

Scrutiny Committee

Meeting to be held on 9 March 2012

Electoral Division affected: All

Lancashire Supporting People Programme

(Appendix A refers)

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Executive Summary

The Supporting People Partnership - comprising Lancashire County Council, District Councils, Probation Service, Lancashire Drug and Alcohol Team and the Primary Care Trusts - are responsible for commissioning housing related support services to provide vulnerable people with the skills required to live independently in the community, thereby promoting social inclusion and preventing homelessness. The report outlines the current profile of services and the positive outcomes for customers who receive this support.

Recommendations

That the committee notes the work of the Supporting People Partnership

Background and Advice

- 1.0 The Supporting People Programme is responsible for the planning, commissioning and procurement of housing related support services which enable people to develop independent living skills thereby:
- preventing homelessness;
 - promoting social inclusion;
 - reducing the need for health, community safety or social care services.
- The success of the Supporting People Programme is dependent on effective partnership working between the county council and other partners, especially district councils given their strategic responsibility in relation to housing.

Housing related support services assist people to:

- set up and maintain a home;
- develop domestic / life skills;
- develop social skills;
- manage finances and benefit claims;
- access other services;
- get involved in community activities;

- maintain their personal safety and security;
- find alternative accommodation;
- help find a job;
- access education and training;

Consequently, the following types of services are funded from the Supporting People budget:

- supported housing projects
- refuges for women at risk of domestic violence
- sheltered accommodation with a scheme manager
- home improvement agencies
- community alarms
- floating or visiting support where the support is flexible and can be delivered anywhere.

In order to illustrate the potential impact of services on an individual's life, information about three people who have used services is included below.

Your Skills are Never Wasted

"Martin moved in to sheltered accommodation, in 2008, at the age of fifty five years old. He was referred by LCC Social Services after a period of rehab following a serious traffic accident that had lead to Martin having a leg amputated at the knee. Martin moved into one-level accommodation on a temporary basis to see if he could successfully live independently, he was very withdrawn and depressed following the accident. This scheme has lots of social activity and gradually Martin began to join in. Prior to his accident Martin was a chef. He now cooks breakfasts for residents once a week and leads the luncheon club; this makes an enormous contribution to the lives of residents at the scheme and has helped to restore Martin's feelings of self worth . The Scheme Manager helps with paperwork and encourages him to get involved in the scheme"

A Place in Society

"In 2006 I was released from prison having served four years and eight months of a seven year sentence. There was some uncertainty about what would happen to me when I left prison. One of the options was to move to supported accommodation, this is in fact what happened. Having been socially isolated for many years I was somewhat apprehensive, not only about the move to supported accommodation, but also about the future in general. I found that the staff were very supportive and they helped me a lot, particularly by helping me feel that I had a place in society. After about twelve months living in the main house, I moved in to the annexe, which provides semi independent accommodation. I feel that the skills I gained while living in the annexe helped me a great deal in preparation for moving in to the community. I think that without this it would have been much more difficult to make the transition to independent living. I feel that

my time here has had a huge impact on my life and that without this experience I think I would still be the person I was before I went to prison".

Feeling Welcome and Supported

"When I split up with my partner who I had been living with I became depressed and ended up going to hospital. Not being able to return home I came to supported accommodation. I was made to feel welcome and supported from day one. They have helped me get back on my feet and I know that there is always somebody to talk to if I ever feel down".

2.0 Funding

The Supporting People Programme was implemented by the Department of Communities and Local Government (CLG) in 2003. Initially the funding was ring fenced for housing related support services. However, subsequently, it was transferred into the Area Based Grant and then became part of Lancashire County Council's mainstream funding in 2010.

3.0 Preventative Services

There is no statutory duty to provide housing related services. Supporting People funded services tend to be preventative in nature; consequently the social care eligibility criteria (i.e. Fair Access to Care) don't apply.

4.0 Governance Structure

In 2003, when the Supporting People Programme was introduced, CLG defined the partnership arrangements to ensure that Supporting People funding contributed to a range of strategic agendas i.e. community safety, housing, social care and health. Following the decision by CLG to remove the ring-fence and associated grant conditions, leading to local discretion in relation to governance, it was decided by the county council to retain the partnership arrangements as the benefit of multi-agency decision making in meeting the needs of vulnerable people was recognised.

Consequently, the county council determines the Supporting People budget and then the Supporting People Partnership makes decisions within the defined budget. The Supporting People Team, based within the county council, co-ordinates and administers all the associated activity.

The Supporting People Commissioning Board is responsible for:

- maximising linkages with other strategic partnerships;
- ensuring that the housing support needs of vulnerable people have been appropriately mapped and that robust plans have been put in place to fill identified gaps;
- scrutinising and approving the commissioning plans developed by the Locality Groups including any associated funding commitments;
- identifying opportunities for joint commissioning at a county level;

- understanding the impact on vulnerable people of the services which have been commissioned and ensuring that services are operating to a high standard.

In addition to the Commissioning Board, there are locality based groups (North, East and Central) attended by commissioners and provider representatives. Provider forums also meet on a quarterly basis.

5.0 Current Profile of Services

The current budget is £27.5 million per year reducing to £26.5m in 2012/13. Up to 20,000 vulnerable people can receive support in services commissioned through the Supporting People Partnership, although some of those individuals will be self funders. Approximately 100 contracts are in place with 85 support providers to deliver 125 services. A service can range from around 6 units in a refuge for women at risk of domestic violence to over 1000 units in some sheltered housing services.

