Worcestershire Supporting People
Strategy 2010-2013

Dear Stakeholder,

Please find to follow the Supporting People draft strategy for 2010/13. This strategy is now out for public consultation.

The Supporting People draft Strategy questionnaire needs to be submitted to the Supporting People team by the 12th February 2010.

Please reply to supportingpeople@worcestershire.gov.uk

timetable:

21/01/10 – 12/02/10	Distribute for wider consultation
15/02/10 – 19/02/10	Update strategy, and prepare feedback for SPCB
22/02/10	Present to SPCB, confirm sign off
11/03/10	Strategy to go to DMT (WCC), and Design and Print for design
19/03/10	Present to WCC cabinet (*Strategy also needs to be signed off by District authorities too – around this period)

If you have any queries please do not hesitate to contact me.

Best Regards,

Glyn Edwards.

V1 draft

Page	Contents
3	Forward
4	Introduction
10	Supporting People and Worcestershire's Local Area Agreement
16	Safeguarding strategy
18	Commissioning Intentions 2010-2013
24	Adult Mental Health strategic intentions
29	Gypsy and Traveller strategic intentions
32	Learning Disability strategic intentions
37	Physical Disability and Sensory Impairment strategic intentions
40	Offending strategic intentions
43	Domestic Abuse strategic intentions
46	Substance Misuse strategic intentions
50	Single Homeless strategic intentions
55	Family Homeless strategic intentions
59	Older People strategic intentions
65	Young People at risk strategic intentions
68	Eligibility
71	Appendix i: Commissioning statement and investment plan for 2010/11
94	Appendix ii: Current supply profile
96	Appendix iii: Current resource profile
99	Appendix iv: What's been achieved since the last strategy
104	Appendix v: Spread of provision within Worcestershire, and per District.
136	Appendix vi: Proposed budget allocation (recurrent budget) for 2010/11

Forward:

The Supporting People programme within Worcestershire is helping more than **20,000** vulnerable people each year to attain or maintain independence, through the provision of housing related support services.

By reducing reoffending rates, homelessness and rough sleeping, anti social behaviour and the fear of crime through to the provision of housing adaptations to support the frail elderly to stay within their home, the Supporting People programme has been reported to produce substantial public funding cost savings of **£55,000,000** within the county per annum (Worcestershire County Council Research and Intelligence Unit, DCLG).

The Supporting People strategy 2010-2013 informs and embeds the commissioning intentions and priorities for helping the most vulnerable and excluded to contribute to wider society within Worcestershire; in addition to setting out how service users and providers can become a more integral element of the Supporting People programme for Worcestershire.

We all want the most vulnerable people within the County to have services which are appropriate and responsive to individual needs and expectations. Supporting People achieves this in a client centred manner, which often prevents the need for intrusive intervention often at the point of crisis. The success of the Supporting People programme within Worcestershire is in part due to the strong delivery of person centred provision and interventions which are tailored to a service user needs.

The landscape however is changing rapidly, presenting both funding and strategic challenges. This strategy is therefore a key document for the next 3 years, setting our agenda for meeting these challenges and strengthening the position of Supporting People within Worcestershire. The funding environment is arguably the biggest challenge in ensuring that these key services which are often a lifeline for some of the most vulnerable people are sustained. Supporting People funding has been decreasing year on year since its inception. This is likely to continue with public funding in the future being cut from Central Government.

We are proud of our services and the contribution we make to the Local Area Agreement priorities, in addition to the positive outcomes our providers achieve. As a result we have been successful in improving the quality of life for over 20,000 people a year. This strategy sets out our agenda to meet the challenges we face, and we face this in partnership at both an operational and strategic level.

v.1 draft

Introduction

Since 2003, the Worcestershire Supporting People programme has been providing innovative housing related support to our most vulnerable and chaotic communities throughout our 6 Districts. Since 2003, on average 20,000 vulnerable people have been supported per year by person centred support packages enabling them to achieve and maintain independent living.

Our client groups range from:

- Homeless families
- Single homelessness
- Domestic Abuse
- Substance misuse
- Teenage parents
- Offenders
- Mental Health
- Learning Disabilities
- Physical Disabilities
- Young People at risk
- Frail Elderly

The Worcestershire Supporting People programme provides essential preventative services for people who need support to gain the skills needed to live an independent life with limited or no additional intervention. Our services are strategically commissioned to ensure that we add value to many local priorities within the county of Worcestershire. The very nature of our client groups provides us a passport to become a cross cutting strategic commissioning function which meets many local priorities, specifically within the context of Worcestershire's Local Area Agreement.

All of our 116 [1] contracts have been strategically commissioned and steered by our multi agency Supporting People Commissioning Body. This governing body represents Worcestershire County Council Adult and Community Services, all of the District Councils within the County, West Mercia Probation, Worcestershire NHS, in addition to representation from our provider and service user forums.

Services directed at local priorities:

[1] 116 contracts – November 2009

v.1 draft

This strategy sets out the direction for the next 3 years. The rationale for this alignment is to ensure Supporting People remains not just a relevant programme within the County in meeting vulnerable client needs, but is enabled to become flexible and creative in meeting the rising demand for our services. We know and appreciate the effect an aging population will have on existing budgets and resources, we also know that the current economic pressures within the County will lead to an increased demand for some of our key services – offending, homelessness, mental health for instance.

Supporting People has a responsibility to meet the needs of our environment, and we need to be able to support these needs within parameters set for the programme. This strategy therefore seeks to further progress the innovative and creative approach to commissioning to achieve the supply and demand set. As a result, this 3 year plan will outline the intention to align all current and future commissioned projects and their outcomes to those of the LAA priorities; thus ensuring local priorities within the County can be fulfilled in partnership.

Partnership working and Social Capital:

Supporting People has a diverse client group, and therefore we seek to enable outcomes through diverse partnerships (a balanced economy or private, public and third sector organisations). Our strategy will set out our intention to seek best value, added value and innovation to meet the most vulnerable needs within Worcestershire.

Our strategic governing body is embedded within a very strong partnership setting. We also have a strong history of joint commissioning initiatives that meet a plethora of key indicators and outcomes within a diverse partnership context.

Being commissioners of preventative and point of crisis programmes we have been able to accrue substantial cost savings for public funded authorities within the County (also referred to as the financial benefits model in this strategy). This work, initiated by DCLG, and undertaken in partnership with the Research and Intelligence team within County Council has illustrated a reflective costing saving as a result of Supporting People funding. The anticipated cost saving for 2009/2010 is estimated at £55,000,000 for the county. (This would be the cost to public authorities if Supporting People provision wasn't providing the support it does within the County.)

Sustaining SP networks and expanding them:

Partnership work will continue to be the very bedrock of our function. We know we can achieve great outcomes, life changing outcomes for some of the most vulnerable and chaotic people – we also know that some of these outcomes can often be life saving. We also know that we need to achieve this within joint partnership arrangements that enable us to maximise the potential of our commissioning investments over the next 3 years. We seek to add value and avoid duplication, ensure that Supporting

draft

People funding can bridge some of the gaps within provision, and ease the transition between services and responsibilities (for instance the transition between Children Services provision and Adult Community Service responsibility). We have achieved a lot since Supporting People became established, and we believe our relationship with appropriate partners is a healthy and vibrant one. However, in an age where funding is increasingly vulnerable, the need for such services is a growing trend and with the developments within social care (re Choice and Control agendas / personalisation) the stronger and committed partnership arrangement is vital to sustainability of service provision and strategic planning.

Relevant stakeholders, providers and service users will form part of the mechanics of our evolvement in the next few years. We seek to joint commission with key providers to avoid duplication and add value, we also seek to meet the needs of people who are not receiving a service due to their circumstance. This strategy will enable us to work more creatively and innovatively utilising our new freedom and flexibility of funding arrangements[2]; maximising outcomes for our client groups. We are ready to embrace this development, keen to create more innovative partnership arrangements within the remit of the Local Area Agreement to meet the needs of Worcestershire.

The importance of multi-agency working has been highlighted within our consultation events leading up to this strategy. Opportunity is sought from this strategy to highlight the potential to engage with different sections of the community to enable an effective response to complex and multi-faceted nature of our client groups. The role of the third sector will have a key role to play in terms of assisting us to achieve the breadth of services needed within Worcestershire for our client groups. As a result of this we will ensure that we consider the COMPACT[3] in terms of our internal administration.

At a structural level, the following pre-requisites have been adopted to ensure we embrace a partnership approach to this strategy, our commissioning intentions and annual investment plan:

- Establish a strategic task and finish group that would drive forward this strategy (including District Housing leads, Probation, Adult and Community Services Management, The Chair of the Provider Forum and Waves, Officers from the Worcestershire Partnership (LSP), and County's Voluntary and Community Sector Coordinator).

[2] As from April 2010, Supporting People funding will be part of the Area Based Grant. Subsequently, the funding grant conditions that embodied Supporting People expenditure previous to this date are now replaced with the governance arrangements of the Local Area Agreement. This provides the programme the freedom and flexibility to tailor the programme to meet local need more effectively.

[3] The Worcestershire COMPACT is an agreement that determines how public bodies work with the Voluntary and Community Sector. The agreement was launched in 1998. (http://www.worcestershire.gov.uk/cms/council-and-democracy/chief-executive-unit/directorates/planning--economy--performance/community-leadership/vcs-unit/worcestershire-compact.aspx)

v1.4 draft

- Involving wider key stakeholders to create, inform and structure this strategy through a range of consultation methods. We aim to ensure that partners may feel involved and integral to its success from the outset;
- Ensure that the strategy is effectively publicised so that organisations are aware of its principles and vision and appreciate what role they could play;
- The planning of a marketing and communication plan to ensure that the outcomes being achieved can support and influence achievements within the LAA's theme groups where appropriate, and in terms of the Total Place and Comprehensive Area Assessment agenda;
- Development of a communications plan between partners, providers, and service users.
- Development of relations with the SPCB and Choice and Control programme within County.

Building and expanding service user participation:

Service user involvement is an essential element of our work, and we have made significant steps to create this integral element in our function. The service user element of our work we believe should not be underestimated, and we seek to strengthen this over the lifetime of this strategy to enable us to commission and review services that are centred to the needs of the service user. Person centred commissioning has enabled us to deliver key services in a cost effective manner over the past 6 years, and our commitment to this agenda will further accrue benefits both in terms of improved commissioned activity and validation through to cost savings for public partners.

We also seek to maximise the potential for Waves (Supporting People's Service User network) to become a more integral element of our function. We will evolve the function of Waves to become a gatekeeper for already established service user groups within our client groups. We seek to involve relevant groups/ service users in the consultation and decision making elements of commissioning services. This approach will enable us to accrue reflective representation to support our commissioning decisions.

Service Reviews (Quality Assessment Framework):

The outcomes that will be expected from any service review we will carry out are principally:

- To ensure that the service is strategically relevant, that the service contributes to both the Supporting People agreed outcomes and also key identified Local Area Agreement priorities.
- That the service is enabling independent living for some of the most vulnerable / chaotic within Worcestershire.
- That the service meets all expected standards – specifically in regard to safeguarding
- That the service is value for money, and can illustrate where appropriate social capital gains
- And that holistically the provision will not pose a risk to the Supporting People programme, or detract from its principle in adding value.

Word draft

Our expectation is that providers will deliver excellent services to those who need it most. The programme will be looking to implement a reformed review process over the lifetime of this strategy, a mix of light touch and involved reviews dependant upon need and risk assessment. The risk assessment of this process will be influenced by outcomes being achieved, safeguarding concerns, financial and resource concerns, in addition to strategic fit requirements. The review team will carry out provider consultation and training during the lifetime of this strategy, in addition to supplementing Supporting People's online newsletter (www.worcestershire.gov.uk/spm) with key information on the process.

The basis of our review process will embed the Quality Assessment Framework, and where appropriate this will be enhanced to reflect changing environmental factors. Providers will be expected to manage their function with the intent of being graded no lower than a level B. It will be a minimum requirement for new providers to be operating at a level B.

The reduced resource available to us as a commissioning and review function has meant that we are seeking to adapt a different, and leaner approach to reviewing our services. This more effective and efficient way of reviewing will ensure that all providers will have a review scheduled every 18 months.

Outcome based commissioning and contracting

The strength of the Supporting People programme within Worcestershire has been the capability to illustrate its value from a service users perspective. Every provider currently submits outcomes evidence each quarter illustrating how their bespoke support service is changing and making a difference to someone's life. The Worcestershire model of outcomes has received acclaim on a national basis for its ability to provide accurate reflections in terms of investment gains.

This model has now been adapted further to draw immediate alignment to Local Area Agreement outcomes. As a consequence, we have the ability to illustrate the worth of every contract in terms of service user outcomes (who we have supported to sustain / maintain independent living) in the context of priority areas for concern within the County.

As we move forward into a new environment, outcomes data will become more fundamental in not only providing us with the evidence of valuable achieved outcomes but will also add value to the financial benefits model we have adapted (in conjunction with County Council's Research and Intelligence Unit, and Department for Communities and Local Government).

Outcomes will also remain a priority focus in the way we commission and procure services. Person centred commissioning requires optimum service user engagement, and these links are being developed in equal partnership with the provider forum, Supporting People Commissioning Body and the team and with Waves. Although ahead of the game in this respect, we will be developing

V.1 draft

stronger structures that will enable a more reflective engagement of service users with the commissioning of services. (A strategy for this will be developed within year one of the action plan.)

Cross tenure services

Supporting People is an established support programme which is relied upon by over 20,000 vulnerable people. It is important for us as a commissioning, contracting and review function to appreciate the efficiencies achievable by seeking to commission services that not only meet individual needs of a service user, but develop future services that embrace both the freedom and flexibility entitlements encouraged by being part of the Area based grant. We seek therefore to work closely with providers over the coming 3 years to see how we can enhance service provision, seeking to procure cross tenure services and where possible identify opportunities for existing providers to work within the freedom and flexibility of new funding arrangements.

Enhanced safeguarding for adults, young people and children

Safeguarding is a priority for every part of our business function. We have high expectations, and this strategy will identify the principles behind this and the structure in place to ensure Supporting People providers embrace the Safeguarding protocol. Communication with regard to safeguarding and an action plan to compliment this strategy will illustrate our intentions. A series of training, sharing of best practice and regular communication and toolkits will support providers; and our review function will enable us monitor and support.

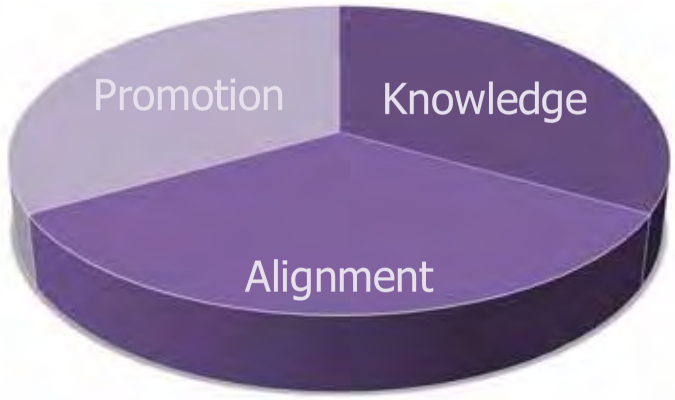
v.1 draft

Supporting People and Worcestershire's Local Area Agreement

The Supporting People programme grant will sit alongside our administration budget in the LAA's Area Based Grant (ABG) from April 2010/11. The removal of ring-fenced protection, additional freedom and flexibility in expenditure and meeting new LAA indicators is a new environment for Supporting People to deliver within, a new framework.

This new framework has many opportunities as well as threats. The opportunity to become more creative in achieving outcomes and aligning activity to meet known Worcestershire priorities with an outcome approach that enables us to illustrate how our investment is changing lives is one which we are ready to embrace as a partnership. The risks are also being mitigated against to our best ability. At the time of developing this strategy the Worcestershire Partnership have been drawing up governance arrangements regarding the allocation of the ABG.
Over the last 12 months we have been preparing for LAA inception with some proactive steps (this has included many consultation events with key strategic stakeholders, funding bodies, policy makers through to providers and service users). These steps form part of our new strategic approach to LAA induction, known as Knowledge, Alignment and Promotion (KAP). KAP is embedding the principles which will strengthen our approach, induction and alignment to the Local Area Agreement. It looks to keep abreast of national developments (and where possible, lead developments as an excellent authority), and continue to tailor our approach to meet Worcestershire requirements. (The feedback from these consultations can be seen in Appendix 1.)

KAP



Draft

The elements of KAP are embedded around service user involvement, quality of provision, identifying the value (cost saving) of preventative care and support through to a partnership driven agenda of incorporating a value for money framework, driving forward our outcome framework and ensuring Supporting People contracts are aligned to LAA priorities:

Knowledge:

- Ensure that Supporting People meets the identified needs (through extensive and appropriate partnership working and alignment).
- Continue to carry out an understanding of current funding arrangements to achieve outcomes, and identify opportunities for joint commissioning arrangements, strategic alignment.
- Appreciate and understand the value of a balanced economy of provision, specifically looking at the value of the third sector in delivering some of our outcomes to vulnerable and chaotic communities.
- Ensure that the Quality Assessment Framework continue to drive forward excellent provision within SP funded services.
- In coordination with fellow funding bodies and strategic partnerships develop a value for money framework which seeks to drive forward the preventative agenda, identifying cost savings and an outcomes focused agenda.
- Identify the opportunities of the freedom and flexibilities enabled by the removal of ring-fencing for housing related support under the umbrella of community safety (identifying opportunities and providing support to provider with Choice and Control agenda).
- Carry out an outcomes analysis from every contract held by the Supporting People programme within the County
- Understand the strategic position of every contract held – opportunities to extend and strengthen strategic fit, or the need to reconfigure.
- Trend analysis of market place, and current supply (market development)
- Financial Benefits model – cost savings being accrued per contract and client group for the Worcestershire Partnership
- Social Accounts that provide an annual review of SP provision, detailing outcomes and achievements per district
- Work closely with neighbouring authorities to share and inform best practice on approaches to ABG
- Continue to evolve provider consultation and feed into the structure of the Supporting People strategy developments – creating an appreciation for what is needed and achievable. .

