in Derby across all supporting people client groups

To remodel and modernise all service areas giving priority to those where value for money can most be improved

To further empower service users

To ensure that the outcomes delivered by housing support services in Derby are maximised

To further review and improve partnership working arrangements

Outcomes

The outcomes for individuals that we intend to achieve are aligned with government cross departmental aims...

Economic well being –

for example by promoting opportunities to take up education, employment or training, this is particularly the case with regard to the excluded client groups (PSA16)

Enjoying and achieving –

for example by helping teenage parents to develop parenting skills

Being healthy –

for example by helping to prevent delayed discharge from hospital for vulnerable people, support to access primary health care services, mental health services, or drug/alcohol treatment services

Staying safe –

for example by helping to reduce the incidence of domestic violence

Making a positive contribution –

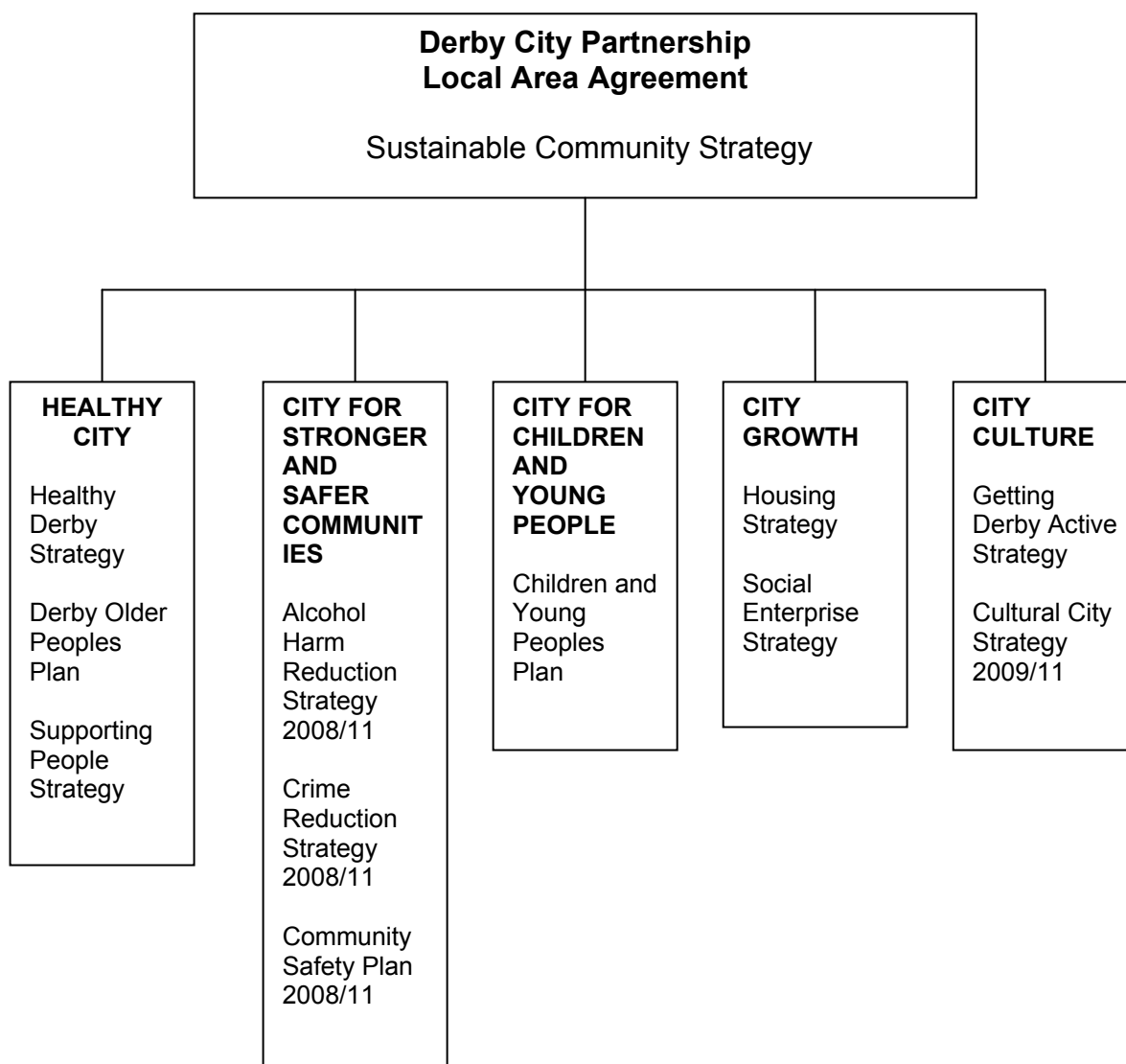
for example by supporting people to successfully comply with community orders

Strategic linkages

It is most important that the planning and delivery of services for vulnerable people is not done in isolation. In Derby we achieve this by making sure that all departments of the Council along with all of our strategic partners come together to set local priorities and to develop strategies and action plans that give effect to them.

The key structure through which this activity is co-ordinated is the Derby City Partnership Local Area Agreement, and the key strategic document of the Local Area Agreement, which sets the overall strategic priorities for the City, is the Community Strategy. It is therefore important that the Supporting People Strategy should be informed by, and inform, the Community Strategy along with all the other related strategies and action plans being developed in the City.

The diagram below shows how the Supporting People Strategy fits within the Local Area Agreement and the Community Strategy along with the most relevant related strategies.



Drivers for change

Drivers for change in the delivery of housing related support services can be placed into 4 main categories...

National -

The change agenda for care services – including the development of personalised services and individualised budgets

Targets for the reduction in teenage pregnancy

Targets for the reduced use of temporary accommodation

PSA 16 – housing/employment of excluded groups...

NI 143 – Offenders under probation supervision in settled and suitable accommodation at the end of their order or license

NI 145 – Adults with learning disabilities in settled accommodation

NI 147 – Care leavers in suitable accommodation

NI 149 – Adults receiving secondary in mental health services settled accommodation

NI 144 – Offenders under probation supervision in employment at the end of their license

NI 146 – Adults with learning disabilities in employment

NI 148 – Care leavers in education, employment or training

NI 150 – Adults receiving secondary mental health services in employment

Continuous Area Assessment Key Lines of Enquiry such as the...

Strategic Approach to Housing KLOE

Homelessness and Housing advice KLOE

and the Supporting People KLOE

Local –

Derby's LAA local priorities as agreed with Government Office including...

