

Supporting People Strategy Consultation Workshops

Andrew Humberstone

Why have a strategy?

- Take stock
 - Review where we are and what we've achieved
- Plan ahead – developments, challenges, resources
- Part of continuous improvement process

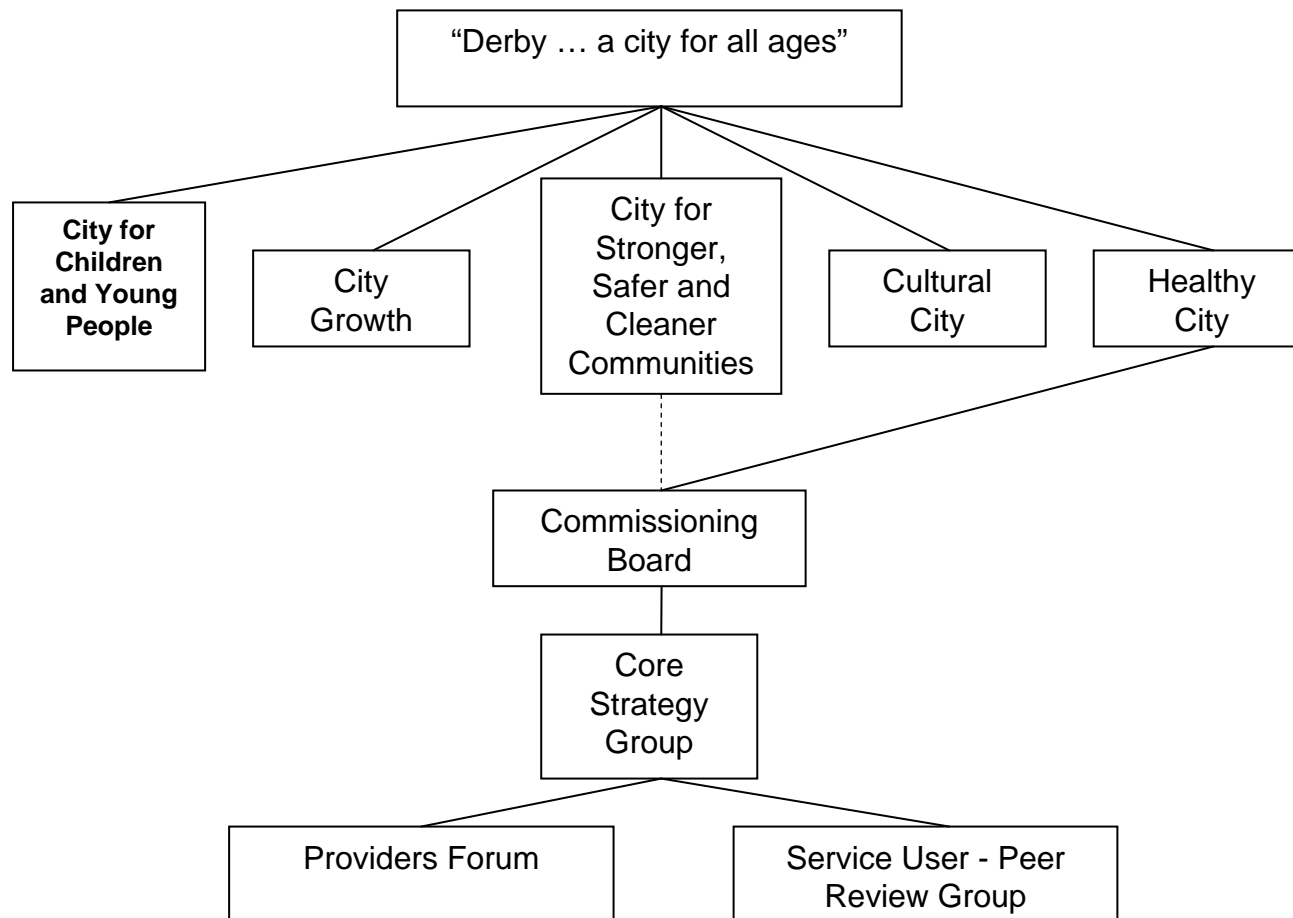
Some of the things we have achieved so far