Alignment:

- Mapping of outcomes of Supporting People to the current Local Area Agreement, and the potential to align against the story of place for Worcestershire, community strategies and existing evidence of the areas of highest need analysis (with existing contracts, strategic direction of new initiatives).
- Structure of outcomes data received and requested to meet output and outcome information required for the LAA.
- Seek to develop the Supporting People Commissioning Body to become more reflective of the Partnerships alignment and funding directives.

v.1 draft

- Ensure that the action plan and commissioning intentions is refreshed annually to reflect the county's strategic priorities and address gaps for our client groups (identifying opportunities to map new and creative partnership approached to achievement of outcomes, and joint commissioning intentions).
- Continue to integrate service user involvement within Supporting People administration decisions and influences over provision (including recruitment of staff, through to a seat on the Commissioning Body and steering user involvement in tender developments).
- Continue to work closer with the provider forum to provide support and feedback, and to structure the key elements of achievements which can be fed into to this process.
- Further embedding best practice surrounding safeguarding for us as commissioners, and providers in their role in providing support to the most vulnerable within society.

Promotion:

- Ensure information channels are utilised where possible to inform all stakeholders of the distance travelled and next steps in this alignment process.
- Utilise Supporting People's online newsletter (www.worcestershire.gov.uk/spm) , website (www.worcestershire.gov.uk/supportingpeople)
- Ensure links are being made into appropriate theme groups of the LAA
- Ensure appropriate partnerships are being formed within the LAA context, and assisting to structure Supporting People commissioning intentions (including the theme groups)
- Provision of guides and strategic reviews in conjunction with stakeholders promoting the strategic intent of the programme.
- Feed into strategic developments throughout Worcestershire (for instance, The Joint Strategic Needs Assessment, region and nationally where possible.

To date we have made excellent inroads into the Local Area Agreement priorities. We can clearly show the value of our programme through service user outcomes, market development and knowledge, and importantly ability to align our outcomes to make both direct and indirect contributions to the Local priorities. Working in partnership with County's Research and Intelligence Unit we can demonstrate as a partnership, in 2008/09 alone, in excess of 30,000 positive outcomes achieved by SP have influenced LAA achievements (a significant upward trend from previous years).

This strategy will enable us to take forward this work, utilise the value of our outcomes and align them within the context of the LAA. As a partnership we have seen the value of Supporting People as a strategic imperative, in addition to appreciating the real difference our programme is making to the most vulnerable and chaotic within our communities.

v.1 draft

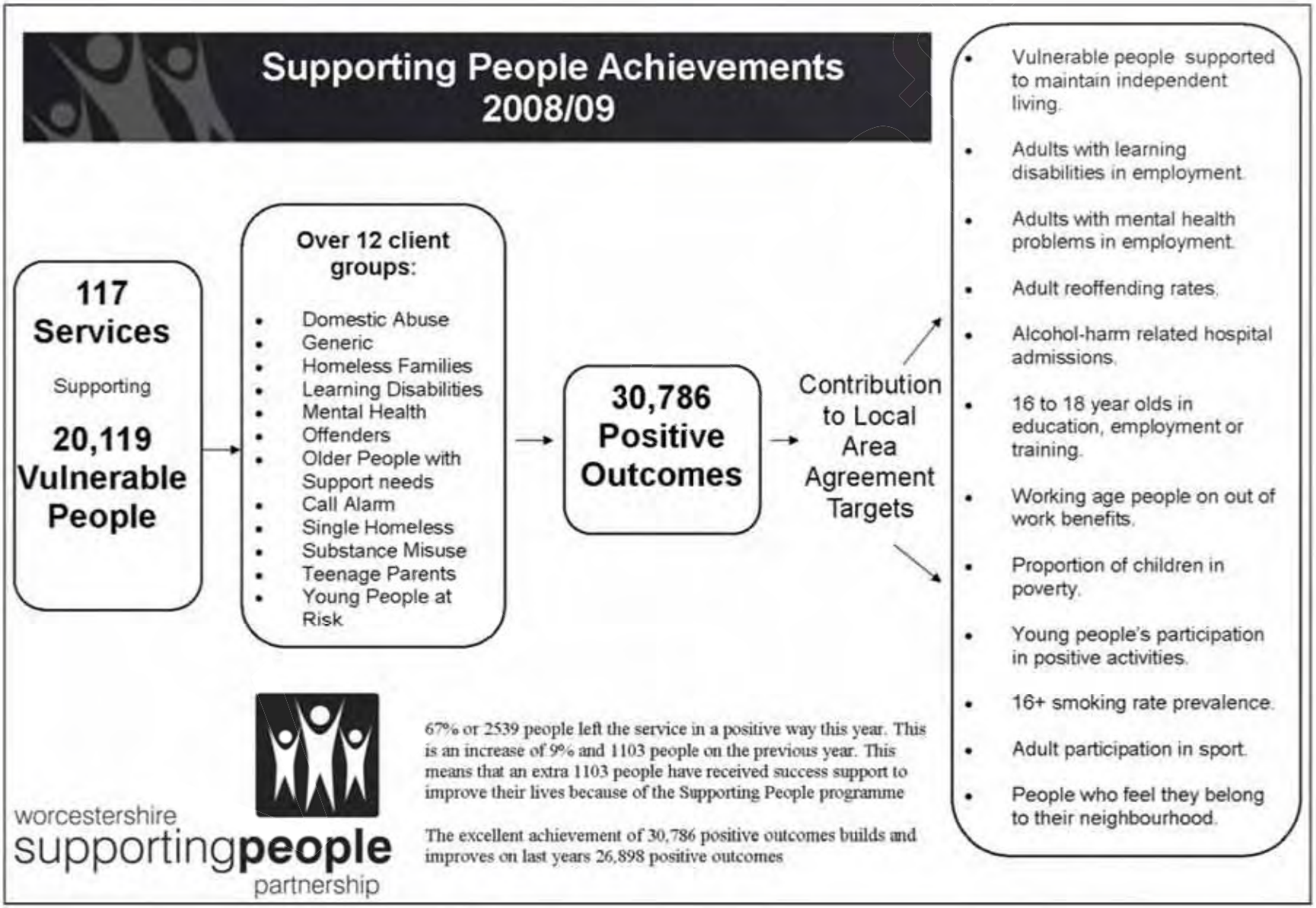
The financial benefits model undertaken to-date illustrates an estimated annual cost saving of £55,000,000 for Worcestershire Authorities and public sector bodies per year. This analysis has been shaped by Central Government, and reinforced by Worcestershire's Research and Intelligence team to ensure the calculations reflect the County's true picture. This strategy will ensure that we continue to develop the potential to provide services that create such cost savings. Consultation events have proven the vulnerability of funding streams over the coming years from all sectors. It is imperative therefore that this strategy enables not only joined up provision, planning and commissioning; but the opportunity to create opportunities for the reduction of more intensive support at the point of crisis if this low level support is more appropriate.

Consultation events have also shown the importance of housing related support for our client groups. The impact of the recession, increasing levels of unemployment and uncertainty over existing support services outside of the SP arena could potentially result in a growing need for our services in the future. In addition to this the growing trends of demographic change that we will need to adapt to – for instance, the increasing numbers of people above 65, physical disability through to mental health concerns to teenage parents. Supporting People is well placed to provide support to some of the most 'harder to reach' communities. Through our innovative partnership of providers (from both private, public and third sector backgrounds) we have been able to accrue over 30,000 positive outcomes – we believe this is priceless.

This strategy will embed the principles of preventative housing related support, providing greater opportunity for joint commissioning arrangements under the umbrella of community safety. All contracts over the span of this strategy will become fully aligned to the LAA priorities. As a commissioning function we will enjoy the freedom and flexibility of the un-ring fenced grant conditions, remain flexible to meet environmental challenges – whether these are funding based, changing priorities through to changing demographic concerns.

We will also take the foresight to develop future strategic developments within the wider partnership setting; ensuring the voice of providers and service users can influence policy and future commissioning intentions of the Worcestershire.

v.1 draft


Supporting People Achievements 2008/09
117 Services
Supporting
20,119 Vulnerable People
Over 12 client groups:
Domestic Abuse
Generic
Homeless Families
Learning Disabilities
Mental Health
Offenders
Older People with Support needs
Call Alarm
Single Homeless
Substance Misuse
Teenage Parents
Young People at Risk
30,786 Positive Outcomes
Contribution to Local Area Agreement Targets
Vulnerable people supported to maintain independent living.
Adults with learning disabilities in employment.
Adults with mental health problems in employment.
Adult reoffending rates.
Alcohol-harm related hospital admissions.
16 to 18 year olds in education, employment or training.
Working age people on out of work benefits.
Proportion of children in poverty.
Young people's participation in positive activities.
16+ smoking rate prevalence.
Adult participation in sport.
People who feel they belong to their neighbourhood.
67% or 2539 people left the service in a positive way this year. This is an increase of 9% and 1103 people on the previous year. This means that an extra 1103 people have received success support to improve their lives because of the Supporting People programme
The excellent achievement of 30,786 positive outcomes builds and improves on last years 26,898 positive outcomes
worcestershire supportingpeople partnership

Safeguarding vulnerable adults, young people and children

Safeguarding is an essential part of our business. Our commitment to this agenda is simple and implicit. Every provider being supported financially by Supporting People will be able to demonstrate effective policies and procedures which meet our aspiration; adhering to Worcestershire County Council's latest Safeguarding guidance.

Our drive and commitment to Safeguarding is paramount to the successful and safe delivery of the Supporting People programme within Worcestershire. As a commissioning function enabling vulnerable and often chaotic communities to live with greater independence we are very aware of the responsibility and commitment needed by providers in maintaining and implementing appropriate safeguarding policies and practice in support to both clients and employees/volunteers.

Safeguarding will have a progressive precedence within the Supporting People programme, and will incorporate the complete function of our work from commissioning through to reviewing practice.

National and Local Drivers for Safeguarding

- 'No Secrets' consultation – Ivan Lewis, former Care Services Minister announced a review of the Department of Health guidance on working with vulnerable adults.
- The Dignity in Care Campaign – A Government led campaign in partnership with many organisations that provide and commission care and protect the interests of those using care services and their carers.
- Deprivations of Liberty Safeguards – the process by which someone that does not have the mental capacity to agree to arrangements for their accommodation, treatment and care can be deprived of their liberty for their own health and safety. [4]
- Independent Safeguarding Authority – The new vetting and barring systems, involving the new Independent Safeguarding Authority (ISA) [5] which was established during 2008/09, will have a major impact on the recruitment and monitoring practices of people working or volunteering with children and vulnerable adults.
- The Council for Social Care Inspection (Care Quality Commission) – The Care Quality Commission (CQC) [6] was established by the Health and Social Care Act 2008 to regulate the quality of health ad social care and also look after the interests of people detained under the Mental Health Act.

[4] Worcestershire County Council has set up a new Deprivation of Liberty Safeguards Team (DOLS) Team in partnership with the Worcestershire Primary Care Trust, Acute Trust and Mental Health Partnership Trust.
[5] www.isa-gov.org.uk
[6] www.cqc.org,uk

V.1 draft

- Safeguarding and Personalisation – Action on Elder Abuse [7], which campaigns actively on safeguarding all vulnerable adults and is the leading organisation in this field, has identified the critical need for health and social care agencies to develop their new personalised services within a framework that considers safeguarding issues.

Safeguarding expectation, objectives and process for Supporting People

All providers who are financially supported by Worcestershire Supporting People working with vulnerable adults, young people and children will undertake all reasonable measures to ensure that the risks of harm to someone's welfare is minimised. Where there are concerns about vulnerable adults, young people and children's welfare, all agencies will undertake appropriate actions to address those concerns, working to agreed local policies and procedures in full partnership with other local agencies.

The Service Provider shall also have in place and operate a policy and set of procedures for safeguarding vulnerable adults, children and young people which shall be consistent with Worcestershire's Adult Protection Policy, or which the Service Provider shall be adapting during the duration of the contract to become consistent with Worcestershire's Adult Protection Policy.

Supporting People's strategic intent for Safeguarding within Worcestershire

- Access and Public Engagement Strategy

An important element of our work over the next 3 years to drive the Safeguarding agenda forward within the Supporting People programme, and to reduce the risk of issue or concern will be to raise public and professional awareness of Adult Abuse. The Safeguarding and Adult Protection Access and Public Engagement Strategy was designed to meet the needs in this area. The aim of the strategy is clearly to raise awareness using a variety of methods including publication, Internet and newsletters. Supporting People will support providers over the next 3 years by hosting an e-forum which will support debate, provide access to best practice examples, and enable the opportunity to keep up to speed with developments within this arena.

- Training Strategy

A safeguarding training strategy will be developed in partnership with the Provider Forum as a means of reducing the risk of incidents of abuse but also to address and stop abuse when it does occur. This will look at training for both senior management and front line staff and vulnerable adults where appropriate. Again this strategy looks ahead for the next three years and the Supporting People management has a monitoring role within this strategy to ensure that training materials and events are relevant and appropriate.

- Audit Strategy

An annual audit will be carried out on the work of all providers in dealing with abuse and vulnerable adults (by Supporting People working with relevant stakeholders). This audit strategy will provide the evidence of appropriate policies and process and identify how these are being used

[7] www.elderabuse.org.uk

v.1 draft

on a day to day basis. This will either be through face to face review or desk top self assessment as part of the QAF, as deemed appropriate by the Supporting People risk management process.

It is anticipated that these three action points will enable the work of safeguarding in Worcestershire to develop over the next three years.

"Safeguarding is everybody's business involved in Adult Social Care and Health Services."

Eddie Clarke,
Director of Adult and Community Services
Chair of Worcestershire Safeguarding Adults Board

v.1 draft

Scrutiny of current needs analysis and evaluation of the current supply profile has led us to select, within the context of the changing needs and available resources, the following commissioning priorities for each client group.

All provision will achieve the following:

- Deliver the vision of this strategy, and align to key County priorities (Local Area Agreement, as a for instance);
- Meet the needs of vulnerable people in the county, and seek to engage with the most chaotic;
- Are flexible in approach to engage with such a diverse range of needs;
- Are sustainable and have the ability to attract additional funding as a result of our investment;
- Are cost effective, providing value for money;
- Fit with the strategic priorities of the Worcestershire Supporting People Partnership;
- Are high quality;
- Can demonstrate that the client groups being supported are prioritised for our support;
  Provision also is commissioned on needs evidence, and remains tenure neutral.

Older people

- Early intervention services for older people (particularly with mental health needs).
- Low-level preventative housing related intervention as provided by home improvement agencies, community alarms and assistive technology.
- Provision of a countywide floating support that meets the needs of the most vulnerable (irrespective of their tenure)
- To provide low level support where appropriate within existing and new models of housing support provision.
- To identify the additional outcomes that may be achieved through social inclusion activity, for instance volunteering. (Either as a mechanism to identify housing related concerns for people who are not currently engaged, or to sustain networks for communities.)
- Please also refer to Learning Disability, Physical Disability and Sensory Impairment, in addition to Mental Health commissioning intentions for this client group.

Mental health

- To undertake a strategic needs analysis of mental health provision within Worcestershire. The review will provide a strategic framework for commissioning intentions for Worcestershire's Supporting People programme seeking to add value

V1 draft

to existing provision, create a real life account for gaps in provision, identify opportunities for joint commissioning and create alignment to Local Area Agreement priorities (current and potential).

- Within existing provision, increase the awareness of mental health issues and capacity build to assist programmes in identifying early someone's mental health deterioration.
- Within existing provision, support the drive for an equitable provision of mental health support programmes providing community based support, opportunities for training, education, employment, housing and support to develop networks (inclusion activities) and assist move on.
- Within existing provision, support the drive for equitable provision of support for people with a mental health illness to return to their home or supported living arrangement at the earliest opportunity that their condition allows. This provision should include a coordination of multi agency support in regard to health, housing and social care agreed with patients and their carers.
- Ensure appropriate choice is developed within Supporting People initiatives to aid recovery, increase social integration, enable maintenance of social networks and provide opportunities for increased independence, including return to appropriate employment.
- Within existing mental health provision, ensure move on is a priority, to ensure independent living opportunities and throughout.

Learning disabilities

- Provision should seek to enhance greater choice and control, the use of community-based activities, with greater opportunities to integrate with increased accessibility, an emphasis on leisure, work and learning opportunities regardless of disability and, importantly, a desire to ensure that social contact with friends is maintained.
- Ensure that provision identifies the needs of carers, in addition to the service user.
- Ensure that programmes within our portfolio achieve multi faceted outcomes, and that provision works alongside each other with the adaptability to meet choice and control expectations.

Physical Disability and sensory impairments

- To undertake a strategic needs analysis of physical disability and sensory impairment provision within Worcestershire. Working in partnership with key stakeholders (policy makers, physical disability and sensory impairment commissioners, providers and service users) the review will provide a strategic framework for commissioning intentions for Worcestershire's Supporting People programme seeking to add value to existing provision, create a real life account for gaps in provision, identify opportunities for joint commissioning and create alignment to Local Area Agreement priorities (current and potential).

V1 draft

- To ensure that existing provision and any newly commissioned provision is enabling people to access supported housing and low level housing related support, in addition to identifying social inclusion activity.

Gypsy and Travellers

- To carry out a strategic review of the Gypsy and Traveller community within Worcestershire (and neighbouring authorities where appropriate) to ascertain the housing related support needs of this client group. The recommendations of this review will provide support for investment decisions to be made within the lifetime of this strategy.
- Within existing provision, ensure that Gypsies and Travellers are recognised within the diversity and training of providers;
- Work strategically with Children Services and stakeholders where appropriate to support families in existing provision seeking support, specifically around education or access, and also health (families who travel may not have a regular doctor). Providers will be expected to work closely with Health Visitor's/practitioners about specialist health support available to this community.
- Identify the needs of older communities specifically in terms of adaptations and health.

Young People at risk

Our strategic intent, supported from the joint strategic review, will contribute to these specific measures and to the three work streams set by central government, which are:

- Preventative work: early prevention and advice, mediation, home visiting, school based work and assessment and local authority advice in housing.
- Accommodation and support: supported lodgings, nightstops, emergency accommodation (hostels), forms of move on from hostels and floating support.
- Person-specific services: complex needs and high vulnerability, health, learning and work, BME young people, tackling anti social behaviour and offenders and offending, identifying opportunities for contribution to positive activities agenda (for instance, volunteering)
- Provision of a greater range of housing options and support (embraced within the freedom and flexibility of funding governance), which contributes to the prevention of homelessness and repeat homelessness. This includes specific issues within mainstream housing and support including substance misuse issues, youth offending behaviour, learning disabilities and difficulties including Asperser's Syndrome, dyspraxia, minority ethnic groups particularly unaccompanied asylum seekers, teenage parents and young people who are pregnant and young victims and survivors of domestic abuse, and care leavers.