NI 17 – Perceptions of anti-social behaviour

NI 18 – Adult re-offending rates for adults under probation supervision

NI 32 – Repeat incidents of domestic violence

NI 39 – Alcohol-harm related hospital admission rates

NI 112 – Under 18 conception rate

NI 117 – 16-18 Who are not in education training or employment NEET

NI 141 – Number of vulnerable who have achieved independent living

Local strategies including...

Homelessness Strategy

BME Housing Strategy

Supported Accommodation Strategy

And the Move on strategy

Derby City Council Corporate Plan

The plan sets out the Councils priorities looking 3 years ahead, which are to...

Make everyone proud of our neighbourhoods

Create a 21st Century city centre

Lead Derby towards a better environment

Support everyone in learning and achieving

Help everyone to be healthy active and independent

Give excellent services and value for money

By commissioning high quality housing support services Supporting People makes a contribution to all of the last three Corporate Priorities.

Value for money

Best Value is defined by as Derby City Councils procurement rules as “the optimum combination of whole life cost and quality - or fitness for purpose - to meet the customer’s requirement”.

The Corporate Plan states that ‘Best Value requires that we provide the services local people want at an affordable cost, and that those services continue to improve.’

Supporting People has a Procurement strategy that sets out how we approach the use of procurement as a tool for ensuring that we are achieving Best Value with the services we fund. In short our approach assumes that services will be commissioned or re-commissioned via a competitive process unless it is possible to demonstrate through some other process that best value is already being achieved.

There are a number of ongoing processes within Supporting People including...

the ongoing development of ever more sophisticated benchmarking in partnership with other administering authorities.

contract management procedures which require the development and implementation of continuous improvement plans.

end of contract Best Value review processes that challenge, compare and consult in a detailed and robust way before recommending whether and how a service should be re-commissioned.

It should be noted that the Derby City Supporting People Team have an annual target to identify efficiency savings equal to 1% of the Supporting People budget.

Client involvement and empowerment, and personalised, person centred services

Current good practice

Supporting People was set up within a framework prescribed by Government and as a result benefited from the fact that much good practice was built into our approach from the beginning. We continue to place service users at the heart of what we do and are constantly seeking ways to improve in this regard. Some examples of existing good practice are discussed below.

Quality Assessment Framework

This is a government defined tool to specify a set of expectations about how support is delivered to services users and to measure performance against those standards. Client involvement and empowerment is one of the 5 main strands of the QAF, which expects all providers to evidence that...

“There is a commitment to empowering clients and supporting their independence. Clients are well informed so that they can communicate their needs and views and make informed choices. Clients are consulted about the services provided and are offered opportunities to be involved in their running. Clients are empowered in their engagement in the wider community and the development of social networks.”

The main things that are looked at to ensure services deliver on this expectation are...

- **People wanting to access a service can make an informed decision before accepting an offer and know about the range of services and support available to meet their needs.**
- **Clients are consulted on all significant proposals which may affect their service and their views taken into account.**
- **The service encourages clients to do things for themselves rather than rely on staff.**
- **Clients are encouraged to consider ways in which they can participate in the wider community.**
- **There is a written complaints policy and procedure that has been reviewed in the last three years and this is used as a tool for service development.**

(Further details of this element of the QAF can be obtained by contacting the Supporting People Team)

In Derby we expect providers to show a commitment to continuous improvement. One of the ways in which we have driven this is to have set targets for achievement against the Quality Assessment Framework that have gone beyond the minimum and that have been gradually more challenging.

Validation visits and contract management processes

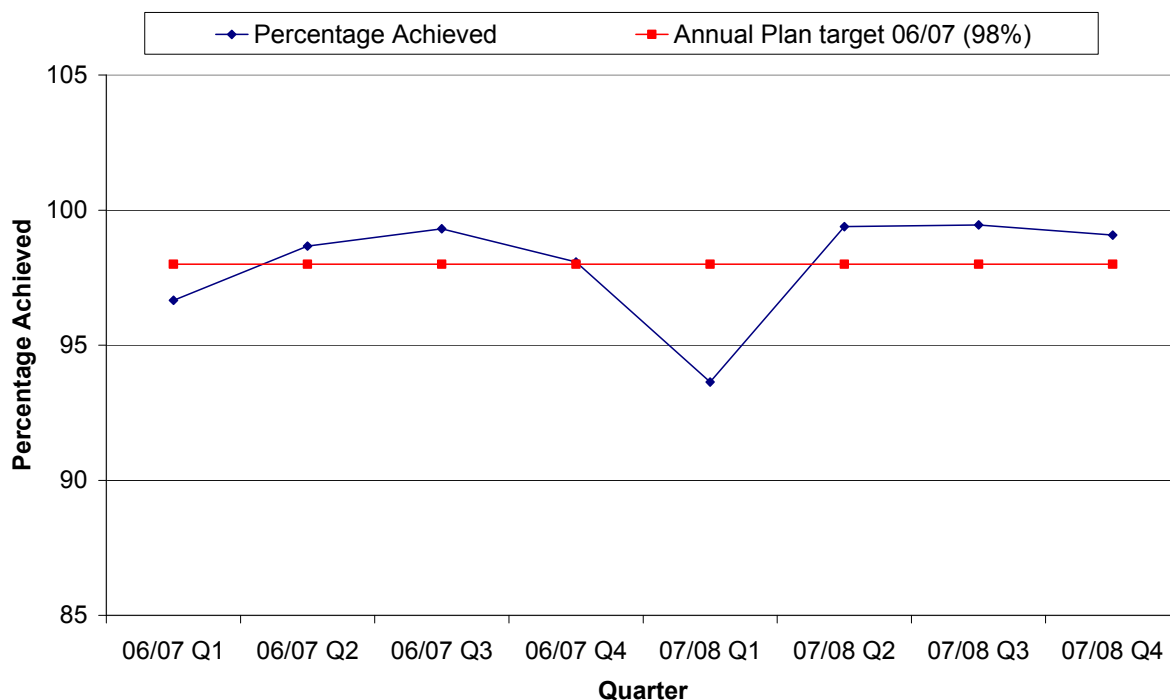
Related to the Quality Assessment Framework is the Validation Visit programme, whereby services are visited in order to assess their performance against the QAF with a view to providing information to help inform the development of an agreed continuous improvement action plan. This is a required output from contract management meetings, which must be held at least once a year with each provider.

Validation includes directly to service users in order to obtain their views of the service they receive so that the experience of the customer can be reflected in how the service goes forward. In many cases these discussions with the service user are carried out by members of the Peer Review Group – which is made up of trained volunteer service users. For more information about this see below.