- Exciting new developments
 - Supported living service
 - Milestone house
 - YMCA campus
 - Step up
 - Extra care
 - Joint procurement – Pastures Hill
- Quality
 - Service user empowerment and choice
 - Safeguarding
 - Training and quality of staff
- Outcomes
 - Move on
 - NEET
- Managed a real terms cut of over 10% with a loss in units of only 7%

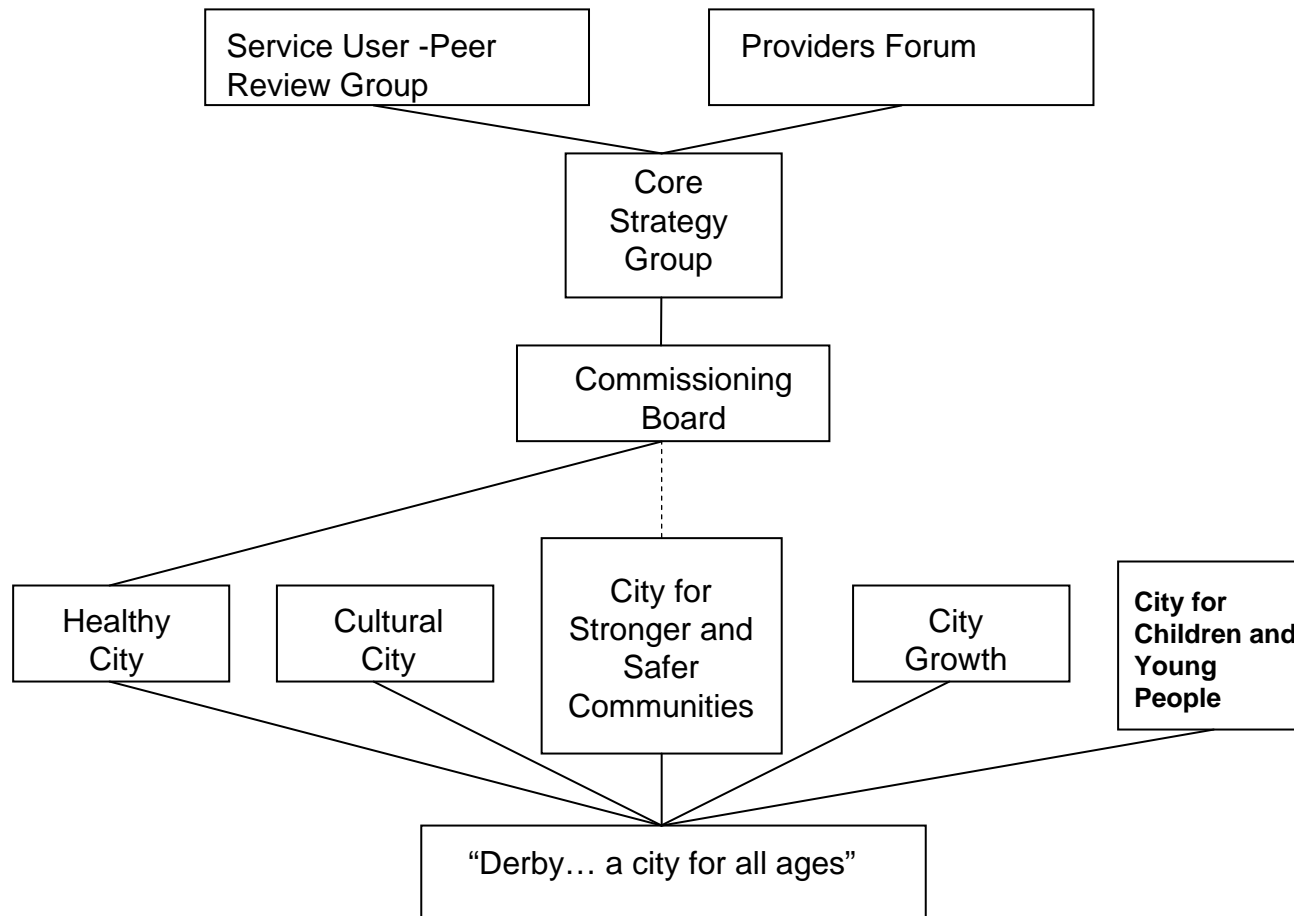
Vision

- “To provide housing related support services that meet the needs and aspirations of vulnerable people in Derby”
 - housing related support services
 - vulnerable people
 - needs and aspirations