Teenage parents

v1 draft

- Provision of short-term transitional services to make the move to independent living
- Floating support and coordinating services, enabling access to health and well being support through to training, education, employment and benefits support.
- Development of move on support functions, for instance life coaching / mentoring to aid and support transitions.

Homelessness

- Ensure preventive agenda is extended throughout the County, including the introduction of a single service gateway and improved systems such as common monitoring and common assessment
- Crisis intervention: emergency access accommodation and street outreach, often dealing with high vulnerability and complex needs.
- Supported independent living: supported accommodation for single homeless people, offenders and substance mis-users.
- 'Preparation for independent living': floating support, which can be generic or specialist. Some focuses solely on crisis intervention work, some are specialist services and other floating support moves with the person through different types of accommodation.
- Ensure provision continues to complement housing strategies countywide, and remains equitable based on need.
- Development of move on support functions, for instance life coaching / mentoring to aid and support transitions.

Substance misuse

- The provision of Low-level and floating support for individuals with drugs and alcohol problems;
- Complementing low-level community interventions and alignment to the strategic direction of the Drug and Alcohol Action Team partnership
- Provision to address the demand profile within the County, and remains equitable.
- Development of move on support functions, for instance life coaching / mentoring to aid and support transitions.

Offenders

- Ensure that provision of effective offending behaviour support programmes (housing related needs) aimed at the low / medium and high risk offenders, within the community, are implemented effectively to reduce and stop further offending based on research and intelligence in terms of need per district.
- Ensure housing related provision supports offenders in accessing training and employment opportunities, as this is identified as a very effective mechanism in helping previously unemployed offenders live crime-free lives
- Ensure that we have a mixed economy of low, medium and high risk offenders within the current portfolio of provision.
- Development of move on support functions, for instance life coaching / mentoring to aid and support transitions.

v.1 draft

Domestic violence

- Ensure that Supporting People provision is available to meet a targeted response to the needs of specific vulnerable groups including Gypsy and Traveller Communities; Rural Communities; Vulnerable Adults – drugs, alcohol, mental health, older people; Young Adults.
- Work in Partnership with the Domestic Abuse unit, ensuring a portfolio of provision is applied throughout the county (specifically looking at both prevention (including perpetrator programmes) and recovery/resettlement programmes).
- Work in conjunction with the WFADA in regard to a Safer Housing strategy, including a needs assessment of need and options within the county.
- Continue to work strategically with WFADA on improving practice through training, service standards and outcome / data monitoring with current provision within the Supporting People programme in Worcestershire.
- To work strategically with the Domestic Abuse Forum to ascertain the needs of the County and allocate resource to meet identified housing related needs.
- Development of move on support functions, for instance life coaching / mentoring to aid and support transitions.

Additional requirements:

A comprehensive and integrated needs analysis for the following groups will also be commissioned to assist with actions within future annual plans.

- Training Needs Analysis for providers supporting HIV/AIDS
- Refugees and migrant communities
- Carers for all client groups

Eligibility criteria:

Eligibility for Supporting People provision will remain consistent as with the previous strategy. Predominately as the work undertaken to date can highlight the very issue that without Supporting People funding these client groups would most likely not get the support required for their independence; and as a consequence their situations would worsen to a point of crisis - and incur additional cost on public authorities.

We also appreciate that the current vulnerability of the financial environment (increasing redundancies and unavailability of employment opportunities, increasing numbers of NEET for young people, and increasing likelihood for mental concerns, through to offending and family breakdown) will add to the volume of our client groups needing low level support. Provision will therefore be:

v1 draft

- Fair and equitable access based on need (housing benefit for Older People) through the introduction of common standards to assess housing related support needs.
- The services are focused on providing low level housing related support services that compliment preventative health, social care, substance misuse or criminal justice interventions;
- Supporting People services are complementary to the work of the wider Worcestershire Supporting People partnership, Local Area Agreement and not separate from, wider social care and health services; and
- Funding is used to support services in line with the grant conditions that apply to Worcestershire's Area Based Grant.

Annual plan

This three year strategy is an evolving and fluid document with commissioning intentions that may to be reviewed and refreshed where needed on an annual basis. This will be based on the strategic priorities and needs of the Supporting People Commissioning Body, in addition to Local Area Agreement, Total Place and opportunities to support the Comprehensive Area Assessment agenda. To preserve the relevance of the strategy and ensure progress is timetabled and monitored, the three year strategy will be used to inform a new annual plan each year.

v.1 draft

Adult Mental Health

"People with mental health problems are one of the most socially excluded groups in society" [8].

Worcestershire Context:

It is anticipated that approximately 42,000 adults will be experiencing a common disorder (such as general anxiety and depression), with 2000 people suffering from a psychotic disorder [9] within Worcestershire at anyone time. In 2008/09 alone, over 1,500 vulnerable and chaotic people within Worcestershire depended upon the Supporting People programme, accessing key mental health support. Their personal situation often meant they would not be supported by other statutory services (for instance, being homeless).

Research carried out by the Worcestershire Research and Intelligence Unit in 2009 highlighted that in excess of 15% of Supporting People service users had some form of recognised / diagnosed mental illness. We appreciate however, that due in part to the typology of client groups we support on a day to day basis, and the cross cutting issue of mental health throughout our client groups that the number of unrecognised or undiagnosed cases of mental health illness will be much higher. The very vulnerable and very chaotic will often have mental health needs, however their very basic needs (safety, housing) often take over tertiary needs the client may have at the point of support and referral; so mental health will not necessary be reported on within our outcome data.

It is widely acknowledged that, there is a strong link between mental health problems (specifically anxiety and depression) and that of deprivation[10] and the most vulnerable/social isolation within society. Research carried out by the Social Exclusion Unit of the Cabinet Office identified that problems were more common among people who were unemployed, had fewer educational qualifications, had been looked after or accommodated, were on low income or who had a low standard of living.[11]

[8], [8] Joint Commissioning Strategy for Adult Mental Health in Worcestershire, 2008-2012.
[9] Worcestershire Mental Health needs assessment, PCT, August 2006.
[10] Social Exclusion Unit Report, Cabinet Office 2009
[11] Mental Health and social exclusion : Social Exclusion Unit Report, 2004.

v.1 draft

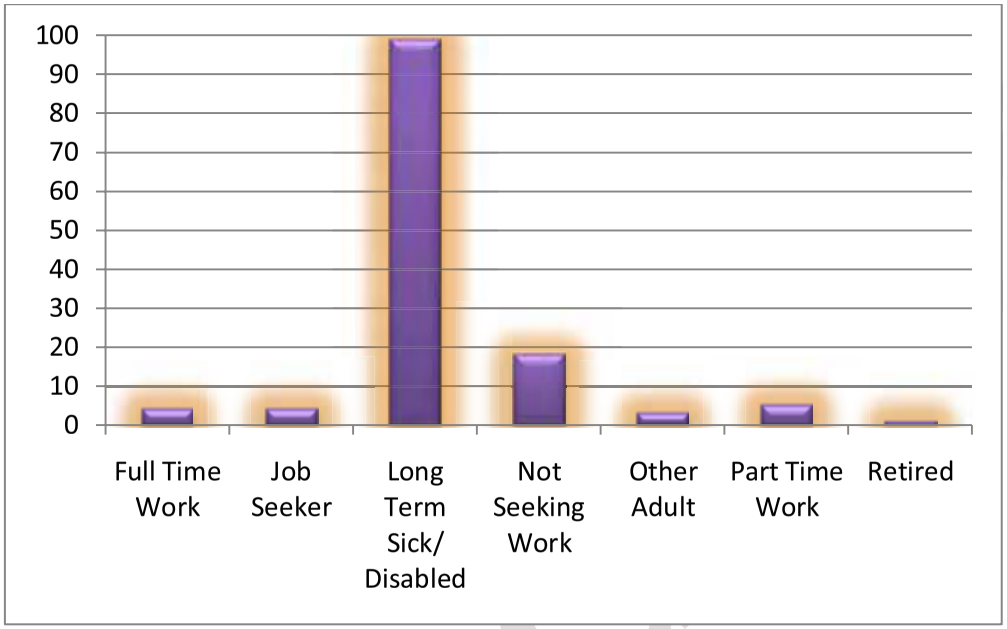
Predominately, the majority of client groups within our programme would be able to relate to all of these situations. The bespoke housing related support provided in this essence is not only essential in achieving levels of stability with regard to mental health; but is also imperative in ensuring that people who may not be receiving access to support services due to their situation can receive the support needed to live an independent life within a safe environment, maximising their potential to live with increased independence, dignity and respect.

The economic status of service users at the point of entry into a mental health related service clearly demonstrates a need to support people who are unable to contribute to or enjoy economic well being within the County; the 1,000 positive outcomes that have been achieved per year within this client group by Supporting People is therefore significant in a multitude of ways.

- personal / inspirational
- achieving community safety expectations,
- meeting key strategic drivers around primary and community mental health care, through to
- enabling vulnerable, chaotic (and often isolated) people the skills and support necessary to become further engaged with their community. This engagement can be in the form of volunteering, employment, education and training through to more low level outcomes around self esteem, confidence through to accessing cultural and leisure activities.

Chart *Economic status of new service users – mental health*

v.1 draft



Within 2008/09:

- 7% of new service users were in either full or part-time employment.
- A further 3% were currently seeking work.
- The other service users are not looking for any kind of work.
- For 74% of the service users this is because they are registered long-term sick/ disabled and are unable to work.

Source: Supporting People Client Record Data 2008/09

Significantly, the Supporting People programme within Worcestershire is proving to be an essential mechanism for addressing needs with what has been described as 'harder to reach' communities (ranging from teenage parents, homelessness through to Domestic Abuse victims, Offenders through to the frail elderly). We continue to seek innovative and creative ways of addressing needs of this client group and to provide a strategic alignment of positive outcomes which meet the highest areas of needs within the County; in addition to the procurement of specialist services that provides opportunity for a client group that is recognised for being one of the most excluded groups in society.

Local Area Agreement alignment:

Outcomes achieved for this client group both directly and indirectly support key Local Area Agreements priorities and indicator sets. Within Worcestershire's Local Area Agreement for 2008-11, priorities for this client group stem around adults with mental health problems; the gatekeepers for this priority are the Health and Well Being theme group.

This specific indicator looks at people aged between 18 and 69 who are in contact with secondary mental health services and on the Care Management Approach who are in employment. Current provision provides a direct link between the work of the

Supporting People programme to support users with mental health problems in accessing employment. Success is measured by the number of positive outcomes of those users who manage to achieve this. In order to report into this priority, Supporting People may need to consider collecting information on Care Management to ascertain the evidence regarding this target.

The following priorities were identified by providers as indicators which they were either working towards, or had the potential to work towards for this specific client group:

NI 2	Percentage of people who feel they belong to their neighbourhood
NI 8	Adult participation in sport
NI 17	Perceptions of anti social behaviour
NI 18	Adult reoffending rates for those under probation supervision
NI 20	Assault with injury crime rate
NI 39	Alcohol – harm related hospital admissions
NI 116	Proportion of children in poverty
NI 117	16-18 year olds who are not in education, employment or training (NEET)
NI 142	Number of vulnerable people who are supported to maintain independent living
NI 146	Adults with learning disabilities in employment
NI 150	Adults in contact with secondary mental health services in employment
NI 152	Working age people on out of work benefits
NI 163	Working age population qualified to at least level 2 or higher
NI 175	Access to services and facilities by public transport, walking and cycling

We will work with providers to ensure that additional alignment is achieved to the LAA, and that contracts can identify their link and value to Local priorities.

Strategic Intentions:

- To undertake a strategic needs analysis of mental health provision within Worcestershire. The review will provide a strategic framework for commissioning intentions for Worcestershire's Supporting People programme seeking to add value to existing provision, create a real life account for gaps in provision, identify opportunities for joint commissioning and create alignment to Local Area Agreement priorities (current and potential).
- Within existing provision, increase the awareness of mental health issues and capacity build to assist programmes in identifying early someone's mental health deterioration.

v. 1 draft

- Within existing provision, support the drive for an equitable provision of mental health support programmes providing community based support, opportunities for training, education, employment, housing and support to develop networks and assist move on.
- Within existing provision, support the drive for equitable provision of support for people with a mental health illness to return to their home or supported living arrangement at the earliest opportunity that their condition allows. This provision should include a coordination of multi agency support in regard to health, housing and social care agreed with patients and their carers.
- Ensure appropriate choice is developed within Supporting People initiatives to aid recovery, increase social integration, enable maintenance of social networks and provide opportunities for increased independence, including return to appropriate employment.
- Within existing mental health provision, ensure move on is a priority, to ensure independent living opportunities and throughout.

v.1 draft

Gypsy and Traveller Communities

"Traveller women experience greater disadvantage in relation to health …
70% of travellers die before the age of 59, infants are 10 times more likely to die before the age of 2,
and a third of travellers die before the age of 25." [12]

Worcestershire Context:

The gypsy and traveller community can often face barriers to accessing services, support or advice that can enable them to live independently, maintaining health and well being and their security. We are keen to ensure that information around education through to domestic abuse is addressed through the Supporting People programme where possible. This may involve existing projects accommodating and targeting the gypsy and traveller community proactively, through to new projects being commissioned to support these identified needs of the client group.

Education: Gypsy and traveller children and young people (and also the parents where there a high levels of illiteracy) experience disadvantages in education, not least because of being moved on. There are higher levels of bullying and racism within the community (including schools). "After puberty, there is pressure for some girls to stay at home to avoid mainstream culture." [13] The result is relatively low literacy in adults, making it difficult to access services.

Domestic Violence: Because gypsies and travellers live on the whole in a closed community, there is a tendency to try and resolve disputes within the extended family. For many issues it is an effective way of dealing with problems – but not so for domestic abuse. Cultural expectations can also make it difficult for domestic abuse to be challenged:

- Belief that many men are violent and a women has to accept such behaviour
- Taboos exist against interfering between spouses where violence occurs
- Expectations that marriage is for life – women who leave marriage can often be ostracised

The difficulties of gypsy and travellers living with domestic abuse can be made worse by attitudes and reactions of people outside their communities. Gypsy and traveller women may feel unable to contact the police or other support agencies for support. Most

[12] Travellers Last Rights, 2007.
[13] Friends, Families and Travellers, May 2009.

v.1 draft

gypsy and travellers will have a social life that is mainly based around their extended family and community. Leaving because of domestic abuse means a women/man not only losing their home and partner, but also their community, culture and way of life. It also leaves them open to prejudice of the settled population, without the security and protection that living with their own community brings.

Local Area Agreement alignment:

The commissioning of Gypsy and Traveller community provision is one which is being developed and established within the Supporting People arena within Worcestershire. We appreciate that the potential for us to meet many strategic priorities is achievable – whether these are within the context of community safety, health and well being through to education and bullying. Within such an embryonic stage of development we will be able to develop commissioning intentions based upon fresh strategic research into the needs of the community and embed this within this three year strategy for Worcestershire.

The following priorities were identified by providers as indicators which they were either working towards, or had the potential to work towards for this specific client group:

NI 2	Percentage of people who feel they belong to their neighbourhood
NI 8	Adult participation in sport
NI 17	Perceptions of anti social behaviour
NI 18	Adult reoffending rates for those under probation supervision
NI 20	Assault with injury crime rate
NI 39	Alcohol – harm related hospital admissions
NI 112	Under 18 conception rate
NI 116	Proportion of children in poverty
NI 117	16-18 year olds who are not in education, employment or training (NEET)
NI 123	16+ Smoking prevalence
NI 142	Number of vulnerable people who are supported to maintain independent living
NI 146	Adults with learning disabilities in employment
NI 150	Adults in contact with secondary mental health services in employment
NI 152	Working age people on out of work benefits
NI 163	Working age population qualified to at least level 2 or higher
NI 175	Access to services and facilities by public transport, walking and cycling
LI 2	Children who have experienced bullying

v1 draft

LI 3 Successful new claims generated for pension credit, attendance allowance and disability living allowance (as a percentage of the population of pensionable age).

We will work with providers to ensure that additional alignment is achieved to the LAA, and that contracts can identify their link and value to Local priorities.

Strategic intent:

- To carry out a strategic review of the Gypsy and Traveller community within Worcestershire (and neighbouring authorities where appropriate) to ascertain the housing related support needs of this client group. The recommendations of this review will provide support for investment decisions to be made within the lifetime of this strategy.
- Within existing provision, ensure that Gypsies and Travellers are recognised within the diversity and training of providers;
- Work strategically with Children Services and stakeholders where appropriate to support families in existing provision seeking support, specifically around education or access.
- Provision should also attend to any health issues the family may have. Families who travel may not have a regular doctor. Providers will be expected to work closely with Health Visitor's/practitioners about specialist health support available to this community.

v.1 draft

Learning Disability

"People with learning disabilities want to lead ordinary lives and do the things that most people take for granted. They want to study at college, get a job, have relationships and friendships and enjoy leisure activities. Yet for many people this does not happen and they still spend too much time in traditional day services"[14]

Worcestershire Context:

"The term 'day services' is out of date."[15] There is a shift (as identified within the Learning Disability Strategy (2007)) from traditional day care provision to an approach which seeks to support active participation within the community and how they can exercise choice and control in what they do, with increased use of Individual Budgets; and subsequent support towards choice and control opportunities in the future.

Historically, people's lives have been organised in a way that suits organisations. We therefore have used terms such as "residential services" "respite services" and "day services". Supporting People will be seeking to support this drive towards more flexible and innovative services meeting the needs of service users, we will continue to become more person centred and believe that support should be organised around the person, not the other way round. [16]

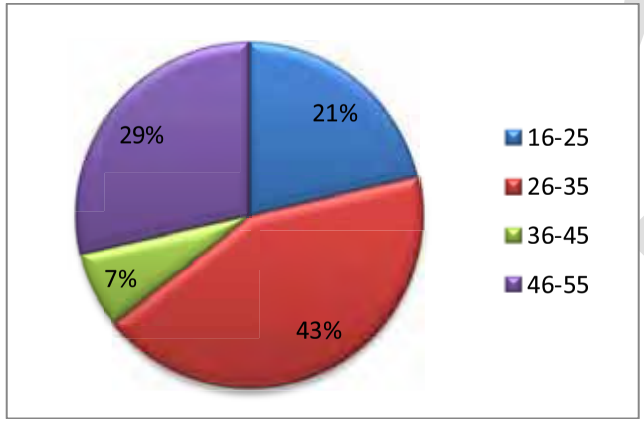
As with other client groups we have a person centred approach to commissioning, and therefore we fully engage with and support this agenda. We also know that this form of commissioning can be rewarded by excellent positive outcomes for this client group. Some of the positive outcomes within 2008/09 have been to engage service users with government training/ new deal programmes, which has subsequently aided their aspiration to improve their employment opportunities.

v. draft

[14] Valuing People Now.
[15] Strategy for Daytime Support, Final version April 2008
[16] Strategy for Daytime Support, Final version April 2008

Economic status of new service users – learning disability
Source: Client Record Data 2008/09

Within 2008/09 the economic status of new entrants into the Supporting People programme was analysed. No-one entering the learning disability services was in employment. 29% were registered as long-term sick/ disabled, 29%% said they were not seeking work, with 28% looking for support to access work or training. This suggests that it may not be possible for some people to undertake paid employment, and for other they may be having difficultly in accessing suitable employment opportunities.