Support Planning

Our expectation is that all service users should be supported to develop an individual, personalised support plan that is signed up to by both the service user and the provider. This must be reviewed regularly with the service user and should continue to document how the service user and support provider can work together in an agreed way to the outcomes identified by the individual.

Supporting People set targets for support planning and monitor provider performance closely to ensure that performance remains high.



NB Performance dipped during Quarter 1 due to the change in a way a large Provider completed support plans.

The quality of Support Planning is one of the things that we validate carefully to ensure that they are genuinely person centred and individualised to each persons needs.

Peer Review Group

One of the great strengths of Supporting People in Derby is the help and support we get from service users. The award winning Peer Review Group was originally set up to help with validation visits, and we commissioned Derby University to provide the training and support needed to build up the skills and knowledge of our volunteer group. The groups involvement in validation has been invaluable and the role of the group has expanded over time taking in mystery shopping, input into procurement processes, producing a newsletter for Service Users and representing service users within Supporting People governance processes.

The group have championed the need for Supporting People in Derby to set a requirement that all support staff should have or be working towards a minimum qualification and this has recently been implemented.

Priorities for improvement in client involvement and empowerment, and personalised, person centred services

Priorities for improvement include...

Continuous improvement in quality person centred services – to be evidenced by increased Quality Assessment Framework scores

Consideration of service user representation on Supporting People Commissioning Board

Ensuring that recommendations of the Mental Health Review further promote the principles of choice, personalisation and empowerment

Considering the development further flexible cross tenure floating support services for older people so as to facilitate market choice for older people in need of housing related support services

Successes and Achievements of the Supporting People Partnership

The successes and achievements of the Supporting People Partnership in Derby include...

The development of a strong partnership with good governance arrangements, praised by the Audit Commission and scored very highly by partners when independently reviewed by Derby University.

The development a Single Point of Entry assessment service in order to simplify access to housing and support services for homeless adults and to provide a multidisciplinary team that could deal with a wide range of presenting issues in a seamless way

The development of Milestone House emergency accommodation in partnership with Derbyshire Housing Aid and the Department for Communities Local Government and the Regions. This prestigious and high profile new development has provided an exciting new emergency accommodation service that goes beyond traditional night-shelter type provision to tackle the route causes of repeat homeless and break the cycle providing a real place of change for homeless people

The redevelopment and modernisation of the Derbyshire YMCA accommodations to provide an integrated housing and training in a Campus for Learning that again helps to tackle some of the route causes of repeat homelessness

The joint commissioning Pastures Hill, a high quality person centred scheme for people with learning disabilities, in partnership with social care colleagues

Developing a cross cutting Move On Support Team in response to Joint Area Review recommendations and as part of the Council's Homelessness Prevention Strategy

In partnership with Derby Homes, developing a cross tenure floating support scheme for older people that provides personalised and individualised services that empower tenants and give them real choice and control over the services they receive

Playing a lead role in the development of extra care services in the City in order to provide flexible housing models for older people that will allow them to continue to live independently within a supportive community as they become more frail

The development of the Headway project to provide housing related support for the first time in Derby to people with brain injuries who need help to live independently within the community

Developing in partnership with Derbyshire Probation Service and Derbyshire Supporting People, cross authority scheme for serious ex-offenders to ensure that appropriate housing and support services are in place to help manage risk in the resettlement of long term offenders as they leave prison

Helping to support a tele-care pilot in the City and to underpin a rapid up take in tele-care and

community alarm provision by older people who need help to live independently in the community

Tripling the capacity of the Handy Van scheme to support vulnerable older people who need help to carry out minor repairs around the house to remain in their own homes

Developing an exciting degree of service user input into the running of Supporting People through the development of an award winning peer review group

Greatly improving the value for money of the services we commission by driving up quality and at the same time by generating significant levels of cashable savings

In partnership with the Community Safety Partnership and with GOEM, developing a project to provide housing related support to people with drug problems preparing for inpatient de-tox, going through community detoxification, or resettling into the community following inpatient de-tox.

Supporting the development of the Families in Crisis project in partnership with Derby Homes and the Community Safety Partnership, which focuses on the most problematic and anti-social families living in the community in order to prevent these highly vulnerable families from becoming homeless

2. Needs

Demographics

The resident population of the Derby Housing Market Area in 2009 was projected by Experian to be 455,576 with 238,858 in Derby, 122,481 in Amber Valley and 94,237 in South Derbyshire. The largest proportion (27.5%) are in the 25 to 44 age bracket with 21.7% being children and young adults aged under 18. The proportions for all age groups closely follow regional proportions.

Ethnicity Mid 2007 population estimates indicate that 10% of the population are from ethnic minority backgrounds; a slightly higher proportion than for the region as a whole. Of the estimated 44,400 people of ethnic minority background a large majority - 36,200 - live in Derby.

Density There is a high population density in the area as a whole with an average of 6.7 people per hectare against 2.8 people per hectare regionally. Density in South Derbyshire mirrors the regional figure whilst Amber Valley is higher - 4.6 - and Derby much higher at 30.6 people per hectare.

Population Projections

The population is expected to grow by some 74,000 people by 2027. This represents an increase of 16% - not quite as much as the 18% projected growth for the East Midlands. However, within the area, projected growth for South Derbyshire is 26.5%, Amber Valley is 15.5% and Derby only 12.6%.

Older people Of the projected 74,000. increase more than half - almost 41,000 – are expected to be in the over 60 age bracket. The largest percentage increases are in the over 85 age bracket although the projected numbers are much smaller. Proportional increases of older people are not as great as for the East Midlands as a whole.

Children and young adults aged under 18

Increases in the number of children and young adults are not projected to be as great as the population as a whole - 12% against 16% for the whole population of the area. However, once again the greatest growth is projected to be in South Derbyshire (20%) whilst projections for Amber Valley (10%) and Derby (11%) are lower than the HMA growth.

Newly forming households - aged 16 - 24

There is virtually no projected growth in the 16 - 24 age bracket; - one of the main indicators of housing demand from newly forming households. Whilst projections for Amber valley and Derby show small decreases there is a projected 11% increase in South Derbyshire. The regional projection shows a 1.3% increase.

Derby HMA Employment:

Derby HMA is one of the UK's most important centres for manufacturing in the transportation sector, with such companies as Toyota, Bombardier and Rolls Royce. These companies employ approximately 17,000 people between them and contribute significantly to the area's economy. Three of Derby's largest employers are in the public sector, with Derby City Council, Derby NHS Trust and the University of Derby employing approximately 21,000 people between them.