Partnership and governance arrangements



Partnership and governance arrangements



Client involvement and empowerment, and personalised, person centred services

- **“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.”**

(Dept Communities and Local Government. Quality Assessment Framework – Core Objectives, April 2009)

person centred services

- **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.**

Support Planning

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

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

- 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

New housing support needs analysis

- Regional Housing Board
- East Midlands Regional Implementation Group
- HGO

Super-CG	Year	Sum of Gross ABS units required	Sum of Supply at 31/3 ABS	Net need for ABS units (a negative number indicates net need)
Older People	2010	2547	1819	-728
	2015	2763	1819	-944
	2021	2986	1819	-1167
People with care and support needs	2010	128	66	-62
	2015	132	66	-66
	2021	137	66	-71
Socially-Excluded	2010	851	757	-94
	2015	866	757	-109
	2021	887	757	-130
Domestic Violence	2010	189	91	-98
	2015	193	91	-102
	2021	196	91	-105

Super-CG	Year	Sum of Gross NABS units required	Sum of Supply at 31/3 NABS	Net Need of NABS units (a negative figure indicates net need)
Older People	2010	4317	1400	-2917
	2015	4683	1400	-3283
	2021	5060	1400	-3660
People with care and support needs	2010	283	99	-184
	2015	291	99	-192
	2021	301	99	-202
Socially-Excluded	2010	581	331	-250
	2015	591	331	-260
	2021	604	331	-273
Domestic Violence	2010	87	49	-38
	2015	88	49	-39
	2021	90	49	-41

Regional analysis

- significant levels of unmet need for housing-related support services across the whole region.
- unmet need for integrated housing and support services for Older People with Dementia/Mental Health Problems and the Frail Elderly - reconfiguration of accommodation-based services
- level of unmet need for non accommodation-based services is greater than for accommodation-based, but substantial need for accommodation-based services.
- For accommodation-based services, the largest proportional increase in provision required is for the domestic violence super group.
- For non accommodation-based services, the largest proportional increase required is for people with care and support needs.
- There is a small shift in the balance of need for the socially-excluded group from accommodation-based to non accommodation-based services.

Regional analysis

Accommodation based – absolute	Non Accommodation based – absolute	Accommodation based - relative	Non Accommodation based - relative
Older People with Dementia/Mental Health Problems	Older People with Dementia/Mental Health Problems	Older People with Dementia/Mental Health Problems	Older People with Dementia/Mental Health Problems
Frail Elderly	People with a history of Mental Health Issues	the Frail Elderly	Frail Elderly
People with a history of Alcohol Misuse	People with Learning Disabilities	People with a history of Alcohol Abuse	People with a history of Alcohol Abuse
Women escaping Domestic Violence		Young People Leaving Care	People with HIV/Aids
People with Learning Disabilities		People with a Physical Disability or Sensory Impairment	Young People Leaving Care
People with a history of Mental Health Issues			

Regional analysis

- There are a number of client groups where the need for new services is considerably lower, particularly in relation to non accommodation-based services.
- The client groups where the need for new non accommodation-based services are most lacking
 - People with a history of Drug Misuse
 - Homeless Families
 - Young People Leaving Care

Current Supply Levels

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				

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				

Priorities?

- To remodel and modernize service areas where there is an identified need
- To ensure that individual services continue to offer continuous improvement
- To further develop service user consultation and participation, and to contribute to the development of personalised services in the City
- To ensure that the outcomes delivered by housing support services in Derby are maximised
- To further review and improve partnership working arrangements
- To manage supporting people funds effectively to ensure the ongoing integrity of the programme
- To contribute to the ongoing development and refinement of a regional assessment of housing support needs across all supporting people client groups projected up to 2020