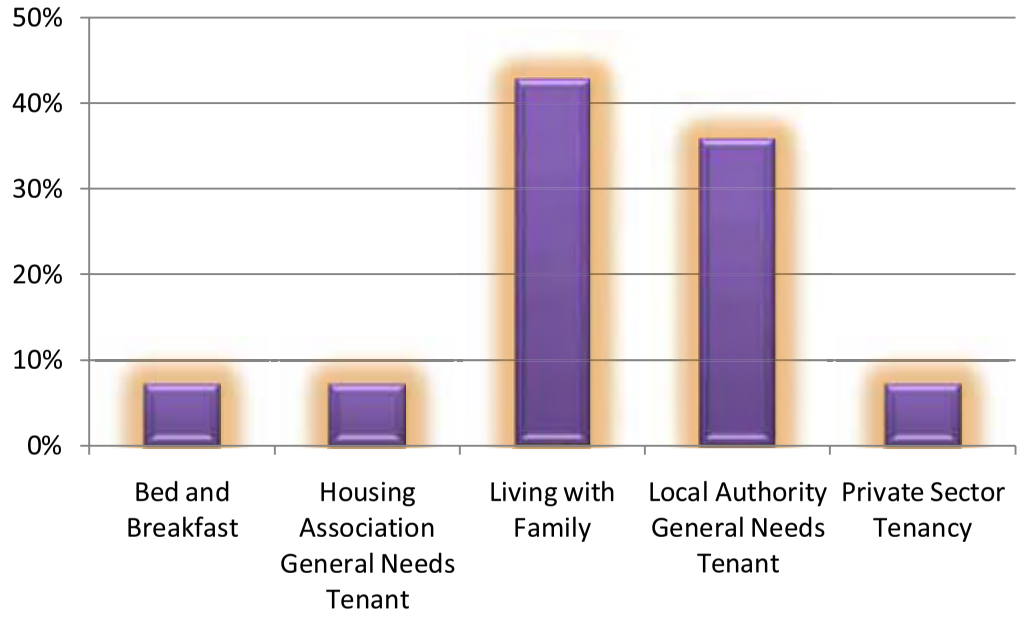


Age of new service users – learning disability
Source: Client record data 2008/09

The trend in age of new service users from Supporting People provision generally shows that most users are young, with almost two thirds (64%) of users under the age of 35.

Accommodation prior to entry into service – learning disability
Source: Client record data 2008/09

If we look at this in conjunction with the accommodation they were occupying prior to entry into the service we see that over 40% of new users were previously living with their family. Therefore, it appears that a significant group of the users in these services are young people who are moving out of the family home.



Service users are generally referred to our providers by social services (79%). The services provided are essential in supporting these young people in developing the skills to successfully live independently, and capturing their aspirations in our commissioning, review and contracting function is essential.

The most common support need identified for this client group is the need to 'identify and manage personal and/or environmental risk.'. This also links with the need to 'understand/address health & hygiene within their personal environment'; all key interventions in achieving greater independent living. Social interaction is also a key outcome which is aspired to; including accessing social, cultural and leisure activities; through to developing relationships with neighbours and establishing social networks. These aspirations will be embedded within the commissioning intentions for this strategy, in addition to support around the carer too.

Local Area Agreement alignment:

One current indicator contributing to the LAA theme 'improve health and well-being' specifically concerns adults with learning disabilities. This looks at the number of people between the ages of 18 and 69 who have learning disabilities and who are in employment. This is a direct link from the work of the Supporting People programme to the outcomes of the LAA. Supporting People outcomes data details the number of people who following support have been successful in accessing employment.

We will seek to maximise the contribution that Supporting People can make by wherever appropriate assisting service users to access employment.

The following priorities were identified by providers as indicators which they were either working towards, or had the potential to work towards for this specific client group:

NI 2	Percentage of people who feel they belong to their neighbourhood
NI 8	Adult participation in sport
NI 17	Perceptions of anti social behaviour
NI 18	Adult reoffending rates for those under probation supervision
NI 20	Assault with injury crime rate
NI 39	Alcohol – harm related hospital admissions
NI 112	Under 18 conception rate
NI 116	Proportion of children in poverty
NI 117	16-18 year olds who are not in education, employment or training (NEET)
NI 123	16+ Smoking prevalence
NI 142	Number of vulnerable people who are supported to maintain independent living
NI 146	Adults with learning disabilities in employment
NI 150	Adults in contact with secondary mental health services in employment
NI 152	Working age people on out of work benefits
NI 163	Working age population qualified to at least level 2 or higher
NI 175	Access to services and facilities by public transport, walking and cycling
LI 2	Children who have experienced bullying
LI 3	Successful new claims generated for pension credit, attendance allowance and disability living allowance (as a percentage of the population of pensionable age).

V1 draft

We will work with providers to ensure that additional alignment is achieved to the LAA, and that contracts can identify their link and value to Local priorities.

Strategic intent:

- Provision should seek to enhance greater choice and control, the use of community-based activities, with greater opportunities to integrate with increased accessibility, an emphasis on leisure, work and learning opportunities regardless of disability and, importantly, a desire to ensure that social contact with friends is maintained.
- Ensure that provision identifies the needs of careers, in addition to the service user.
- Ensure that programmes within our portfolio achieve multi faceted outcomes, and that provision works alongside each other with the adaptability to meet choice and control expectations.

v.1 draft

Physical Disability and sensory impairment

"Independence is not a measure of what you can do for yourself but how much choice and control you have over your life"[17]

Worcestershire Context:

Strategic partnership representation is key for commissioning services that support physical disability and sensory impairment for the county – not only due to its scope but due to its current partnership setting. The current joint strategy for physical disability and sensory impairment suggests how Worcestershire County Council, Adult & Community Services and Worcestershire Primary Care Trust will plan to use their money to commission services. The concept of this strategy is one which is embraced by Supporting People's directive to commission services that are personalised, that maximise independence and citizenship.

The agenda within Worcestershire in regard to provision for this client group:

- To continue to reduce care home placements through building capacity in community based services and housing options to offer user choice. Building additional choice and flexibility in terms of outcomes and control is driven through the Supporting People process, and will continue to be the focus of our activity.
- The need to strengthen the integration between health and social care organisations including the development of joint commissioning has also been highlighted as a need for this client group.
- Continue to modernise day opportunities and community based services in a way that meets the needs of all service users
- Strengthen service to support carers
- Increase the number of people with a disability in employment
- Improve access to and appropriateness of services for black and ethnic minority groups and other hard to reach groups
- Ensure appropriate involvement at all key decision making levels including the development of LINks
- Continue to improve public access to care services through better care pathways, improved systems, and more targeted information
- Contribute to sustainability and Gershon agendas

[17] Francis Hasler, chair of the Independent Living Fund

V1 draft

Existing provision for this client group achieves excellent positive outcomes within Supporting People's portfolio. One of the most important areas as sought by the service user is the ability to include social skills and activities in their life. 176 people were identified as needing support to access social, cultural and leisure activities in 2008/09 for instance.

The need to maintain social and community networks was identified for a vast majority of service users, as to the need to increase confidence which would help with the creation of social relationships.

Another commonly identified area of need which seems to be important for most of the client groups is financial; support to maximise income and access the correct benefits; and budgeting and reducing debt.

A third important support need area for this client group is health; including the access to health care services, understanding and addressing health and hygiene in the personal environment, in addition to support for developing and maintaining physical health. These outcomes have been prescribed to us from service users, and the feature significantly across the demographic of this client group.

Local Area Agreement alignment:

This area of work contributes to many core priorities within the Local Area Agreement, specifically under the Improving Health and Well Being theme group.

- To support adults to lead healthier lifestyles
- To reduce health inequalities
- To improve the quality of life and independence of older people and those with a long term illness and their carers
- To improve mental health and well being

The commissioning and contracting function ensures that key elements of the contract identify with the priorities of the LAA, ensuring a strategic fit into outcomes required specifically within the Theme Group supporting these indicators (a golden thread).

The following priorities were identified by providers as indicators which they were either working towards, or had the potential to work towards for this specific client group:

NI 2 Percentage of people who feel they belong to their neighbourhood

v.1 draft

NI 8	Adult participation in sport
NI 17	Perceptions of anti social behaviour
NI 18	Adult reoffending rates for those under probation supervision
NI 20	Assault with injury crime rate
NI 39	Alcohol – harm related hospital admissions
NI 112	Under 18 conception rate
NI 116	Proportion of children in poverty
NI 117	16-18 year olds who are not in education, employment or training (NEET)
NI 123	16+ Smoking prevalence
NI 142	Number of vulnerable people who are supported to maintain independent living
NI 146	Adults with learning disabilities in employment
NI 150	Adults in contact with secondary mental health services in employment
NI 152	Working age people on out of work benefits
NI 163	Working age population qualified to at least level 2 or higher
NI 175	Access to services and facilities by public transport, walking and cycling
LI 2	Children who have experienced bullying
LI 3	Successful new claims generated for pension credit, attendance allowance and disability living allowance (as a Percentage of the population of pensionable age).

We will work with providers to ensure that additional alignment is achieved to the LAA, and that contracts can identify their link and value to Local priorities.

Strategic intent:

- To undertake a strategic needs analysis of physical disability and sensory impairment provision within Worcestershire. Working in partnership with key stakeholders (policy makers, physical disability and sensory impairment commissioners, providers and service users) the review will provide a strategic framework for commissioning intentions for Worcestershire's Supporting People programme seeking to add value to existing provision, create a real life account for gaps in provision, identify opportunities for joint commissioning and create alignment to Local Area Agreement priorities (current and potential).
- To ensure that existing provision and any newly commissioned provision is enabling people to access supported housing and low level housing related support.
- To assist wider commissioners in developing specific service plans

v.1 draft

Offending

Worcestershire Context:

In support of accommodation solutions for offenders and their transition into society the following principles are key strategic drivers for Supporting People within Worcestershire, in cooperation with the West Mercia Probation Trust (a member of our Commissioning Body):

- provision adds value to the coherence of the service at the point of delivery
- that provision supports the priorities of the area
- support meets the needs of local communities
- support fit strategically into the wider structure of the area service, integrating it, not splitting it by function
- provision meets local structures and priorities, e.g. Local Area Agreements (LAAs)
- support is able to deliver to NOMS Offender Management and diversity standards
- support enhances West Mercia's ability to develop innovative solutions
- provision enhances, rather than undermine, West Mercia's aspirations for Trust status.

Supporting People, working in close partnership and on behalf of the West Mercia Probation Trust and Worcestershire's Community Safety Partnership, embraces the opportunity to put together a portfolio of services that meets local needs. Within the term of this strategy we will be working closely with key stakeholders to support existing provision and stimulate market development. We will ensure our knowledge of local communities and our links with other local authorities and criminal justice agencies, for instance through the Local Criminal Justice Board and the Crime and Disorder Reduction Partnerships help shape provision.

Current provision meets the strategy direction. Positive outcomes clearly provide strength to West Mercia Probations aims and objectives, in addition to providing strategic worth in regard to the LAA in Worcestershire.

Analysis of current provision and these outcomes can clearly identify the link with alcohol and substance misuse as a secondary need, and as many were identified as having a mental health concern. These secondary needs illustrate that providers and the market economy providing support for offenders need to be flexible and adaptable to cope with some other complex problems which service users are facing. It is the intent of the Supporting People programme to ensure that provision is maintained in ensuring sufficient and appropriate support required to meet such complex needs.

v.1 draft

We are also aware through this analysis that (within 2008/09) throughout the whole supporting people programme 118 people or 6% of the total service users identified 'offender/ at risk of offending' as one of their support needs. Only 75 of these were accessing specific offender targeted services.

Other needs which we seek to support through provision are employment, training and maintaining a tenancy. Users may feel that anyone of these needs is more pressing at that time and access the corresponding service. 55% of new service users in 2008/09, were considered to be homeless in one form or another. This is also apparent when looking at the previous accommodation of new service users. Almost two thirds were in unstable or unsustainable housing. This was made up of 14% who were in prison, 30% who were living with family or friends and 18% who were in other temporary accommodation such as a hostel or rough sleeping.

We seek to ensure that provision continues to meet identified required support around manage finances and access employment. Supported to budget/ reduce debt and achieve appropriate expenditure is also a key priority for this client group, and is something which is supported through existing provision.

Local Area Agreement alignment:

The Worcestershire Local Area Agreement (LAA) priority to 'continue to improve community safety and build confidence in communities' includes the indicator of 'adult reoffending rates for those under probation supervision.' This relates to the work Supporting People services provide currently to this client group. While there are no direct figures on how many people were stopped from reoffending due to the support they received there is information on how many people have entered training and employment and have managed to maintain their tenancy. These factors have been shown to reduce the likelihood of reoffending. Addressing these issues can then give a stable background for the user along with the probation service to begin to deal with issues of offending. The Supporting People support can be a vital underlying factor in success.

We will be seeking to look at how we might be able to access data to evidence the contribution which the Supporting People services are making to reduce the adult reoffending rate.

The following priorities were identified by providers as indicators which they were either working towards, or had the potential to work towards for this specific client group:

NI 2	Percentage of people who feel they belong to their neighbourhood
NI 8	Adult participation in sport
NI 17	Perceptions of anti social behaviour

V. 1 draft

NI 18	Adult reoffending rates for those under probation supervision
NI 20	Assault with injury crime rate
NI 39	Alcohol – harm related hospital admissions
NI 112	Under 18 conception rate
NI 116	Proportion of children in poverty
NI 117	16-18 year olds who are not in education, employment or training (NEET)
NI 123	16+ Smoking prevalence
NI 142	Number of vulnerable people who are supported to maintain independent living
NI 146	Adults with learning disabilities in employment
NI 150	Adults in contact with secondary mental health services in employment
NI 152	Working age people on out of work benefits
NI 163	Working age population qualified to at least level 2 or higher
NI 175	Access to services and facilities by public transport, walking and cycling
LI 2	Children who have experienced bullying
LI 3	Successful new claims generated for pension credit, attendance allowance and disability living allowance (as a percentage of the population of pensionable age).

We will work with providers to ensure that additional alignment is achieved to the LAA, and that contracts can identify their link and value to Local priorities.

Strategic intent:

- Ensure that provision of effective offending behaviour support programmes (housing related needs) aimed at the low / medium and high risk offenders, within the community, are implemented effectively to reduce and stop further offending based on research and intelligence in terms of need per district.
- Ensure housing related provision supports offenders in accessing training and employment opportunities, as this is identified as a very effective mechanism in helping previously unemployed offenders live crime-free lives
- Ensure that we have a mixed economy of low, medium and high risk offenders within the current portfolio of provision.

v.1 draft

Domestic Abuse

"Domestic Violence remains a critical social, human rights and criminal issue. It accounts for a quarter of all violent crime and has significant impact on individuals, families and communities, alongside the increasing demand on services and organisations." [18]

Worcestershire Context:

Supporting People appreciates the need to work in conjunction with the Worcestershire's Forum Against Domestic Violence to ensure a coordinated and joined up approach to Domestic Abuse provision within the County. Since the Strategic Review of Domestic Abuse provision within Worcestershire (2007) Supporting People have developed contracts and alignment of programmes to increase the choices and options for all people experiencing domestic violence meeting their needs in the most appropriate way. We are committed to ensure that good quality services are provided which are cost effective and enable people to regain their confidence and life skills to live independently.

Gaps in provision which were identified in this review have been addressed where feasible (including outreach services for BME communities). Service expansion has been enabled to ensure people can become more confident to access services.

An area where we appreciate the need to support further is rural awareness of services, there may be a lack of public or private transport leading to isolation and an inability to access services, lack of anonymity and some isolated areas with less opportunity to see family and friends and potentially reduced social network. This strategy will address this in partnership with key stakeholders. This strategy will also endorse the recommendations of the review by providing a greater balance of investment in services in the three primary areas, which include 'prevention and early intervention', 'protection and justice' and 'support for victims'.

From the outcomes data collected during 2008/09 the highest identified needs of this client group were to 'increase confidence' and to 'manage stress/ cope with a history of abuse', in addition to attending the Freedom Programme. The other needs which are identified as important to many service users are those which help them to rebuild an independent life. These include managing

[18] Valuing People Now.

v1 draft

income and debts, understanding and maintaining tenancy, re-establishing contact with family and friends and engaging in leisure activities.

The IDVA service reported against a separate specialist range of outcomes. For this service as similar to the other DA services the most identified need is 'better managing stress and coping with a history of abuse. 'Identifying and managing personal and environmental risks' is also a common need. The IDVA also reports most specific outcomes such as being supported though the crown or magistrates courts.

Local Area Agreement alignment:

The support provided to this client group enables us to meet a range of indicators indirectly. Greater stability in life from secure accommodation could help with accessing employment. Many of the people entering domestic violence services have children who could benefit from support to access children's positive activities, or be brought out of poverty by their parents finding paid employment.

Alcohol can be a coping mechanism which could be addressed if supported to manage stress and cope with a history of abuse having the knock on effect of reducing alcohol related harm and hospital admissions. We will continue to develop these key links with the appropriate theme groups.