The south of the HMA benefits from the nearby location of the East Midlands Airport which acts as a major employer and is also attractive for businesses with need for travel. The 2005 survey of on-site employees at the airport indicated that there were a total of around 7,000 employees based on or near the airport site, employed by a total of 103 companies. Of these employees, over 1,500 lived in the Derby HMA.

Derby City People

Derby is a growing City of almost a quarter of a million people and around 105,000 homes. Derby's population has risen steadily since 2001. It is an increasingly diverse city, with one in eight people belonging to a non white ethnic group. There has also been significant recent immigration from eastern European countries. Derby has a younger than average population with 48% of the population under 35. However, the number of older people in the city is expected to grow significantly over the next 20 years.

New housing support needs analysis

The Regional Housing Board provided funding to the East Midland regional lead officers group (EMRIG) in order to carry out an assessment of housing related support needs across the region. In order to carry this out HGO consultancy were appointed as they have developed a toolkit for assessing housing related support needs that has been used London, the Northwest, and in other parts of the Country. This track record of experience helps HGO bring a great deal of expertise into the process making it more robust than would otherwise be the case.

A summary of the findings of the report and what they mean for Derby is given below. A copy of the full report is available via the Derby City Could website.

Super-Client Group	Year	Sum of Estimated population in need	Sum of Surplus(+) or required (-) units Accommodation based services	Proportionate Surplus(+) or required (-) units Accommodation based services (%)	Sum of Surplus (+) or required (-) units Non Accommodation Based Services	Proportionate Surplus (+) or required (-) units Non Accommodation Based Services (%)
Older People	2010	7130	-728	-10	-2917	-41
	2015	7735	-944	-12	-3283	-42
	2020	8249	-1128	-14	-3594	-44
Care with Support	2010	527	-62	-12	-184	-35
	2015	542	-66	-12	-192	-35
	2020	560	-70	-13	-200	-36
Socially Excluded	2010	2059	-94	-5	-250	-12
	2015	2099	-109	-5	-260	-12
	2020	2136	-124	-6	-269	-13
Domestic Violence	2010	372	-98	-26	-38	-10
	2015	378	-102	-27	-39	-10
	2020	382	-104	-27	-40	-10

Commentary

1. There are significant levels of unmet need for housing-related support services across all areas of supporting people.
2. The level of unmet need for non accommodation-based services is greater than for accommodation-based but there is still a substantial unmet need for accommodation-based services.
3. The older people client groups are those where there is the most unmet need in absolute terms for both

accommodation based provision and non-accommodation based provision.

4. In proportional terms the highest level of unmet need for accommodation based services is for people fleeing domestic violence.

5. In proportional terms the highest level of unmet need for non-accommodation based services is for services for older people.

6. The older people's client groups are also forecast to be the fastest growing in terms of unmet need for both accommodation and non accommodation based services.

Additionally it is possible to look more closely at the unmet needs of each of the individual client groups, the table below provides estimates for 2010 only. Additional projections at a client group level up to the 2020 are available upon request.

Super-Client Group	Client Group	Year	Sum of units needed accommodation based services	Sum of surplus (+) or required (-) units accommodation based services
Older People	Frail elderly	2010	282	-157
	Older people with dementia/mental health problems	2010	528	-273
	Older people with support needs	2010	1737	-298
Care with Support	People with learning disabilities	2010	98	-37
	People with physical or sensory disability	2010	30	-25
Socially Excluded	Alcohol misuse	2010	149	-131
	Drug misuse	2010	43	-20
	Homeless families with support needs	2010	140	-135
	Mentally disordered offenders	2010	5	-5
	Offenders and those at risk	2010	61	-8
	People with HIV/AIDS	2010	3	-2
	People with mental health issues	2010	96	88
	Refugees and asylum seekers	2010	4	-4
	Rough sleepers	2010	0	34
	Single homeless with support needs	2010	248	89

	Teenage parents	2010	34	-28
	Travellers	2010	1	-0.5
	Young people at risk	2010	56	24
	Young people leaving care	2010	11	6
Domestic Violence	Women escaping domestic violence	2010	189	-98
Grand Total			3715	-982

Super-Client Group	Client Group	Year	Sum of units needed Non accommodation based services	Sum of surplus (+) or required (-) units Non accommodation based services
Older People	Frail elderly	2010	472	-472
	Older people with dementia/mental health problems	2010	935	-935
	Older people with support needs	2010	2909	-1509
Care with Support	People with learning disabilities	2010	238	-177
	People with physical or sensory disability	2010	45	-7
Socially Excluded	Alcohol misuse	2010	113	-113
	Drug misuse	2010	15	10
	Homeless families with support needs	2010	72	-32
	Mentally disordered offenders	2010	3	-3
	Offenders and those at risk	2010	23	17
	People with HIV/AIDS	2010	32	-26
	People with mental health issues	2010	184	-140
	Refugees and asylum seekers	2010	15	-3
	Rough sleepers	2010	0	0
	Single homeless with support needs	2010	43	-24
	Teenage	2010	46	34

	parents			
	Travellers	2010	4	11
	Young people at risk	2010	16	24
	Young people leaving care	2010	14	-4
Domestic Violence	Women escaping domestic violence	2010	87	-38
Grand Total			5267	-3388

Commentary

1. Overall there are significant levels of unmet need for housing related support services.
2. The highest levels of unmet need are within the three older peoples client groups.
2. Some of the client groups associated with young people and homeless families appear to have more provision than required by estimated needs levels.
3. There may be a need to remodel provision for people with mental health issues to replace excess accommodation based units with floating support units to support people living in their own homes.