Whilst the table below shows the number of contracted units funded in services with the primary client groups listed below, it must be stressed that people have multiple needs so will access a range of services e.g. an individual with a substance misuse issue might also access supported accommodation for people who are homeless or for offenders.

	Supported Accommodation Number of Units (i.e. capacity)
Frail Elderly	655
Homeless Families with Support Needs	86
Mentally Disordered Offenders	2
Offenders or People at risk of Offending	51
Older people with support needs/community alarms	13111(4503)
People with a Physical or Sensory Disability/Learning Disability	35/1011
People with Drug Problems	22
People with Mental Health Problems	334
Single Homeless with Support Needs	91
Women at Risk of Domestic Violence	61
Young People at Risk	244
Teenage Parents	15

In addition to the above supported housing services where individuals are generally required to move into the accommodation to receive the support, three large contracts exist for the provision of floating/visiting support: in North Lancashire approx 220 people are supported at any one time; in South Lancashire around 340 people and in East Lancashire about 280 people.

6.0 Commissioning Plans

Multi agency groups have been considering how sheltered housing can provide a more personalised service and offer a support service to people living in the local community. The county council are intending to offer more flexible contracts in order to enable this to happen.

In relation to most other client groups listed above, a significant amount of consultation was undertaken prior to issuing new contracts. Revised specifications have sought to better reflect the feedback received from customers and stakeholders in terms of the required skills/attributes of staff, softer outcomes (e.g. development of self esteem) than those included in the national framework (see section below), local operational arrangements to support partnership working e.g. joint working with local Housing Options Teams where tenancies are at risk of breaking down.

7.0 Impact of Services

The impact of services is outlined in Appendix A. Table 1 shows the outcomes for people using services as defined by the national Supporting People outcome measures which were developed by CLG using the Outcome Domains from Every Child Matters (Economic Wellbeing, Enjoy and Achieve, Be Healthy, Stay Safe, Make a Positive Contribution).

Given the wide ranging mixture of needs amongst people accessing services, it is recognised that all indicators do not apply to every individuals. Consequently the outcomes figures focus on showing the number of people achieving a positive outcome and the proportion of people with an identified need who achieve an outcome.

- 1309 people maintained accommodation
- 1427 people secured/ obtained settled accommodation
- 1928 people maximised their income (91% of people with a need for support)
- 158 people have participated in paid work (31.35% of people with a need for support)
- 659 people accessed training and education (64.04% of people with a need for support)

- 404 people were better able to manage substance misuse issues (64.33% of people with a need for support)

Tables 2 and 3 show where people move to when leaving the service e.g. independent tenancies, returning to family, moving to residential care

The figures demonstrate that services are having a significant impact on the lives of individuals; however, there are also still barriers e.g. in relation to accessing work.

8.0 Conclusion

The Supporting People Partnership and budget are facilitating the commissioning of valuable preventative services which support a range of local strategic objectives in relation to the prevention of homeless, community safety and maintaining independence.

Consultations

N/A

Implications:

Risk management: none

Financial

Local Government (Access to Information) Act 1985

List of Background Papers

Paper	Date	Contact/Directorate/Tel
N/A		

APPENDIX A

Table 1 Outcomes for people leaving short term services and floating/visiting support services during 2010/11

Outcomes	Number of people achieving a positive outcome	% of those people with an identified need who achieve a positive outcome
Economic Wellbeing		
Maximised income, including receipt of the correct welfare benefits	1928	91%
Reduced overall debt	872	73%
In paid work	126	25%
Participated in paid work whilst in receipt of the service	158	31%
Enjoy and Achieve		
Participated in training and/or education	659	64%
Achieved desired qualification	171	54%
Participated in leisure/cultural/faith and/or informal learning activities	688	80%
Participated in any work-like activities, e.g. unpaid work/work experience/work-like experience/ voluntary work	286	56%
Established contact with external services/ groups	1295	93%
Established contact with friends/ family	655	92%
Be Healthy		
Better manage physical health	975	85%
Better manage mental health	805	77%
Better manage substance misuse issues	404	64%
Assistive technology/aids and adaptations helping the client to maintain their independence	110	88%
Stay Safe		
Maintain accommodation and avoid eviction	1309	83%
The client has secured / obtained settled accommodation	1427	72%
Comply with statutory orders and related processes, in relation to offending behaviour	249	77%

Better manage self harm	172	80%
Avoiding causing harm to others	138	79%
Minimise harm/risk of harm from others	579	88%
Making a Positive Contribution		
Developing confidence and ability to have greater choice and/or control and/or involvement	1778	89%

Table 2: Where do people move to when leaving short term services 2010/11?

Destination	Number of People
Staying with friends	109
Staying with family members	158
Bed & breakfast	9
Supported housing	161
Sheltered housing	6
Moved into a care home	2
Owner occupier	2
Renting privately owned accommodation	135
RSL tenancy	182
Local authority tenancy	118
Returned to previous home	99
Entered hospital (not long term care)	7
Committed suicide	0
Taken into custody	15
Sleeping rough	1
Entered a long stay hospital/hospice	2
Entered an acute psychiatric hospital	6
Not known	98

Table 3: Where do people move to when they leave long term supported accommodation or floating support/visiting support ceases (2010/11)?

Destination	Number of People
Completed support programme (i.e. remain in property but can live independently)	1,591
To independent housing	327
To sheltered housing/ To long-term supported housing	260/54
Died	601
Committed suicide	1
Taken into custody	20
To a long-stay hospital /hospice/ To an acute psychiatric hospital	11/ 4
To a care home/ To a nursing care home	115/203
To short-term supported housing	26
Evicted/Abandoned Tenancy	7/17
Not Known	183