The following priorities were identified by providers as indicators which they were either working towards, or had the potential to work towards for this specific client group:

NI 2	Percentage of people who feel they belong to their neighbourhood
NI 8	Adult participation in sport
NI 17	Perceptions of anti social behaviour
NI 18	Adult reoffending rates for those under probation supervision
NI 20	Assault with injury crime rate
NI 39	Alcohol – harm related hospital admissions
NI 112	Under 18 conception rate
NI 116	Proportion of children in poverty
NI 117	16-18 year olds who are not in education, employment or training (NEET)
NI 123	16+ Smoking prevalence
NI 142	Number of vulnerable people who are supported to maintain independent living

v.1 draft

NI 146	Adults with learning disabilities in employment
NI 150	Adults in contact with secondary mental health services in employment
NI 152	Working age people on out of work benefits
NI 163	Working age population qualified to at least level 2 or higher
NI 175	Access to services and facilities by public transport, walking and cycling
LI 2	Children who have experienced bullying
LI 3	Successful new claims generated for pension credit, attendance allowance and disability living allowance (as a percentage of the population of pensionable age).

We will work with providers to ensure that additional alignment is achieved to the LAA, and that contracts can identify their link and value to Local priorities.

Strategic intent:

- Ensure that Supporting People provision is available to meet a targeted response to the needs of specific vulnerable groups including Gypsy and Traveller Communities; Rural Communities; Vulnerable Adults – drugs, alcohol, mental health, older people; Young Adults.
- Work in Partnership with the Domestic Abuse unit, ensuring a portfolio of provision is applied throughout the county (specifically looking at both prevention (including perpetrator programmes) and recovery/resettlement programmes).
- Work in conjunction with the WFADA in regard to a Safer Housing strategy, including a needs assessment of need and options within the county.
- Continue to work strategically with WFADA on improving practice through training, service standards and outcome / data monitoring with current provision within the Supporting People programme in Worcestershire.
- To work strategically with the Domestic Abuse Forum to ascertain the needs of the County and allocate resource to meet identified housing related needs.

v. 1 draft

Substance misuse

Worcestershire Context:

Supporting People seeks to work in conjunction with Worcestershire's Drug, Alcohol Action Teams, linking strategically to the Tackling Substance Misuse in Worcestershire: A Partnership Approach (2008-11) strategy and the Drug and Alcohol Action Team (DAAT Action Plan). This strategic alignment will ensure 5 locally agreed outcomes for Worcestershire DAAT are prioritised. These are:

- Reducing drug related deaths and ill health
- Reducing drug and alcohol related crime and disorder
- Reducing social and educational exclusion
- Improving access to drug and alcohol treatment and support
- Increasing positive outcomes from drug and alcohol treatment

The strategic priorities within Worcestershire are in line with indicator 1 of PSA 25, 'Reducing the Harm Caused by Drugs and Alcohol'. Other indicators within the PSA also impact upon Worcestershire's treatment plan and wider drug and alcohol strategy, including measures of public perception and rates of drug-related offending.
From a wider perspective, this treatment plan links to the following Public Service Agreements:
PSA 2: Improving the skills of the population
PSA 8: Maximising employment opportunities for all
PSA 16: Increase the proportion of socially excluded adults in settled accommodation and employment, education or training
PSA 18: Promoting better health and wellbeing for all
PSA 19: Ensuring better care for all
PSA 23: Making communities safer

Worcestershire DAAT remit is to work towards a balanced treatment system, enabling access to treatment for all. Supporting People has a strategic requirement to support clients to leave the system in a planned way, with access to the necessary wraparound services, relapse prevention and aftercare. The need for a broad range of treatment modalities is recognised, including access to abstinence based interventions and support to help clients maintain drug free lives.

The 2008-2011 DAAT strategy has identified the following housing needs which have assisted in aligning Supporting People's strategy intentions for 2010-13.
A snapshot survey of 752 clients in treatment conducted in April 2006 indicated that:

V.1 draft

- 23% of clients (172) had a housing need (for instance: B&B, with friends or relatives, hostel, on street, refuge or temporary)
- If extrapolated to the whole client cohort, this indicates that 268 clients in treatment in April 2006 had a housing need
- 10% of clients reported that they had been evicted, and 4% more than once main causes for eviction were rent arrears, relationship breakdown, client's drug use and anti-social behaviour

These identified needs can be related to the feedback we have received from service users and the outcomes achieved from this client group. In addition to this, we have been able to pin down the specific outcome needs of service users. 84% of the new service users record drug problems as their primary need within 2008/09. 9% record alcohol problems as their primary need. Current service users are telling us that the majority of them accessing substance misuse services are doing so for drugs rather than alcohol. This does not mean alcohol should be considered a secondary problem however. This combination of problems begins to demonstrate the complexity of needs for this client group. Complex needs and mental health are a common thread between many secondary needs.

11% of all new service users within the SP programme had a registered substance misuse concern; providers for all client groups need therefore to be aware of their support needs (these tend to be associated with particular client groups, specifically single homeless and offenders as with mental health).

In terms of secondary, the most commonly identified need was to access and continue to engage with drug and alcohol services. It is perhaps inevitable in this client group that some people would fail in their outcomes; however it is positive that 96% did have success in 2008/09.

A significant number of service users were identified to need support in accessing health services. This need can be because users may have neglected access to health services, or because of the greater risks faced by substance misuses in relation to issues such as Viral Hepatitis.

An additional important category of commonly identified needs was economic well being. Almost two thirds of service users were identified to need help to maximise their income, and to manage debt and budget appropriately. Accessing appropriate housing was a need expressed in a number of service users. Many were supported to register with social housing organisations and/or registration for choice based lettings. Accessing suitable housing can be important to provide a stable environment so service users can better engage with the drug and alcohol services they are being supported by.

Local Area Agreement alignment:

V. 1 draft

The Worcestershire Local Area Agreement (LAA) contains the priority to 'reduce the harm cause by illegal drugs and alcohol'. This is an area that the substance misuse part of the Supporting People programme would aim to have a positive influence on. The specific indicator measured for this priority is the number of 'alcohol-harm related hospital admissions'.

The Supporting People programme cannot measure a direct effect on these numbers, however indirectly it encourages service users to stay engaged with specialist alcohol services that can help users get the problem under control and as a result reduce the need to be admitted to hospital on an alcohol related issue. Removing other stress factors such as homelessness and domestic violence from service users lives can also help people become less reliant on alcohol.

The is an indicator which Supporting People would not be able to provide evidence of their direct impact on the indicator however they can provide indirect evidence or more qualitative accounts of the work the services do.

The following priorities were identified by providers as indicators which they were either working towards, or had the potential to work towards for this specific client group:

NI 2	Percentage of people who feel they belong to their neighbourhood
NI 8	Adult participation in sport
NI 17	Perceptions of anti social behaviour
NI 18	Adult reoffending rates for those under probation supervision
NI 20	Assault with injury crime rate
NI 39	Alcohol – harm related hospital admissions
NI 112	Under 18 conception rate
NI 116	Proportion of children in poverty
NI 117	16-18 year olds who are not in education, employment or training (NEET)
NI 123	16+ Smoking prevalence
NI 142	Number of vulnerable people who are supported to maintain independent living
NI 146	Adults with learning disabilities in employment
NI 150	Adults in contact with secondary mental health services in employment
NI 152	Working age people on out of work benefits
NI 163	Working age population qualified to at least level 2 or higher
NI 175	Access to services and facilities by public transport, walking and cycling
LI 2	Children who have experienced bullying

v.1 draft

LI 3 Successful new claims generated for pension credit, attendance allowance and disability living allowance (as a percentage of the population of pensionable age).

We will work with providers to ensure that additional alignment is achieved to the LAA, and that contracts can identify their link and value to Local priorities.

Strategic intent:

- The provision of Low-level and floating support for individuals with drugs and alcohol problems;
- Complementing low-level community interventions and alignment to the strategic direction of the Drug and Alcohol Action Team partnership
- Provision to address the demand profile within the County.

v.1 draft

Single Homelessness

Worcestershire Context:

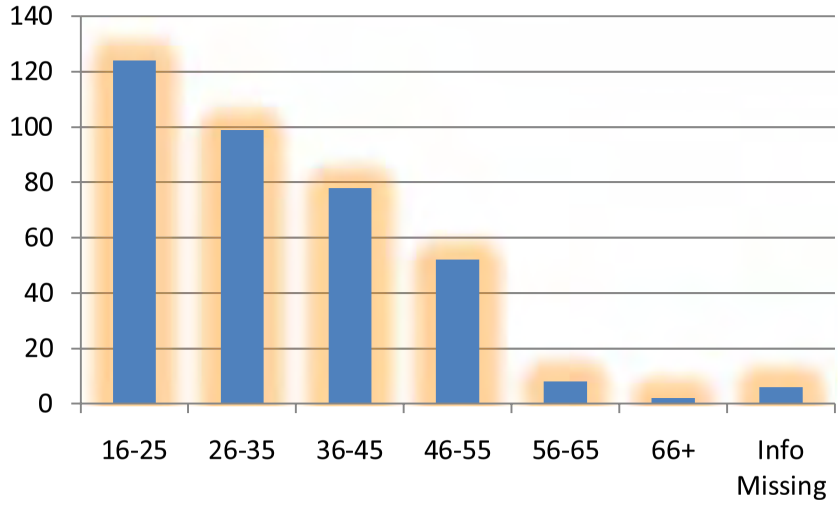
"The needs of single homeless people can be complex, as there are a multitude of housing and support needs. These can include offending behaviour, rough sleeping, mental health issues, old age, women and men having different support needs, domestic abuse, physical and sensory impairment and substance misuse issues. Adult Services tend to provide support and/or care if there is a diagnosed and an assessed critical to substantial level need. Some single homeless people will have low-level support needs, others a multitude of needs, which is where Supporting People funded services are particularly helpful." [19]

Supporting People plays a key strategic role with the District Councils in addressing homelessness. There are a large group of single homeless people (including substance users and offenders) who are more often than not, deemed to be non-priority, according to the Homelessness Act 2002, therefore there is no legal duty to house these groups. This element, key role and responsibility is being undertaken by Supporting People through investing in organisations primarily in the voluntary or third sector.

In a Worcestershire context, this is a client group which tends to be of a young age (as a person gets older they become less likely to be accessing single homeless services). From analysis over the last couple of years of Homeless services (supporting by a Supporting People strategic review 08) services are more likely to have to deal with secondary needs associated with younger people such as teenage pregnancy, rather than those associated with older people such as health and mobility issues.

v.1 draft

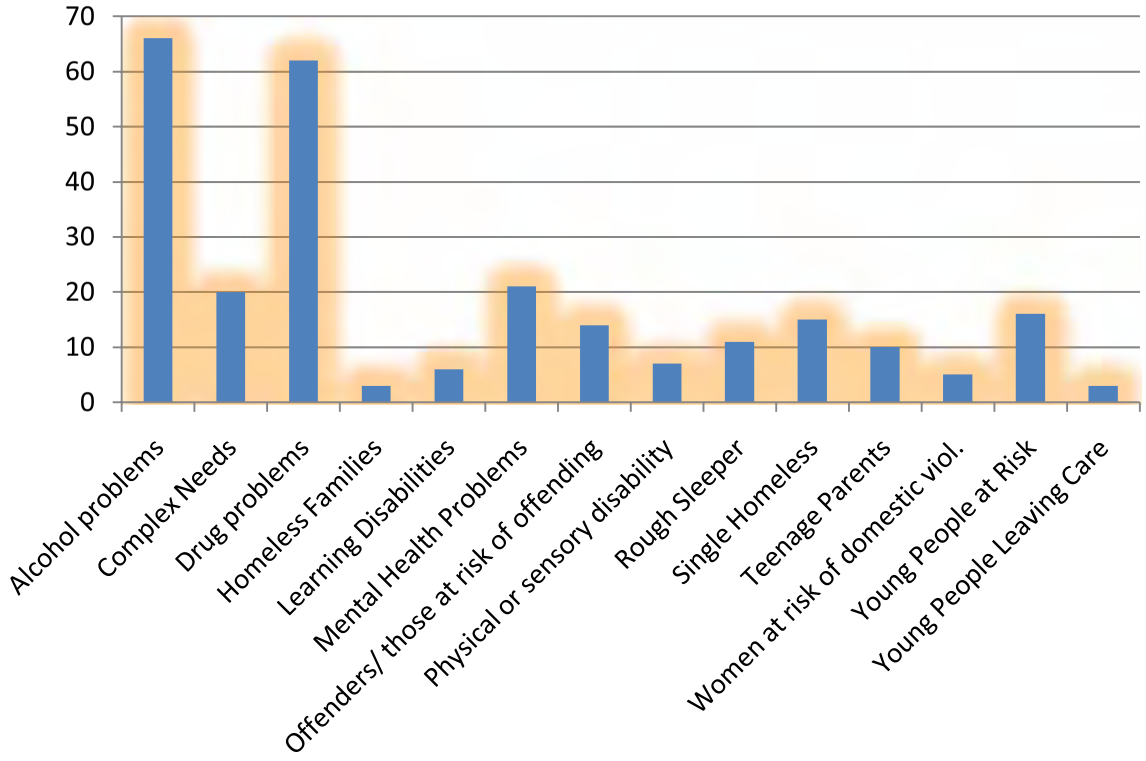
[19] Worcestershire's options appraisal of housing and support services for single homeless people'



Age of new service user – single homeless
Source: Client record data, 2008/09

Alcohol problems and drug problems are the two most common secondary needs for people accessing single homeless services (with 18% and 17% of service users having these needs respectively in 2008/09).

v.1 draft



Recorded secondary needs of new users entering single homeless services
Source: Client record data, 2008/09

Unsurprisingly, economic need is the most commonly identified required outcome for people accessing single homeless services. 450 and 480 people were found to need support to maximise their income, and to budget, reduce debt and achieve appropriate expenditure in 2008/09 alone. Budgeting and reducing debt seems to be more difficult, than simply accessing the right benefits. Increased engagement and support with this client group in terms of improving income and budgeting are important towards maintaining a tenancy in the future.

373 people were identified as needing support to access a GP, dentist or primary healthcare service. This can be difficult to do if living in unstable accommodation or rough sleeping as many of the service users were prior to entry into the programme. 190 have managed to do this successfully with 138 still working towards it.

As recognised by the recording of needs, a fair number of service users in this client group have substance misuse problems. This is reflected in the 278 service users who were identified as needing support to access and continue to be engaged with drug and alcohol services in 2008/09. To continue to engage with this support can be difficult with some service users who seem to be more transient that in other client groups and just come in and out of services for a short time.

In addition, a significant number of people are asking for support regarding access to training and education (76 people managed to find employment with support from providers in 2008/09).

Local Area Agreement alignment:

Over a third of single homeless service users had a substance misuse problem with alcohol problems being the most common secondary need. This means that efforts to deal with these problems within single homeless services will be contributing towards the LAA target to reduce alcohol harm related hospital admissions.

Also, as with homeless families, stable accommodation and tenancy may provide the platform for service users to access employment and reduce the number of working age people on out-of-work benefits. We will continue to develop these links with the appropriate theme groups.

The following priorities were identified by providers as indicators which they were either working towards, or had the potential to work towards for this specific client group:

NI 2	Percentage of people who feel they belong to their neighbourhood
NI 8	Adult participation in sport
NI 17	Perceptions of anti social behaviour
NI 18	Adult reoffending rates for those under probation supervision
NI 20	Assault with injury crime rate
NI 39	Alcohol – harm related hospital admissions
NI 112	Under 18 conception rate
NI 116	Proportion of children in poverty
NI 117	16-18 year olds who are not in education, employment or training (NEET)
NI 123	16+ Smoking prevalence
NI 142	Number of vulnerable people who are supported to maintain independent living
NI 146	Adults with learning disabilities in employment
NI 150	Adults in contact with secondary mental health services in employment

v1 draft

NI 152	Working age people on out of work benefits
NI 163	Working age population qualified to at least level 2 or higher
NI 175	Access to services and facilities by public transport, walking and cycling
LI 2	Children who have experienced bullying
LI 3	Successful new claims generated for pension credit, attendance allowance and disability living allowance (as a percentage of the population of pensionable age).

We will work with providers to ensure that additional alignment is achieved to the LAA, and that contracts can identify their link and value to Local priorities.

v.1 draft

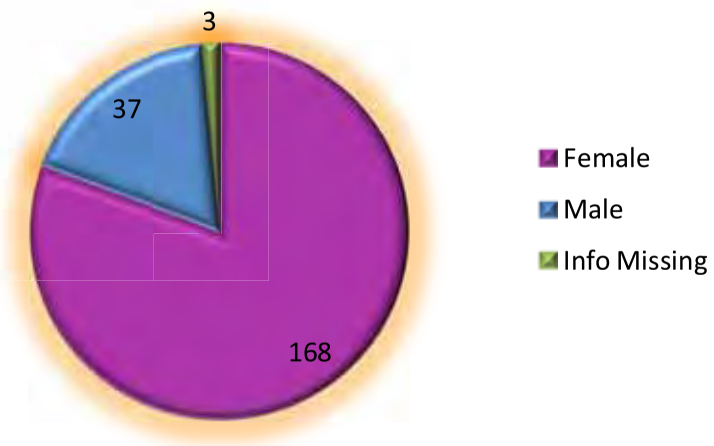
Family Homelessness

Worcestershire Context:

There is a distinction between the needs of single homelessness and family homelessness, hence the separation in this strategy of the two client groups.

Analysis of recent trends of service users accessing Supporting People family homeless provision, there was an uneven split between male and female new service users (81% of the new service users were female in 2008/09).

Sex of new service users – homeless families
Source: Client record data, 2008/09



v. aft

Of these new service users 66 of the households had children, 35 of these were single parent households (all of the single parent households had a female head of household). A total of 120 children were in Homeless Families support services. This is over a quarter of the children in the supporting people programme. 137 people who accessed homeless families support services were alone and no other people were recorded, 100 of these people were female.

As expected, mental health concerns are the most common need identified in this respect. Mental health issues account for 26% of the needs identified. This is an increasing trend too, an 11% increase of identified needs from 2007/08. Physical or Sensory Disabilities also is a significant need identified by 15% of service users which could also impact how providers deliver a service to some members of this client group based on current trends.

The most common outcome identified is the need to increase confidence. This fits in with other needs identified such as the need to develop and maintain family and social networks, and access social, leisure and cultural activities. Economic outcomes are identified in a lot of service users in this client group. These include maximising income including accessing the correct benefits, as well as budgeting, reducing debt and achieving appropriate expenditure. The high assessment of need in this area is important as it means it may be a major reason why users had to enter the programme in the first place. Being able to deliver specialist support in these areas may help the families to move on successfully in the future.