Current Supply Levels

Number of Units by Primary Client Group

Primary Client Group	No of Units 01/04/2009	As % of Total Units	Average % comparator family	Average % Region	Average % Notts/Leics
Generic	67	1.3%	1.2%	2.2%	4.4%
Homeless Families	25	0.5%	0.5%	0.7%	1.7%
Offenders	63	1.2%	0.8%	0.7%	1.5%
Older People	4053	78.1%	81.2%	85.8%	75.5%
Physical/Sensory Disability	43	0.8%	0.9%	0.4%	1.0%
Alcohol/Drug Problems	44	0.9%	0.9%	0.5%	1.7%
Learning Disabilities	114	2.2%	3.6%	1.8%	2.1%
Mental Health Problems	219	4.2%	2.8%	2.6%	2.9%
Refugees	12	0.2%	0.2%	0.2%	0.8%
Rough Sleepers	34	0.7%	0.1%	0.1%	0.0%
Single Homeless	277	5.3%	3.3%	2.4%	4.6%
Teenage Parents	80	1.5%	0.7%	0.4%	0.6%
Women Domestic Violence	68	1.3%	0.8%	0.9%	1.4%
Young People at Risk	92	1.8%	1.6%	1.1%	1.5%
Total	5191				

Supporting People Funding by Primary Client Group

Primary Client Group	08/09 Funding	As % of Total	Average % comparator family	Average % Region	Average % Notts/Leics
Generic	£263,680	2.8%	2.3%	5.4%	8.4%
Homeless Families	£133,383	1.4%	1.8%	2.8%	5.9%
Offenders	£495,339	5.3%	3.0%	4.6%	6.3%
Older People	£1,513,986	16.2%	19.0%	26.8%	14.2%
Physical/Sensory Disability	£221,374	2.4%	1.5%	1.1%	1.5%
Alcohol/Drug Problems	£452,991	4.9%	3.9%	2.9%	6.1%
Learning Disabilities	£796,331	8.5%	27.2%	13.8%	10.1%
Mental Health Problems	£1,714,327	18.3%	11.7%	12.8%	10.8%
Refugees	£49,361	0.5%	0.4%	0.5%	1.5%
Rough Sleeper	£270,297	2.9%	0.7%	0.3%	0.0%
Single Homeless	£2,053,784	22.0%	13.9%	13.7%	17.1%
Teenage Parents	£290,608	3.1%	2.2%	1.8%	2.7%
Women Domestic Violence	£691,717	7.4%	3.8%	5.1%	6.8%
Young People at Risk	£398,006	4.3%	5.3%	7.9%	8.1%
Total	£9,345,184				

Commentary on main issues identifiable through supply level benchmarking

The proportion of spend on single homelessness services are out of kilter with benchmark comparisons as is the proportion of units.

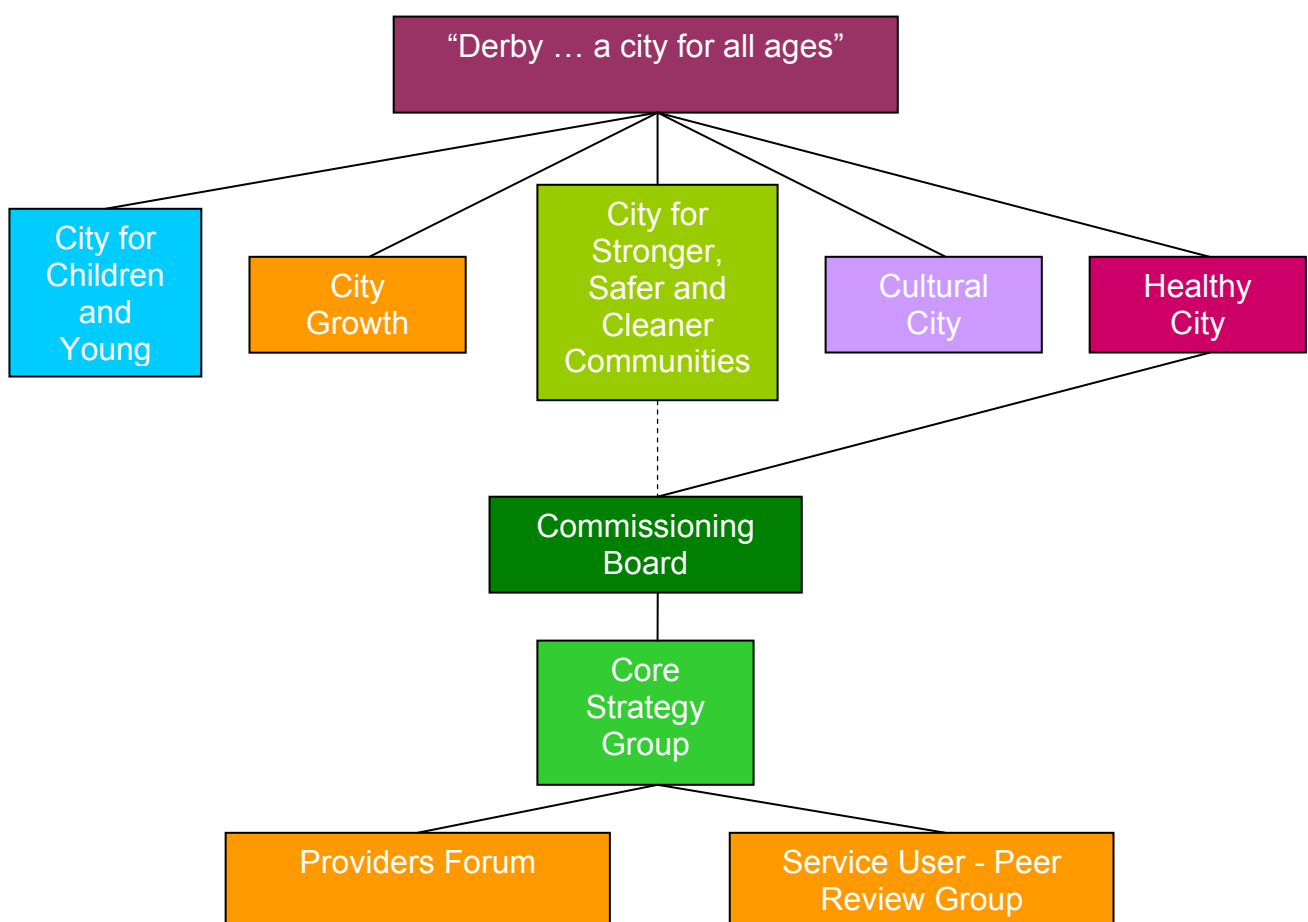
The proportion of spend on provision for people with mental health problems is out of kilter with benchmark comparisons as is the proportion of units.

The proportion of spend on provision for people with learning disabilities is out of kilter with benchmark comparisons although the number of units does compare. This would imply that we are getting exceptional value for money for support services for people with learning disabilities in Derby.