Accessing health services and maintaining physical health and hygiene including understanding the dangers of smoking were important identified outcomes for about half of the users in this client group. The Family Intervention Project has reported against the core and specialist SP outcomes already discussed by they also have a number of other outcomes which are specific to the work they do. These include identified outcomes such as supporting families to keep to the conditions of ABSOs, ABC's or other statutory conditions, or to help excluded children to get back into full time education.

Local Area Agreement alignment:

Support work with homeless families can help to meet a range of targets in the LAA for both the parents themselves, but also for their children or young people. Having a stable home and tenancy can be the first step towards other aspirations in life for homeless families. This often includes the aspiration to not live reliant on benefits and be able to access employment in order to support their family. This support helps to work towards the LAA target of reducing the working age population on out of work benefits. This indicator also links with another target of reducing the proportion of children in poverty which looks at children in families on out-of-work benefits. By being able to demonstrate the number of people who have managed to access employment following support you can demonstrate contribution towards these targets.

V1 draft

Support for homeless families can include helping parents to access groups specifically for their children such as homework clubs or play schemes. We also know that young people benefit from different experiences as well are working towards the LAA target to improve young people's participation in positive activities.

The following priorities were identified by providers as indicators which they were either working towards, or had the potential to work towards for this specific client group:

NI 2	Percentage of people who feel they belong to their neighbourhood
NI 8	Adult participation in sport
NI 17	Perceptions of anti social behaviour
NI 18	Adult reoffending rates for those under probation supervision
NI 20	Assault with injury crime rate
NI 39	Alcohol – harm related hospital admissions
NI 112	Under 18 conception rate
NI 116	Proportion of children in poverty
NI 117	16-18 year olds who are not in education, employment or training (NEET)
NI 123	16+ Smoking prevalence
NI 142	Number of vulnerable people who are supported to maintain independent living
NI 146	Adults with learning disabilities in employment
NI 150	Adults in contact with secondary mental health services in employment
NI 152	Working age people on out of work benefits
NI 163	Working age population qualified to at least level 2 or higher
NI 175	Access to services and facilities by public transport, walking and cycling
LI 2	Children who have experienced bullying
LI 3	Successful new claims generated for pension credit, attendance allowance and disability living allowance (as a percentage of the population of pensionable age).

We will work with providers to ensure that additional alignment is achieved to the LAA, and that contracts can identify their link and value to Local priorities.

Strategic intent:

v1 draft

- Ensure preventive agenda is extended throughout the County, including the introduction of a single service gateway and improved systems such as common monitoring and common assessment
- Crisis intervention: emergency access accommodation and street outreach, often dealing with high vulnerability and complex needs.
- Supported independent living: supported accommodation for single homeless people, offenders and substance miss-use.
- 'Preparation for independent living': floating support, which can be generic or specialist. Some focuses solely on crisis intervention work, some are specialist services and other floating support moves with the person through different types of accommodation.
- Ensure provision continues to complement housing strategies countywide.

v.1 draft

Older People

Worcestershire Context:

"There are substantial demographic changes taking place in the county." [20] The Older People housing and support needs research carried out in 2009 identified the changes required linked to the following trend:

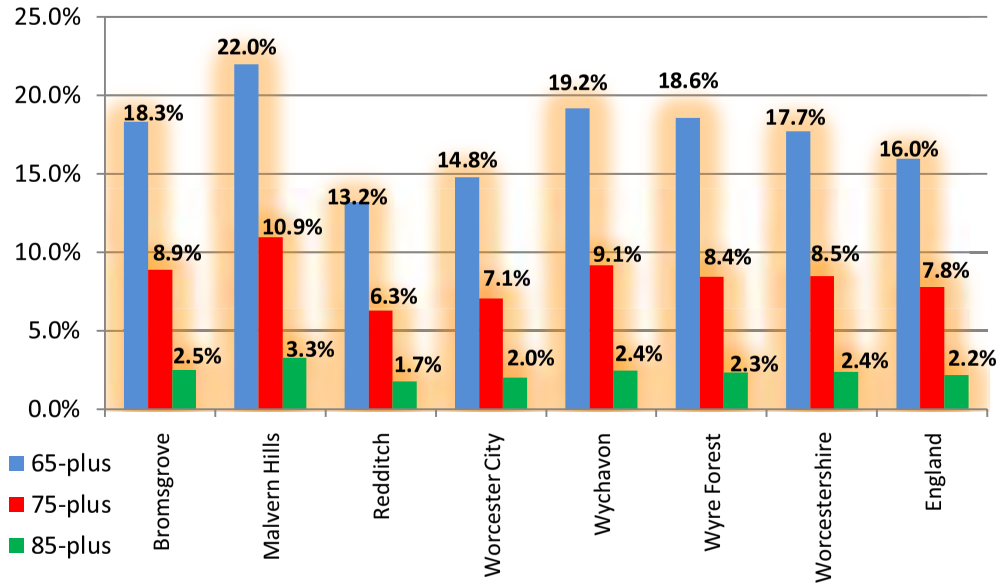
- By 2031, those over 60 will increase by 52%
- Even more dramatic in terms of demands for care, those over 85 increase by 155%
- Growth is predicted to be the greatest in Wychavon and Malvern Hills
- People are living longer but along with increased life expectancy has gone longer periods of ill health in later years; 4.3 years for men and 5.9 years for women. This will often mean a need for some care.
- Those diagnosed with dementia will treble by 2025 leading to a requirement for more specialised provision available at home or in some alternative housing or care home setting.
- At over 80% of households in 55-74 age group levels of owner occupation are exceptionally high in Worcestershire. At the end of 2008, the average value of equity held was just over £180,000 but values are trending down.
- There are 745 households on local authority waiting lists, aged over 50 with a significant identified housing need; 1 in 5 of these are currently owner occupiers.
- The number of older people with learning disability, for whom there is currently little explicit provision, is projected to rise from 4732 to around 6050 by 2025; a 25% increase.

Supporting this we have gained an insight from Worcestershire's Research and Intelligence Unit into future population demands per District. By mid-2007 estimates reveal Worcestershire has a population of around 555,400. 17.7% of Worcestershire's population, 98,300 people, are aged 65-plus. This compares to 16.0% aged 65-plus for England.. The difference is even more pronounced in the 75-plus age group, which is 8.5% in Worcestershire compared to a national average of 7.8%. Worcestershire has a slightly older age structure than is seen nationally.

Figure 1: Proportion of population in 65+ age groups, Worcestershire and districts, 2007

[20] Research into the Housing and Support needs of older people within Worcestershire, 2009.

v1 draft

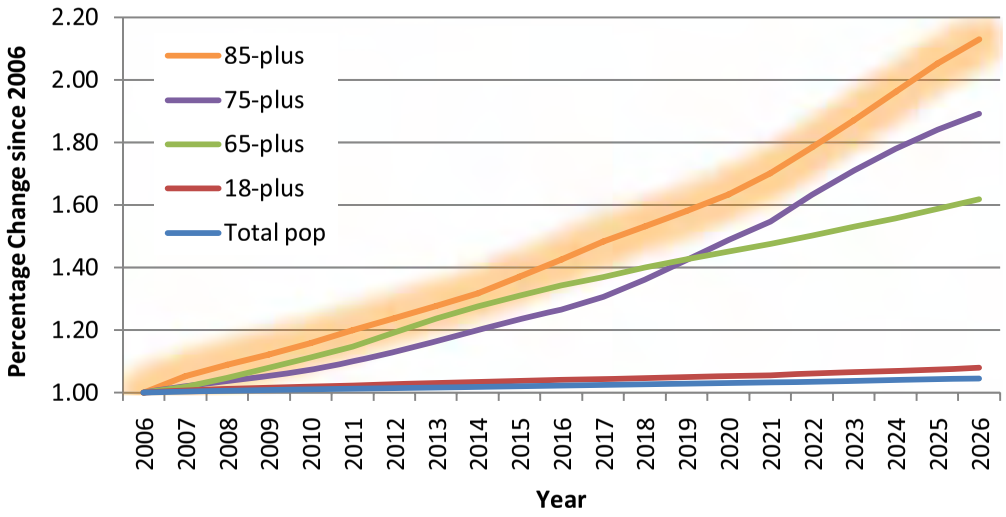


Source: Office for National Statistics, Mid-Year Estimates, 2007

Forecasts of the population change in the County up to the year 2026 suggest that the population of Worcestershire is set to increase by around 25,200, representing an increase of 4.6%. The largest increase is projected to be in the older age groups. Persons aged 65 and over have a projected increase of almost 60,000, or over 60%, in this 20-year period.

Figure 2: Percentage Projected Population Increase in Worcestershire, 2006-26

v.1 Cabinet



Source – WCC projections based on RSS Preferred Option and past trends

Within the 65-plus age group, the percentage increase that is forecast is higher among the older age groups. The 85-plus age group, for example, is projected to more than double over the 20 year period, from 12,600 in 2006 to around 26,600 in 2026.

The 85-plus age group is projected to at least double in all of the districts with the exception of Worcester City. This could have an impact on access to health services, especially in the more rural districts of Wychavon and Malvern Hills, which are particularly popular areas of residence among the older generation.

	Age Group	2009	2013	Total Increase
Bromsgrove	65-74	9,300	9,600	495
	75-84	6,100	6,200	
	85+	2,400	2,500	
Malvern Hills	65-74	8,900	9,300	543
	75-84	5,800	5,900	
	85+	2,600	2,700	
Redditch	65-74	6,100	6,500	462

	75-84	3,700	3,700	
	85+	1,400	1,500	
Worcester City	65-74	7,500	7,600	176
	75-84	4,800	4,800	
	85+	2,000	2,000	
Wychavon	65-74	12,800	13,200	739
	75-84	8,000	8,100	
	85+	3,100	3,300	
Wyre Forest	65-74	11,200	11,800	834
	75-84	6,100	6,200	
	85+	2,500	2,500	
Worcestershire	65-74	55,700	58,000	3250
	75-84	34,500	34,900	
	85+	14,000	14,500	
Total	**65+**	**104,200**	**107,400**	
Source: *Worcestershire projections based on RSS Preferred Option*				

The table above shows that there are predicted to be a further 3,200 people aged 65 and over by 2013. Wyre Forest and Wychavon have the highest increase in number of people aged 65-plus at 834 and 739 respectively.

This means that older people's service will have to deal with an increased number of people with physical, sensory and learning disabilities, and mental health problems, possibly requiring support services which can deal with more complex needs.

Local Area Agreement alignment:

The existing Local Area Agreement (2008-2011) supports the target to improve the number of vulnerable people who are supported to maintain an independent living. This indicator information is taken directly from Supporting People lead role in the management and delivery of NI 142. We can demonstrate that due to the high numbers of older people in receipt of Supporting People's services they are likely to be able to have a significant impact on this target. By offering older people even small amounts of support in the form of a call alarm or help to access adaptations or remove trip hazards from their home our investment is assisting older people to enjoy independent living rather than possibly having to move to residential care if that support was not there. (Which also adds further public sector costs, and often is not the preferred option for the service user.)

V1 Draft

While this indicator includes all client groups in the Supporting People programme, costs suggest that the older people client group require minimum spend to get a significant reward in terms of maintaining independent living and meeting the target.

In addition to this, another indicator specifically applicable and one which we will look to enhance our development towards is access to successful new claims generated for pension credit, attendance allowance and disability living allowance as a percentage of population of pensionable age. The aim of this indicator is to reduce levels of inequality within the community by providing extra benefits to those who need them.

We will seek to align our programme to meet the tackling fuel poverty indicator. We currently provide support to service users in receiving advice on what fuel poverty related benefits and payments are available to them, we need to enhance our reporting mechanism to identify the level of this support in meeting this indicator set.

The following priorities were identified by providers as indicators which they were either working towards, or had the potential to work towards for this specific client group:

NI 2	Percentage of people who feel they belong to their neighbourhood
NI 8	Adult participation in sport
NI 17	Perceptions of anti social behaviour
NI 20	Assault with injury crime rate
NI 39	Alcohol – harm related hospital admissions
NI 123	16+ Smoking prevalence
NI 142	Number of vulnerable people who are supported to maintain independent living
NI 175	Access to services and facilities by public transport, walking and cycling
LI 3	Successful new claims generated for pension credit, attendance allowance and disability living allowance (as a percentage of the population of pensionable age).

We will work with providers to ensure that additional alignment is achieved to the LAA, and that contracts can identify their link and value to Local priorities.

Strategic intent:

- Early intervention services for older people with mental health needs
- Low-level preventative housing related intervention as provided by home improvement agencies, community alarms and assistive technology.

v.1 draft

- Provision of a countywide floating support that meets the needs of the most vulnerable (irrespective of their tenure)
- To provide low level support where appropriate within existing and new extra care provision
- To ensure that housing related support provision also identifies opportunities to embrace social inclusion activities for this client group, either as a mechanism to identify housing related concerns for people who not currently engaged, or to sustain networks for communities.
- Please also refer to Learning Disability, Physical Disability and Sensory Impairment, in addition to Mental Health commissioning intentions for this client group.

Strategic intent within this client group will also link into 3 other client groups (these being) – Learning Disabilities, Mental health and Physical and Sensory Disabilities.

v.1 draft

Young People at risk

Worcestershire Context:

Working in partnership with Children Services, Supporting People carried out an extensive strategic review of young peoples housing and support need within the County. The aim was to evaluate the current housing and support options available for young people in Worcestershire. This appraisal complimented the work undertaken for the 'Children and Young People's Plan' and the 'Worcestershire Homelessness Strategy'. Services within the County have evolved over time, mainly on a district by district basis. This review however, has embedded an opportunity to enhance joint working, and the commissioning of services in line with current and future needs. This strategy seeks to drive this forward, easing the transition from Children Services to that of Adult and Community Services, especially as a result of the Southwark Judgement.

The review and our analysis of existing provision and outcomes achieved identifies that the age group 16 to 25 year olds can be complex, as it is a transitional time from childhood to adulthood. The variation in needs of a 16 year old as opposed to a 25-year olds can vary greatly, and this is something that provision will need to accommodate. Some young people will have low-level support needs, which is where Supporting People funded services are particularly helpful. There is also some focus on more complex needs. In essence people in need of low level support, for example people who need support to sustain independence and enabled to be able to do things for themselves.

Within this client group the identified primary need was recorded as 'single homeless', with a secondary need covering a varied list from alcohol and drug problems, learning disabilities, mental health, offenders and young people leaving care.

All of the top five most common support needs identified for young people fit into the category of economic and financial issues. From accessing trends with this client group, it would seem that young people at risk require a lot of support in this area, possibly because they have not yet had the life experience to have gained these skills yet.

The most common support need for this client group is to maximise income including accessing the correct benefits. Following directly on from the need to maximise income is the need to budget appropriately with the money that is coming in and try to reduce any debt they may have built up. Key outcomes of housing related support.

As a more long term aspiration outcomes from simply sorting out their current finances is the aim to eventually not be reliant on benefits. To do this support to access education, training and employment is critical, and where Supporting People enabled 138

V.1 draft

people (in 2008/09) to access training or education. As a result of this all are considering greater prospects in terms of gaining employment. Taking this further, 338 people were identified as needing support to access career and employment opportunities and 139 have already been successful in this goal and managed to enter employment. These outcomes are key, and very relevant to macro factors which may make getting employment difficult under 'normal' circumstanced for young people at risk – let alone in the period of recession.

Soft skills (such as esteem and self confidence) have also been critical in enabling some of the more long term outcomes to be achieved (such as employment and training), in addition to establishing social and community networks, and developing a relationship with neighbours. Current provision is proving that if a person is confident they will feel more able to tackle other problems or difficulties in their lives.

Local Area Agreement alignment:

The Worcestershire Local Area Agreement (LAA) specifically uses an indicator which Supporting People will be able to contribute towards. The indicator is the number of '16 to 18 year olds who are not in education, employment or training.' The SP programme will seek to contribute to this target by supporting young people in their services to access employment or education and training as displayed through the outcomes data. This element of information will be asked for from appropriate providers.

The following priorities were identified by providers as indicators which they were either working towards, or had the potential to work towards for this specific client group:

NI 2	Percentage of people who feel they belong to their neighbourhood
NI 8	Adult participation in sport
NI 17	Perceptions of anti social behaviour
NI 18	Adult reoffending rates for those under probation supervision
NI 20	Assault with injury crime rate
NI 39	Alcohol – harm related hospital admissions
NI 112	Under 18 conception rate
NI 116	Proportion of children in poverty
NI 117	16-18 year olds who are not in education, employment or training (NEET)
NI 123	16+ Smoking prevalence
NI 142	Number of vulnerable people who are supported to maintain independent living
NI 146	Adults with learning disabilities in employment
NI 150	Adults in contact with secondary mental health services in employment

v.1 draft

NI 152	Working age people on out of work benefits
NI 163	Working age population qualified to at least level 2 or higher
NI 175	Access to services and facilities by public transport, walking and cycling
LI 2	Children who have experienced bullying

We will work with providers to ensure that additional alignment is achieved to the LAA, and that contracts can identify their link and value to Local priorities.

Strategic intent:

Our strategic intent, supported from the joint strategic review, will contribute to these specific measures and to the three work streams set by central government, which are:

- Preventative work: early prevention and advice, mediation, home visiting, school based work and assessment and local authority advice in housing.
- Accommodation and support: supported lodgings, nightstops, emergency accommodation (hostels), forms of move on from hostels and floating support.
- Person-specific services: complex needs and high vulnerability, health, learning and work, BME young people, tackling anti social behaviour and offenders and offending.
- To carry out a strategic needs analysis of provision within the South of the County. Recommendations will provide the structure for provision and commissioning intent hereafter.

We seek to ensure that there is a greater range of housing options and support (embraced within the freedom and flexibility of funding governance), which contributes to the prevention of homelessness and repeat homelessness. This includes specific issues within mainstream housing and support including substance misuse issues, youth offending behaviour, learning disabilities and difficulties including Asperser's Syndrome, minority ethnic groups particularly unaccompanied asylum seekers, teenage parents and young people who are pregnant and young victims and survivors of domestic abuse.

v.1 draft

Eligibility

The Worcestershire Supporting People Partnership is committed to a programme that promotes independence through services that are high quality, strategically planned, cost effective and complement existing support and care packages. Services will:

- Have fair and equitable access;
- Are targeted at those in need;
- Are capable of delivering independent living through the provision of housing-related support;
- Provide value for money; and
- Complement other health and social care services.

One means of ensuring this is through the use of eligibility criteria. Eligibility is an issue that has caused significant problems for the Supporting People programme nationally since the inception of the programme. Worcestershire continues to adopt outcome focused eligibility criteria that are clear, transparent and consistent and underpin our vision for Supporting People in Worcestershire while allowing us to direct resources strategically.

Our starting point is that assumption that Supporting People is not the unique pathway to independent living and nor should it be seen as a discrete programme whose clients needs are likely to be met entirely from within this programme. Worcestershire County Council assumes that:

- For some individuals, Supporting People is the only intervention that is required to maximise independent living;
- For other individuals, independent living can be maximised through the provision of social care services; and
- For others, Supporting People is merely one part of an overall care and support package that maximises independent living.

Complementing this, an overarching single assessment process should end uncertainty and ensure vulnerable people have complete support packages. The eligibility model outlined below focuses on outcomes of, rather than approaches to, support. As well as removing distractions that could impede the scheme, this approach allows Supporting People to harness the experience and knowledge of individual providers who, in turn, benefit from increased flexibility and it emphasises the overall aim of maximised independent living.

Defining who is eligible to receive support

v.1 draft

Worcestershire continues to propose to introduce needs-based eligibility criteria to manage access to services. We are proposing:

- That all individuals should be assessed using a common framework to determine the nature of their presenting need;
- That following assessment, an individual's presenting need will be defined in line with clear eligibility definitions;

That an individual will be deemed eligible for Supporting People services when:

- They have been assessed as being at risk of losing their ability to reach or maintain independent living, or they have been assessed as not currently being able to reach or maintain independent living; and
- The provision of low level support focused around sustaining accommodation would prevent or delay loss of independence, or enable individuals to gain independence.

Worcestershire wants to target people in the low, moderate and substantial categories since it is these people who can be helped to live independently. Supporting people facing these difficulties can prevent or delay their conditions worsening. With support, a client who has been assessed as at moderate risk can over time move to the low risk category, or a client whose position has been deteriorating can be stabilised.

As was stressed at the beginning of this section, Supporting People is neither a unique nor a solo route to independent living and, as such, will share the responsibility for funding support with other services. Given the focus of the programme, Supporting People would expect to fund less of people's support as they move to increasingly serious risk categories and overall increased need.

As a person's condition becomes increasingly critical and the scope for independent living lessens, the potential for Supporting People funding falls. To make this system work fairly and ensure each client has a holistic support package in place it is vital that all users undergo a single assessment and that all assessments follow an identical process.

Defining what services are eligible under Supporting People

Choices also have to be made in a transparent and strategic manner about which services are eligible for funding in line with the programme's vision for Worcestershire. Supporting People aims to maximise the level of independent living therefore services will be judged on how well they achieve this outcome. This approach avoids the trap of concentrating too much on how independence is realised, instead considering what is really accomplished.

Furthermore, to monitor an outcome based model it is clearly vital that these are gathered and monitored and assessed internally to measure the extent to which outcomes are being achieved and how far a client 'travelled'. With this in mind, Supporting People

V.1 draft

will only fund support that outcomes, both short term and longer term, have been agreed in partnership with the client and are regularly reviewed. We will therefore continue with:

- Contract specifications based on outcome (and relevant outcomes as deemed strategically important);
- Providers to develop method statements, setting outputs that will be delivered to achieve outcomes specified in the contracts;
- To monitor this, we will carry out contract spot checks where necessary to ensure these fundamental conditions are being upheld.

Value for money criteria

Linked to measured outcomes, how services represent value for money will be judged on outcomes and price. Prices will be used in place of costs because this again focuses the attention on *what* is achieved instead of *how* it is achieved, allowing providers to use their unique experience and knowledge to decide the method to realise outcomes with each client. Only services capable of providing services within set price boundaries will be eligible for funding.

v.1 draft

Appendix 1

Commissioning statement and Investment Plan (2010/11)

The strategic aim of Supporting People in Worcestershire is to commission housing related support services that, in coordination with partners including housing, health and social care services, promote or assist vulnerable individuals to sustain their accommodation. This is achieved through the delivery of low level support that, increase the individual's choices for independent living and complement existing services. Through funding Supporting People services, Worcestershire Supporting People Partnership aims to achieve a series of outcomes for service users. These outcomes meet the objectives of the programme as outlined above, and also contribute to the objectives of a number of local, regional and national strategies (including the Local Area Agreement). In Worcestershire, the key objectives that Supporting People contributes to are:

- Making our neighbourhoods safer (addressing crime, community safety and anti-social behaviour);
- Addressing homelessness (preventing homelessness, in particular repeat homelessness and supporting women at risk of domestic violence);
- Tackling substance misuse (alcohol and drugs); and
- Providing support that enables people who are vulnerable through age, disability or life experience to maintain independence.

These objectives have been identified through a strategy mapping exercise, which examined a range of strategies and policies published by Worcestershire County Council and its partners. This mapping exercise has also been supplemented by support from the County's Research and Intelligence Department in respect to mapping across outcomes from existing contracts to the expected and prioritised outcomes focused within the Local Area Agreement framework. As a consequence one of the principle aims of the annual plan is to ensure that all Supporting People contracts add significant value to local priorities.

This document is the three-year strategy for the Supporting People programme. It offers a direction of travel for next three years based on current strategic priorities. This element of the strategy embeds an action plan which will be a fluid document identifying priorities for spend. This is an evolving time for Supporting People: the formal integration in the Local Area Agreement, the development of Choice and Control, and the general vulnerability of national and local funding allocations as a result of the economic situation within the Country. As a result of this we make the commitment to systematically review these intentions and

v.1 draft

commissioning statements on an annual basis to ensure that it meets local strategic aims and objectives, and reflects current national, regional and local policy making.

Worcestershire's vision

We have been successful as a commissioning partnership (spanning two tier authorities, Probation and the Primary Care Trust) to identify significant cost savings for a range of public bodies as a result of prudent and strategic commissioning activity. In the current climate of vulnerable and expected depreciating funding streams this strategy seeks to enhance the opportunity to secure further cost savings linked to local needs. Our programme has gathered a considerable body of evidence demonstrating that when Supporting People funded activities are targeted and focused in an appropriate manner, significant benefits to the individual, their families and the community can be yielded. It is the intention in Worcestershire to ensure that the Supporting People programme funds and provides the most appropriate housing related support services for the county, in order to maximise the benefits produced.

Worcestershire County Council, the administering authority for the Worcestershire Supporting People programme, remains as an "Excellent" authority. A key aim for the county will be to maintain this status and ensure continual improvement of services, ensuring that Supporting People can play an instrumental part in the supporting agendas (such as the Local Area Agreement, and the Comprehensive Area Assessment (C.A.A.). Effective use of the Supporting People programme will serve to contribute to this.

The Worcestershire Supporting People Partnership is committed to developing and delivering services that offer the highest standards of equality and diversity, including:

- Equal treatment regardless of race, gender, age, disability, sexual orientation, religion or belief
- Working to eliminate unlawful discrimination
- Promoting equal opportunities
- Promoting community cohesion, including good relations between people from different racial groups
- Facilitating reasonable access to interpretation or support on request
- Responding to the needs of all eligible groups and working to engage all eligible sections of the community

Pace of Change

The findings set out within this document suggest that a moderate level of change is required to the current programme. This is due to:

- Changes in the level of Supporting People programme and administrative grant funding available;

v.1 draft

- The alignment of outcomes to meet the Local Area Agreement Priorities;
- Expected depreciating levels of national funding in the near future;
- Current gaps in provision;
- Knowledge from recent strategic reviews and the learning from best practice;

The commissioning process will drive change in the Supporting People programme. The recently established commissioning sub group and the Commissioning Body will lead this ensuring strategic fit, value for money and safeguarding expectation.

This strategy will continue to commission services regardless of tenure. The programme will only provide tenure specific support when either intensive support is required in the short term or when tenure-based support meets the wider aspirations of service users. In the move towards non-tenure specific housing related support, a mix of service types will be provided dependent on service users needs and aspirations.

Current and future anticipated spend

The Supporting People programme is funded by a grant from the Department for Communities and Local Government, this is a national allocation which is administered by equivalent democratic institutions. It is anticipated that the national allocation is distributed to administering authorities via the Local Strategic Partnership – forming part of the Area Based Grant from 2010/11. Removal of ring fence budgets obviously poses many risks for the programme, in addition to many opportunities. It is widely acknowledged that funding levels within the public sector will be at challenging levels for years to come, and also acknowledged that the vulnerability of our client groups will see increasing levels. It is clear that Worcestershire face some extremely difficult financial challenges within the Supporting People programme over the lifetime of the three-year Supporting People strategy.

Commissioning priorities

Within the context of change and striving to ensure that the Supporting People programme is strategically relevant, supporting statutory and non-statutory services in meeting the needs of local people, a series of commissioning priorities have been developed to shape and drive change in the Supporting People programme for future years. This investment will initially be pump primed by non recurrent funding. Recurrent investment will remain static until the SPCB is more informed of the budget allocations post 2010/11, and once the reviewing process has identified potential reinvestment.

Overarching commissioning priorities

A series of over arching key commissioning priorities have been identified that should be applied to all services commissioned by Worcestershire Supporting People:

V.1 Draft

- **Changing the face of service provision:** move from existing models of service provision (for example, group living) to services that supply a range of different support models that meet the needs and aspirations of users;
- **Improving access to good quality housing and support;**
- **Improving access for owner occupiers:** that enable people to remain independent within their homes;
- **Increasing access to services:** that are more flexible and able to respond to a wider range of needs. Where appropriate, access to services to also be considered geographically, on a cross authority basis;
- **Meeting the housing related support needs of black and minority ethnic groups:** across Worcestershire the number of individuals from BME communities is relatively low, therefore the need for BME specific Supporting People services is anticipated to be low. Currently the Supporting People programme has achieved limited success in accessing individuals from BME groups. A priority is to initially generate evidence to increase knowledge of the housing related support needs of the BME community across the county. Findings can be incorporated into future commissioning strategies to ensure that services commissioned are capable of incorporating the needs of BME users;
- **Encouraging the formulation of accommodation and support strategies across all client groups:** to enable services to focus on their needs and link with the strategic priorities of partners;
- **Linking the Supporting People programme to housing capital programmes to facilitate new development;**
- **Reducing and eliminating risks to the programme:** risk exists across the programme.

The service review programme will be tailored to identify risks, ensure that funds are released and change is agreed within the right pace. In combination with commissioning and the procurement programme, risks will be effectively managed in the future.

v.1 draft

Investment Plan 2010/2011:
Client Group: Older People

Investment	Spend Allocation	Timeframe
Community Floating Support programme Investment to ensure that all 6 Districts are able to demonstrate and provide a countywide floating support provision.	**£25,000 per district per annum (thus, £450,000 over 3 years)**	**2010/2013**
Social Inclusion for the non engaged programme Investment seeking to identify unmet needs of vulnerable service users who require access to services but have not engaged (due to lack of social contact, rural locations etc). The programme will pilot social isolation projects through the Districts and signpost and support people to services that would otherwise be unknown.	**£75,000 per District**	**2010/2013**
Rural and flood risk home improvement support programme Grant funded from DCLG'S handy person programme, which Worcestershire was successful in being allocated for.	**£310,000**	**2010/2011**
Home Improvement Agency Investment within the new Countywide HIA to provide assistance to people who have so far not had their needs, specifically seeking to involve the	**£300,000**	**2010/2013**

v.1 draft

Housing Liaison Project.		

Outcome:

- Early intervention services for older people (particularly with mental health needs).
- Low-level preventative housing related intervention as provided by home improvement agencies, community alarms and assistive technology.
- Provision of a countywide floating support that meets the needs of the most vulnerable (irrespective of their tenure)
- To provide low level support where appropriate within existing and new models of housing support provision.
- To identify the additional outcomes that may be achieved through social inclusion activity, for instance volunteering. (Either as a mechanism to identify housing related concerns for people who not currently engaged, or to sustain networks for communities.)
- Please also refer to Learning Disability, Physical Disability and Sensory Impairment, in addition to Mental Health commissioning intentions for this client group.

Variation on spend

Investment will be supported by non recurrent budget, for 2010/11.

Contracts will be reviewed within the next 12 months, and reviews scheduled strategically over the period of this strategy. The review will look into strategic fit and benchmark / value for money within contracts. We anticipate a depreciating budget (in line with other public funding) post 2010/11, and seek to enable a balance between service provision and opportunity. We will also develop a strategy to ensure future provision can be realigned to fed into the recommendations of the Older Person Housing Strategy 2009 (this will involve consultation), once aware of financial settlement.

v.1 draft

Investment Plan 2010/2011:
Client Group: Younger People at risk, and teenage parents

Investment	Spend Allocation	Timeframe
South Worcestershire Review Investment to identify the needs of South Worcestershire Housing provision for young people at risk– identifying best practice, current practice and need, service user expectation and outcomes, along with recommendations.	**£40,000 for the review**	**April - August**
Mentoring and life coaching Support Programme Investment in a pilot programme of mentoring and life coaching support for vulnerable young people at risk. To improve and sustain move on rates, and to empower previous service users to volunteer. (This could cut across a range of client groups – Offending, Domestic Abuse, Substance Misuse, Teenage Parents.)	**£225,000**	**2010/2013**
Rent Guarantee Deposit Schemes Investment in Rent Deposit Scheme in the North of the County to meet need, and proposed to meet need in the South post review. Recycled investment to provide a sustainable approach to schemes.	**£140,000**	**2010/11**
Complex Need support project Investment in a pilot programme of	**£225,000**	**2010/13**

v.1 draft

support for vulnerable young people who have complex needs (including Asperser's Syndrome, dyspraxia etc).		
South Worcestershire Review Implementation programme Umbrella of projects implementing recommendations of the review.	**£200,000**	**2010/13**

Outcome:

- Preventative work: early prevention and advice, mediation, home visiting, school based work and assessment and local authority advice in housing.
- Accommodation and support: supported lodgings, nightstops, emergency accommodation (hostels), forms of move on from hostels and floating support.
- Person-specific services: complex needs and high vulnerability, health, learning and work, BME young people, tackling anti social behaviour and offenders and offending, identifying opportunities for contribution to positive activities agenda (for instance, volunteering)
- Provision of a greater range of housing options and support (embraced within the freedom and flexibility of funding governance), which contributes to the prevention of homelessness and repeat homelessness. This includes specific issues within mainstream housing and support including substance misuse issues, youth offending behaviour, learning disabilities and difficulties including Asperser's syndrome, dyspraxia, minority ethnic groups particularly unaccompanied asylum seekers, teenage parents and young people who are pregnant and young victims and survivors of domestic abuse, and care leavers.

Teenage parents

- Provision of short-term transitional services to make the move to independent living
- Floating support and coordinating services, enabling access to health and well being support through to training, education, employment and benefits support.
- Development of move on support functions, for instance life coaching / mentoring to aid and support transitions.

Variation on spend

Investment will be supported by non recurrent budget, for 2010/11.

Contracts will be reviewed within the next 12 months, and reviews scheduled strategically over the period of this strategy. The review will look into strategic fit and benchmark / value for money within contracts. We anticipate a depreciating

v.1 draft

budget (in line with other public funding) post 2010/11, and seek to enable a balance between service provision and opportunity. We will also seek to update the commissioning priorities as a result of the South Worcestershire Housing review.

v.1 draft

Investment Plan 2010/2011:
Client Group: Substance Misuse

Investment	Spend Allocation	Timeframe
Care and Cluster programme Investment in a pilot project to provide accommodation and support packages (aided by a mentor support pathway to secure move on and sustain positive community links)	**£240,000**	**2010/13**
Care Farm Housing Support Programme Investment in a pilot project to provide care farm intervention for chaotic lifestyles, and aid and enhance independent housing related living skills; whilst providing specialist support to reduce the risk of misuse.	**£100,000**	**2010/13**
Wychavon Dept Health project (Alcohol support programme) Floating and accommodation based support for alcohol misuse in Wychavon, targeting unmet need and supporting investment from Dpt. Health.	**£225,000**	**2010/2013**
Outcome: • The provision of Low-level and floating support for individuals with drugs and alcohol problems; • Complementing low-level community interventions and alignment to the strategic direction of the Drug and Alcohol Action Team partnership • Provision to address the demand profile within the County, and remains equitable. • Development of move on support functions, for instance life coaching / mentoring to aid and support transitions.		
Variation on spend		

v 1 draft

Investment will be supported by non recurrent budget, for 2010/11. Contracts will be reviewed within the next 12 months, and reviews scheduled strategically over the period of this strategy. The review will look into strategic fit and benchmark / value for money within contracts. We anticipate a depreciating budget (in line with other public funding) post 2010/11, and seek to enable a balance between service provision and opportunity. We will also seek to update the commissioning priorities as a result of the forthcoming work plan for the Drug and Alcohol Action Team.

v.1 draft

Investment Plan 2010/2011:
Client Group: Ex-Offenders

Investment	Spend Allocation	Timeframe
Mentoring and life coaching Support Programme Investment in a pilot programme of mentoring and life coaching support for ex offenders. To improve and sustain move on rates, and to empower previous service users to volunteer, improve access to employment and training opportunities. (This could cut across a range of client groups –young people at risk, Domestic Abuse, Substance Misuse, Teenage Parents.)	**£150,000**	**2010/2013**
Outcome: • Ensure that provision of effective offending behaviour support programmes (housing related needs) aimed at the low / medium and high risk offenders, within the community, are implemented effectively to reduce and stop further offending based on research and intelligence in terms of need per district. • Ensure housing related provision supports offenders in accessing training and employment opportunities, as this is identified as a very effective mechanism in helping previously unemployed offenders live crime-free lives • Ensure that we have a mixed economy of both low, medium and high risk offenders within the current portfolio of provision. • Development of move on support functions, for instance life coaching / mentoring to aid and support transitions.		
Variation on spend Investment will be supported by non recurrent budget, for 2010/11. Contracts will be reviewed within the next 12 months, and reviews scheduled strategically over the period of this strategy. The review will look into strategic fit and benchmark / value for money within contracts. We anticipate a depreciating budget (in line with other public funding) post 2010/11, and seek to enable a balance between service provision and		

V. 1 draft

opportunity. We will also develop a strategy to ensure future provision can be realigned to fed into the recommendations of the Older Person Housing Strategy 2009 (this will involve consultation), once aware of financial settlement.

v.1 draft

Investment Plan 2010/2011:
Client Group: Domestic Abuse

Investment	Spend Allocation	Timeframe
Needs analysis programme Investment in a needs analysis programme – bringing together key statistics throughout partner agencies and developing a needs led approach to planning of key services. This will identify gaps, opportunities for joint working, identify funding sources and plan and develop a joint work plan between SP and Domestic Abuse	**£60,000**	**2010/2012**
South Worcestershire Review Implementation programme Umbrella of projects implementing recommendations of the review.	**£100,000**	**2010/13**
Perpetrator Programme Countywide perpetrator preventative programme to be established throughout the county, working in partnership with the Forum Against Domestic Abuse.	**£250,000**	**2010/2013**
Outcome: • Ensure that Supporting People provision is available to meet a targeted response to the needs of specific vulnerable groups including Gypsy and Traveller Communities; Rural Communities; Vulnerable Adults – drugs, alcohol, mental health, older people; Young Adults. • Work in Partnership with the Domestic Abuse unit, ensuring a portfolio of provision is applied throughout the county (specifically looking at both prevention (including perpetrator programmes) and recovery/resettlement programmes). • Work in conjunction with the WFADA in regard to a Safer Housing strategy, including a needs assessment of need		

v 1 draft

and options within the county.