3. How we will plan and deliver improvements

How our partnership works

Supporting People partnership governance arrangements were praised as one of our strengths when we were inspected by the Audit Commission. Since then we have worked on areas such as enhanced service user involvement that have added to this. As Supporting People has become a named grant within Area Based Grant and we have reviewed the governance arrangements for Supporting People to ensure they remain fit for purpose. Consequently the Director of the Community Safety Partnership has been added to the Board as a voting member to strengthen links between the partnership and the City for Stronger, Safer and Cleaner Communities, whilst the Commissioning Board itself has been reconfirmed as coming under the auspices of the Healthy City strand of the Local Area Agreement.



4. Monitoring and review

Best Value reviews

The ongoing nature of needs for housing support mean that almost all contracts have to be considered for renewal when they are going to expire. The Supporting People Team co-ordinate and facilitate a robust and challenging process in line with Best Value principles. In accordance with the Supporting People Procurement Strategy where Best Value cannot be demonstrated the service is either decommissioned, remodelled or subjected to market testing.

The Supporting People Team provides some important administrative back up that underpins Derby's housing support services. This includes...

- Quality Assurance – undertaking validation visits in partnership with peer reviewers in order to validate the quality of services within the Department of Communities and Local Government Quality Assessment Framework
- Contract Monitoring – ensuring that contracts are complied with in terms of, for example, the number of units provided, and the number staffing hours provided, using a traffic lighting system
- Contract Management – with a particular emphasis developing and agreeing continuous improvement plans, and ensuring that outcome targets are being met
- Benchmarking of costs– this is a complex task - given the wide variety of service types that are with the programme and the wide range of different client groups that are provided for – but is an important tool through which Best Value can be demonstrated and through which outliers can be identified
- Monitoring outcomes for service users – this is perhaps the most important aspect of our work and we are now developing benchmarking processes

This detailed information that is known to Supporting People about the services they are managing is taken into account within each Best Value review and helps to make the process robust.

Strategic Reviews

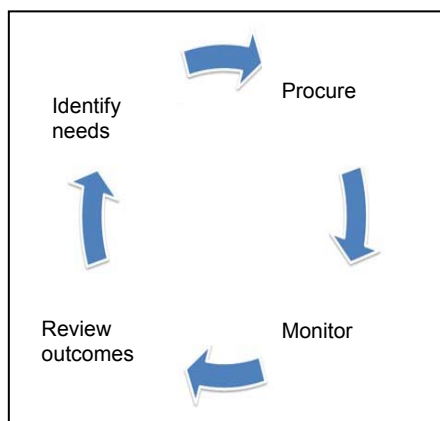


Diagram 1 - Commissioning Cycle

In line with commissioning principles it is necessary consider the degree to which services commissioned are producing the desired outcomes for service users. This thought process is carried out for each scheme when it is subjected to a Best Value review as described above.

However, it is also necessary to go through this process at a higher level. In order to achieve this, the Supporting People Core Strategy Group has a work plan to undertake a number of strategic reviews in which a whole sector of

provision is looked at to be sure that the services come together in a co-ordinated way and

continue to provide Best Value for services users.

Strategic reviews in Derby that have been carried out or that are – at the time of writing - being carried out include...

A review of Supporting People provision for people with mental health problems in Derby City

A review of low level support provision – accommodation based and floating support – for older people in Derby

A review of homelessness provision – leading to the development of the Single Point of Entry and a remodelling of the Homelessness Pathway for Adults

A review of Independent Living Assessments and the Homelessness Pathway for Young People

Outcomes and financial benefits

Outcomes

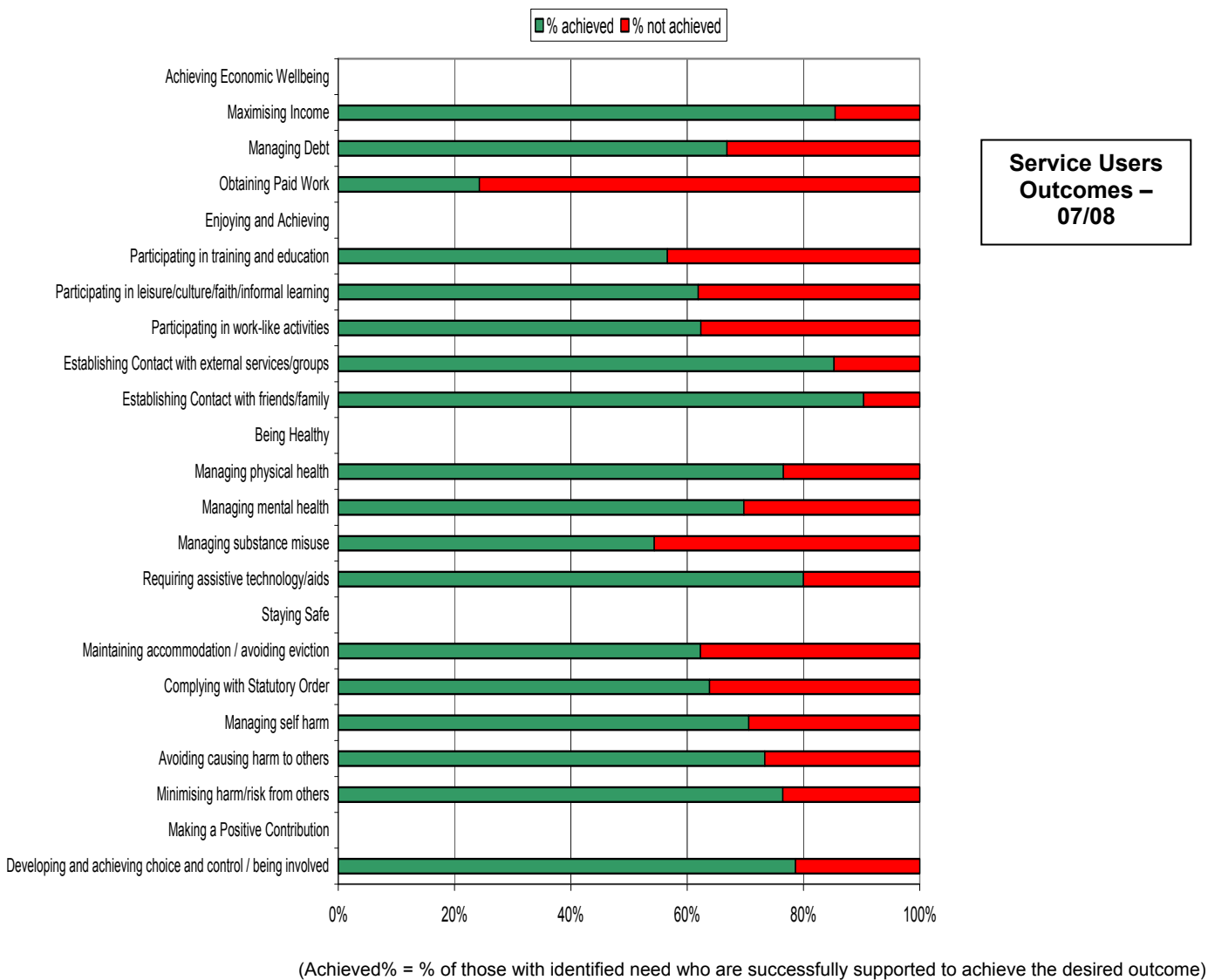
Outcomes for service users are the most important focus of Supporting People. We are seeking to provide support that helps vulnerable people live independent lives in the community, and which helps in a number of areas...

- Economic well being
- Enjoying and achieving
- Being healthy
- Staying safe
- Making a positive contribution

These 5 bulleted outcome areas were defined by government as cross departmental priorities. By helping individuals achieve in these areas we achieve positive outcomes for the person. By helping many individuals achieve in these areas we achieve positive outcomes for Derby as a whole.

In order to be able to demonstrate outcomes for Supporting People the government developed an outcomes framework that brings together information about the impact Supporting People is having. In the East Midlands this is supplemented by a Regional Outcomes Framework that is more closely tied to capturing information about outcomes related to the Local Area Agreement National Indicator set.

An example of the outcomes being achieved in Derby is given below...



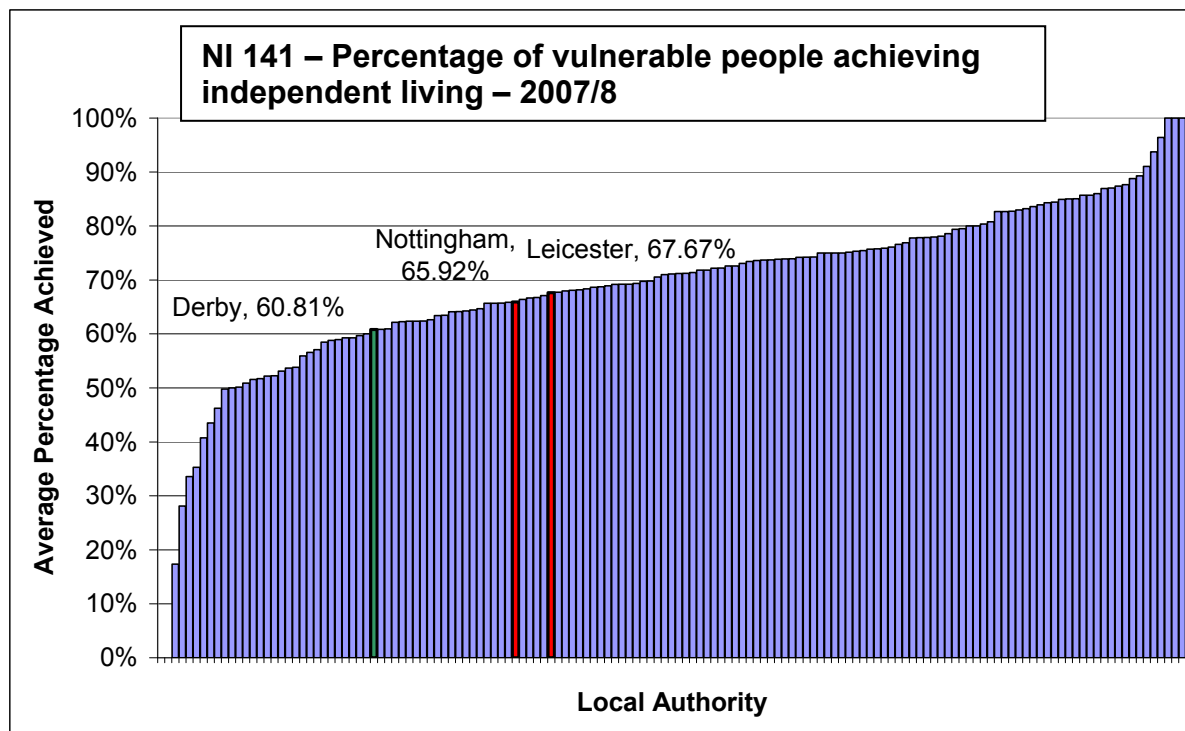
On the face of things the outcomes being achieved with our vulnerable services users are very satisfactory. However work is ongoing to look into this further and we are currently developing a methodology to benchmark this outcomes data across the East Midlands Region.

Local Area Agreement Outcomes

Supporting People makes a contribution to a range of National Indicators and, for example, has an important role in the achievement of Public Service Agreement 16. This looks at the success of an area in supporting a range of vulnerable people to have access to settled accommodation and to employment opportunities.

However, the key National Indicators for Supporting People in Derby and NI 141 Percentage of people who achieve independent living, and NI 142 Percentage of vulnerable people who are supported to maintain independent living. Whilst Derby historically achieves very well in terms of

NI 142 it has tended to perform less well in terms of NI 141 see below...



Since Supporting People represents almost 50% of the legacy funding that makes up Area Based Grant and because it was an area where improvement was needed it was put forward by Derby as one of its priority indicators and this was agreed by Government Office. Consequently stretch targets have been agreed...

2008/9 – 62%
2009/10 – 64%
2010/11 – 66%

Due to the various actions taken to improve move on arrangements such as the procurement of a Move on Support Team, the implementation of the Single Point of Entry, and development of new Homelessness Pathways we have been able to achieve 74% at the time of writing.

Financial Benefits

In January 2008 Capgemini UK Plc published the findings of the research they had been commissioned by government to carry out into what (if any) financial benefits accrued to the public purse because of the provision of Supporting People Services.

Using research data, they built a financial model that enabled comparison of the total costs of supporting each client group under existing arrangements with the cost that would arise if it were supported using the most appropriate alternatives. The difference, which in all cases showed the alternative to have higher costs, was considered to be the financial benefit of the Supporting People Programme.

The findings of this work at a national level are that the best overall estimate of net financial benefits from the Supporting People Programme is £3.4 billion per annum for the client groups considered (against an overall investment of £1.6 billion).

In addition to this national piece of work Capgemini UK Plc were asked to produce a version of the tool they developed that could be populated with local data by Administering Authorities to identify

the local financial benefits of Supporting People provision.

The results of this work in Derby are shown in the table below...

Client groups modelled	National		Derby City	
	Cost (£m)	Net financial benefit (£m)	Cost (£m)	Net financial benefit (£m)
People with alcohol problems	(20.7)	92.0	(0.2)	0.2
Women at risk of domestic violence	(68.8)	186.9	(0.8)	1.4
People with drug problems	(30.1)	157.8	(0.3)	1.7
Homeless families with support needs – settled accommodation	(32.5)	(0.5)	(0.2)	(0.1)
Homeless families with support needs – temporary accommodation	(17.5)	28.5	-	-
Single homeless with support needs – settled accommodation	(130.1)	30.7	(1.0)	0.3
Single homeless with support needs – temporary accommodation	(106.7)	97.0	(1.2)	1.2
People with learning disabilities	(369.4)	711.3	(0.7)	3.0
People with mental health problems	(254.4)	559.7	(1.8)	3.1
Offenders or people at risk of offending, and mentally disordered offenders	(55.4)	40.3	(0.6)	0.4
Older people in sheltered accommodation	(198.2)	646.9	(1.3)	2.4
Older people in very sheltered accommodation	(32.4)	123.4	-	-
Older people receiving floating support and other older people	(97.3)	628.0	(0.7)	1.8
People with a physical or sensory disability	(28.4)	73.3	(0.2)	0.0
Teenage parents	(24.9)	(18.3)	(0.3)	(0.2)
Young people at risk – settled accommodation	(94.9)	26.6	(0.4)	0.3
Young people at risk – temporary accommodation	(38.1)	26.7	(0.1)	0.2

Overall it can be seen that in Derby, through the provision of £9.7m per annum of preventive housing related support services, we are saving up stream costs of £15.7m per annum. In some areas such teenage parents and homeless families there appears to be a net cost to providing

housing related support services both nationally and locally. The model itself does not take account of long term benefits such as the positive impact of supporting people services on health and well being of children.

As we continue to strive for maximum value for money from the provision of housing related support services we will need to give consideration to these issues.

5. Supporting People Budget

There is no-longer a separate allocation of funding to local government for Supporting People. Instead funding for housing related support services is included within the overall allocation of Area Based Grant. The degree to which the local flexibility this gives is used to allocate greater or lesser amounts of funding to Supporting People is a local decision that can be made based upon local priorities.

In Derby we were initially very badly affected by the cuts which Government brought in as Supporting People was initiated. However, we have been able to identify efficiencies and to remodel services so that we have coped with real terms budget cuts of over 15%, turning an initial deficit budget into one that currently has a cumulative surplus with the loss of only 7% of units. Our current budget forecasts up to 2012/13 are shown below.

	Actual Outturn 2009/10 £'000	Forecast Outturn 2010/11 £'000	Forecast Outturn 2011/12 £'000	Forecast Outturn 2012/13 £'000
<u>INCOME</u>				
	10,198	10,222	10,176	10,176
<u>EXPENDITURE</u>				
Sub-total	10,089	10,547	10,551	10,554
Income Less Expenditure	108	-325	-375	-378
<u>Schemes Recommended for Commissioning</u>				
Further Schemes Identified	36	193	559	695
	36	193	559	695
BALANCE B/FWD	3,034	3,106	2,587	1,653
SURPLUS/DEFICIT(-) IN YEAR	72	-519	-934	-1,073
BALANCE C/FWD	3,106	2,587	1,653	580

As can be seen the Supporting People budget is forecast to go into an in year surplus in 2010/11 and to exhaust cumulative surpluses that have been built up during 2013/14. It is necessary for us therefore to look at how we will reduce our expenditure to bring it into line with our income as our surpluses deplete. This is notwithstanding the additional pressure on public expenditure that are anticipated to arise from the autumn 2010 spending review.

It is necessary for us therefore to keep the Supporting People budget under constant review and to make sure that we identify problems at an early stage so as to be able to plan in advance and take quick and decisive action as is necessary to maintain the long term integrity of the Supporting People budget.

6. Commissioning priorities

The commissioning priorities for Derby revolve around the need to ensure that we continue to deliver maximum value for money. That is to say that we purchase high quality person centred services that deliver good outcomes for service users, at a competitive rate. To do this we will continue to give effect to the Supporting People Commissioning Strategy.

To deliver maximum value for money it is also necessary for us to ensure that we continue to reconfigure services to make sure that they are targeted at the areas of greatest need and that housing support services are fully integrated with the full range of health and social care services in Derby; that there are effective pathways for clients in Derby and that Supporting People services are properly commissioned in order to be able to meet what is expected of them within these pathways.

To do this the Supporting People Core Strategy Group will continue to undertake a programme of service area reviews in order to ensure that the portfolio of services in each service area is fully fit for purpose. Our priorities in this area will be to look at service areas first where benchmarking or other means of comparison identify that there are anomalies and possible weaknesses in current service provisions; or where a partner statutory agency is undertaking a related strategic review whereby a strategic review of Supporting People services can usefully contribute.

7. Action plan

Action	Lead	Timescale
Value for money		
Implement recommendations of strategic review of supporting people services for people with mental health problems	Core Strategy Group	By end December 2011
Complete strategic review of supporting people provision for people with alcohol problems	Core Strategy Group	By end March 2011
Carry out strategic review of supporting people provision for single homeless people	Core Strategy Group	By end March 2012
Partnership		
Review the partnership and develop action plan for further improvements using an academically proven methodology	Commissioning Board	By end September 2011
Quality		
Ensure the successful implementation of the new Quality Assessment Framework – all providers to be validated as achieving the minimum standard	Supporting People Team	By end December 2012
Budget		
Develop plans to deal with income reductions expected as a result of the Comprehensive Spending Review, continuously monitor budget and implement plans as required	Commissioning Board	Ongoing throughout the life of the action plan to December 2013
Empowerment and enabling		
Increase the number of trained peer reviewers	Supporting People Team	By end March 2011

Give consideration to options for the development of a service user forum	Core Strategy Group	By end December 2010
Outcomes		
Develop and implement an action plan to improve the outcomes achieved in Derby when benchmarked against other similar authorities	Supporting People Team	By End December 2013

If you would like this information in any other way, style or language that will help you access it please let us know. You can contact us on 01332 255560, Minicom 01332 256666.

Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم
01332 256666 مٹی کام 01332 255560 پر ہم سے رابطہ کریں۔

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ,
ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ
01332 255560 ਮਿਨੀਕਮ 01332 256666 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu
przekazać w innym formacie, stylu lub języku.
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