- Continue to work strategically with WFADA on improving practice through training, service standards and outcome / data monitoring with current provision within the Supporting People programme in Worcestershire.
- To work strategically with the Domestic Abuse Forum to ascertain the needs of the County and allocate resource to meet identified housing related needs.
- Development of move on support functions, for instance life coaching / mentoring to aid and support transitions.

Variation on spend

Investment will be supported by non recurrent budget, for 2010/11.

Contracts will be reviewed within the next 12 months, and reviews scheduled strategically over the period of this strategy. The review will look into strategic fit and benchmark / value for money within contracts. We anticipate a depreciating budget (in line with other public funding) post 2010/11, and seek to enable a balance between service provision and opportunity. We will also develop a strategy to ensure future provision can be realigned to fed into the recommendations of the Older Person Housing Strategy 2009 (this will involve consultation), once aware of financial settlement.

v.1 draft

Investment Plan 2010/2011:
Client Group: Homeless – single and family

Investment	Spend Allocation	Timeframe
Referral Gateway project Development and integration of a gateway referral mechanism for the allocation and identification of resource within the county.	**£60,000 (recurrent)**	**2010/2013**
Countywide Floating Homeless Support Provision Investment in a pilot project to identify and supply a service to homelessness / rough sleeping throughout the county – signposting and facilitating, and reducing the flow of service users to Worcester City.	**£225,000**	**2010/13**
Extended provision of a Night Assessment Centre In addition to recurrent funding already established and allocated, to pilot the outcomes achieved by increasing opening hours of the NAC for periods of unexpected / harsh cold/wet conditions, and to support the end to rough sleeping agenda.	**£75,000**	**2010/2013**
Move On Project (MOP) Move on protocol project for Worcestershire	**30,000**	**2010/2013**
Outcome: • Ensure preventive agenda is extended throughout the County, including the introduction of a single service gateway and improved systems such as common monitoring and common assessment		

V.1 draft

- Crisis intervention: emergency access accommodation and street outreach, often dealing with high vulnerability and complex needs.
- Supported independent living: supported accommodation for single homeless people, offenders and substance mis-users.
- 'Preparation for independent living': floating support, which can be generic or specialist. Some focuses solely on crisis intervention work, some are specialist services and other floating support moves with the person through different types of accommodation.
- Ensure provision continues to complement housing strategies countywide, and remains equitable based on need.
- Development of move on support functions, for instance life coaching / mentoring to aid and support transitions.

Variation on spend

Investment will be supported by non recurrent budget, for 2010/11.

Contracts will be reviewed within the next 12 months, and reviews scheduled strategically over the period of this strategy. The review will look into strategic fit and benchmark / value for money within contracts. We anticipate a depreciating budget (in line with other public funding) post 2010/11, and seek to enable a balance between service provision and opportunity. We will also develop a strategy to ensure future provision can be realigned to fed into the recommendations of the Older Person Housing Strategy 2009 (this will involve consultation), once aware of financial settlement.

v.1 draft

Investment Plan 2010/2011:
Client Group: Physical Disability and Visual Impairment

Investment	Spend Allocation	Timeframe
Strategic Review of Need Investment in a strategic Review to identify commissioning priorities and joint commissioning opportunities.	**£25,000**	**April - August**
Implementation programme Programme of projects enabling the recommendations of the review to be implemented.	**£100,000**	**2010/2013**
Outcome: • To undertake a strategic needs analysis of physical disability and sensory impairment provision within Worcestershire. Working in partnership with key stakeholders (policy makers, physical disability and sensory impairment commissioners, providers and service users) the review will provide a strategic framework for commissioning intentions for Worcestershire's Supporting People programme seeking to add value to existing provision, create a real life account for gaps in provision, identify opportunities for joint commissioning and create alignment to Local Area Agreement priorities (current and potential). • To ensure that existing provision and any newly commissioned provision is enabling people to access supported housing and low level housing related support, in addition to identifying social inclusion activity.		
Variation on spend Investment will be supported by non recurrent budget, for 2010/11. Contracts will be reviewed within the next 12 months, and reviews scheduled strategically over the period of this strategy. The review will look into strategic fit and benchmark / value for money within contracts. We anticipate a depreciating budget (in line with other public funding) post 2010/11, and seek to enable a balance between service provision and opportunity. We will also develop a strategy to ensure future provision can be realigned to fed into the recommendations of the Older Person Housing Strategy 2009 (this will involve consultation), once aware of financial settlement.		

v1 draft

Investment Plan 2010/2011:
Client Group: Mental Health

Investment	Spend Allocation	Timeframe
Strategic Review of Need Investment in a strategic Review to identify commissioning priorities and joint commissioning opportunities.	**£40,000**	**April - August**
Implementation programme Programme of projects enabling the recommendations of the review to be implemented.	**£100,000**	**2010/2013**
Outcome: • To undertake a strategic needs analysis of mental health provision within Worcestershire. The review will provide a strategic framework for commissioning intentions for Worcestershire's Supporting People programme seeking to add value to existing provision, create a real life account for gaps in provision, identify opportunities for joint commissioning and create alignment to Local Area Agreement priorities (current and potential). • Within existing provision, increase the awareness of mental health issues and capacity build to assist programmes in identifying early someone's mental health deterioration. • Within existing provision, support the drive for an equitable provision of mental health support programmes providing community based support, opportunities for training, education, employment, housing and support to develop networks (inclusion activities) and assist move on. • Within existing provision, support the drive for equitable provision of support for people with a mental health illness to return to their home or supported living arrangement at the earliest opportunity that their condition allows. This provision should include a coordination of multi agency support in regard to health, housing and social care agreed with patients and their carers. • Ensure appropriate choice is developed within Supporting People initiatives to aid recovery, increase social integration, enable maintenance of social networks and provide opportunities for increased independence, including return to appropriate employment. • Within existing mental health provision, ensure move on is a priority, to ensure independent living opportunities and throughout.		
Variation on spend		

Web draft

Investment will be supported by non recurrent budget, for 2010/11. Contracts will be reviewed within the next 12 months, and reviews scheduled strategically over the period of this strategy. The review will look into strategic fit and benchmark / value for money within contracts. We anticipate a depreciating budget (in line with other public funding) post 2010/11, and seek to enable a balance between service provision and opportunity. We will also develop a strategy to ensure future provision can be realigned to fed into the recommendations of the Older Person Housing Strategy 2009 (this will involve consultation), once aware of financial settlement.

v.1 draft

Investment Plan 2010/2011:
Client Group: Learning Disability

Investment	Spend Allocation	Timeframe
Strategic Review of Need Investment in a strategic Review to identify commissioning priorities and joint commissioning opportunities.	**£20,000**	**April - August**
Implementation programme Programme of projects enabling the recommendations of the review to be implemented.	**£100,000**	**2010/2013**
Outcome: • Provision should seek to enhance greater choice and control, the use of community-based activities, with greater opportunities to integrate with increased accessibility, an emphasis on leisure, work and learning opportunities regardless of disability and, importantly, a desire to ensure that social contact with friends is maintained. • Ensure that provision identifies the needs of carers, in addition to the service user. • Ensure that programmes within our portfolio achieve multi faceted outcomes, and that provision works alongside each other with the adaptability to meet choice and control expectations.		
Variation on spend Investment will be supported by non recurrent budget, for 2010/11. Contracts will be reviewed within the next 12 months, and reviews scheduled strategically over the period of this strategy. The review will look into strategic fit and benchmark / value for money within contracts. We anticipate a depreciating budget (in line with other public funding) post 2010/11, and seek to enable a balance between service provision and opportunity. We will also develop a strategy to ensure future provision can be realigned to fed into the recommendations of the Older Person Housing Strategy 2009 (this will involve consultation), once aware of financial settlement.		

v1 draft

Investment Plan 2010/2011:
Client Group: Gypsy and Travellers

Investment	Spend Allocation	Timeframe
Strategic Review of Need Investment in a strategic Review to identify commissioning priorities and joint commissioning opportunities.	**£30,000**	**June - October**
Outcome: • To carry out a strategic review of the Gypsy and Traveller community within Worcestershire (and neighbouring authorities where appropriate) to ascertain the housing related support needs of this client group. The recommendations of this review will provide support for investment decisions to be made within the lifetime of this strategy. • Within existing provision, ensure that Gypsies and Travellers are recognised within the diversity and training of providers; • Work strategically with Children Services and stakeholders where appropriate to support families in existing provision seeking support, specifically around education or access, and also health (families who travel may not have a regular doctor). Providers will be expected to work closely with Health Visitor's/practitioners about specialist health support available to this community. • Identify the needs of older communities specifically in terms of adaptations and health.		
Variation on spend Investment will be supported by non recurrent budget, for 2010/11. Contracts will be reviewed within the next 12 months, and reviews scheduled strategically over the period of this strategy. The review will look into strategic fit and benchmark / value for money within contracts. We anticipate a depreciating budget (in line with other public funding) post 2010/11, and seek to enable a balance between service provision and opportunity. We will also develop a strategy to ensure future provision can be realigned to fed into the recommendations of the Older Person Housing Strategy 2009 (this will involve consultation), once aware of financial settlement.		

v1 draft

draft V. 1

Appendix 2

Current supply profile

The total number of Supporting People funded household units (hereafter, HHUs) in Worcestershire is
Average: 12,043
Maximum: 15,572

- 126 services with 60 providers;
- 27 accommodation based services
- 73 floating support services
- 24 Call Alarm services
- 2 HIA[21]

In terms of our progress from the previous Supporting People Strategy (2005-2010) there has been a move from accommodation based services to more floating support, outreach and resettlement. This has enabled the Supporting People team to commission a more flexible supply of support to people that are in need, and moving away from being able to access the support on the caveat of where you live / your tenure.

Client Group	Number of Services	Max Number Supported
Domestic Violence	4	351
Generic	12	1197
Homeless Families	5	193
Learning Disabilities	12	252
Mental Health	11	254
Offenders	3	127
Older People	47	11918
Physical or sensory	5	289

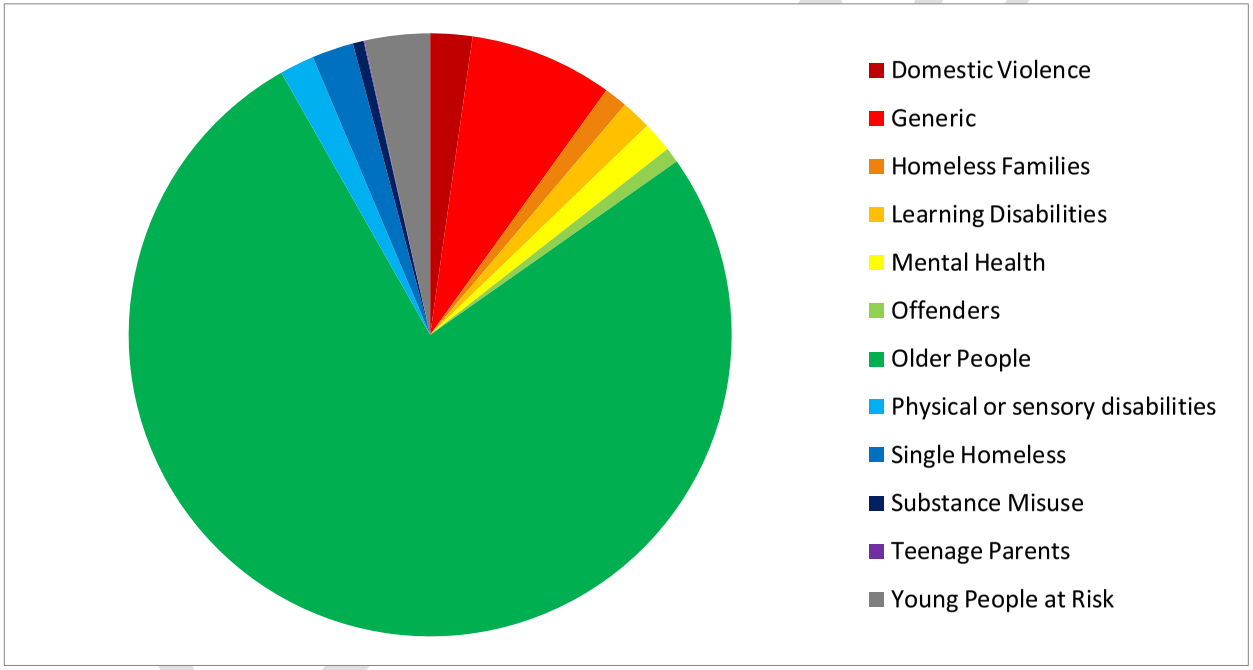
[21] As at December, 2009

v.1 draft

disabilities		
Single Homeless	12	348
Substance Misuse	2	90
Teenage Parents	1	7
Young People at Risk	12	546

The following split of household units between client groups (as identified below) is:

- 77% of the available household units are for older people.



Draft

Appendix 3

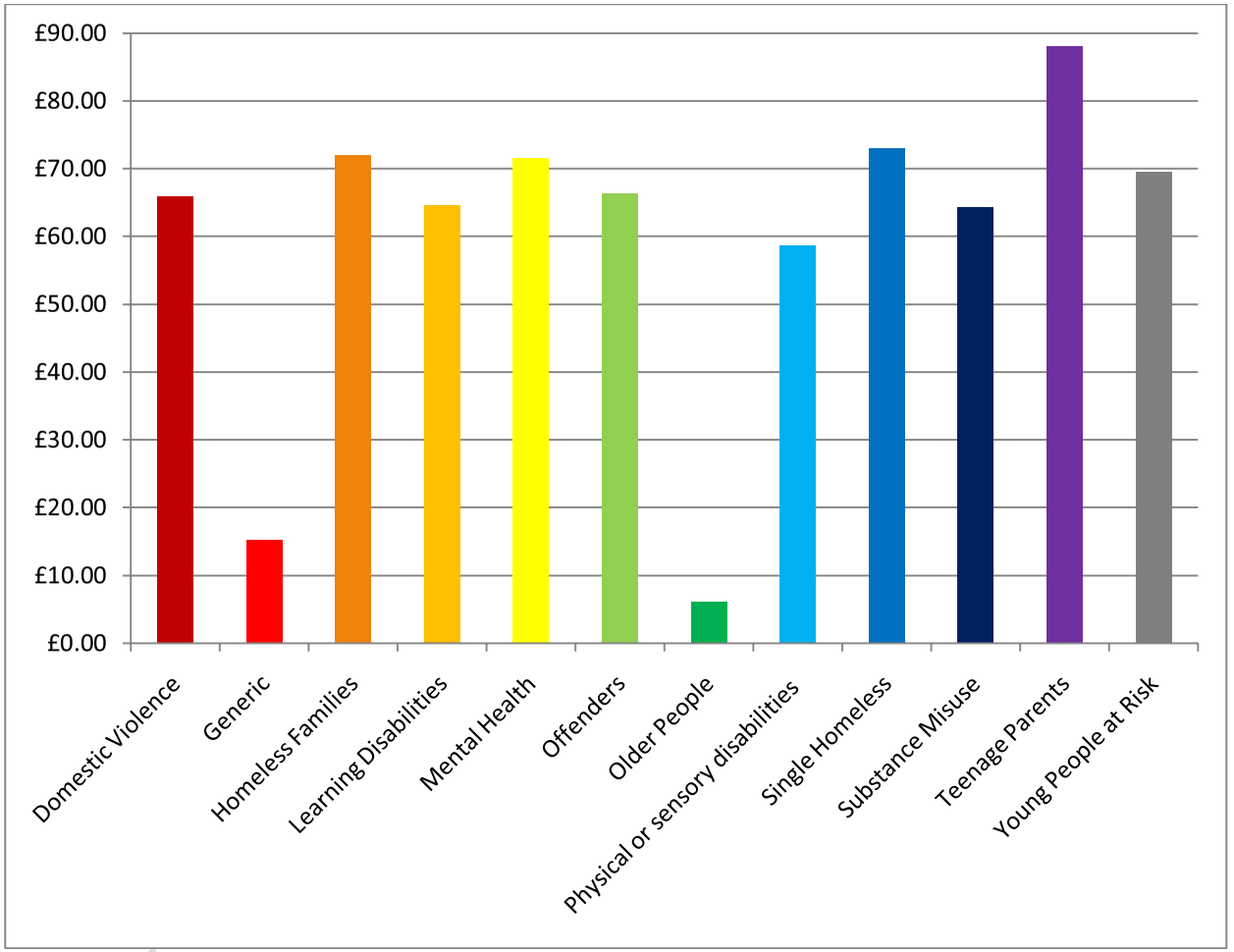
Current resource profile

Range of unit costs per week is from £6.06 for older people's services to £87.95 for teenage parents.

Most client groups unit costs per week are between £58 and £73. All services are commissioned with the principle that the meet national/regional benchmarking expectations. The difference in cost is reflective of the type of support being offered.

Client Group	Cost per unit per week
Domestic Violence	£65.83
Generic	£15.23
Homeless Families	£71.94
Learning Disabilities	£64.60
Mental Health	£71.57
Offenders	£66.28
Older People	£6.06
Physical or sensory disabilities	£58.64
Single Homeless	£72.98
Substance Misuse	£64.37
Teenage Parents	£87.95
Young People at Risk	£69.55

v.1 draft



Average/weekly unit cost per client group 2009/10

The chart below shows that while older people account for 77% of HHU's, because the unit cost is low the spending on older peoples services is just 28% of the total. This is representative of the support packages required by the specific client groups and the options available to meet the identified need.

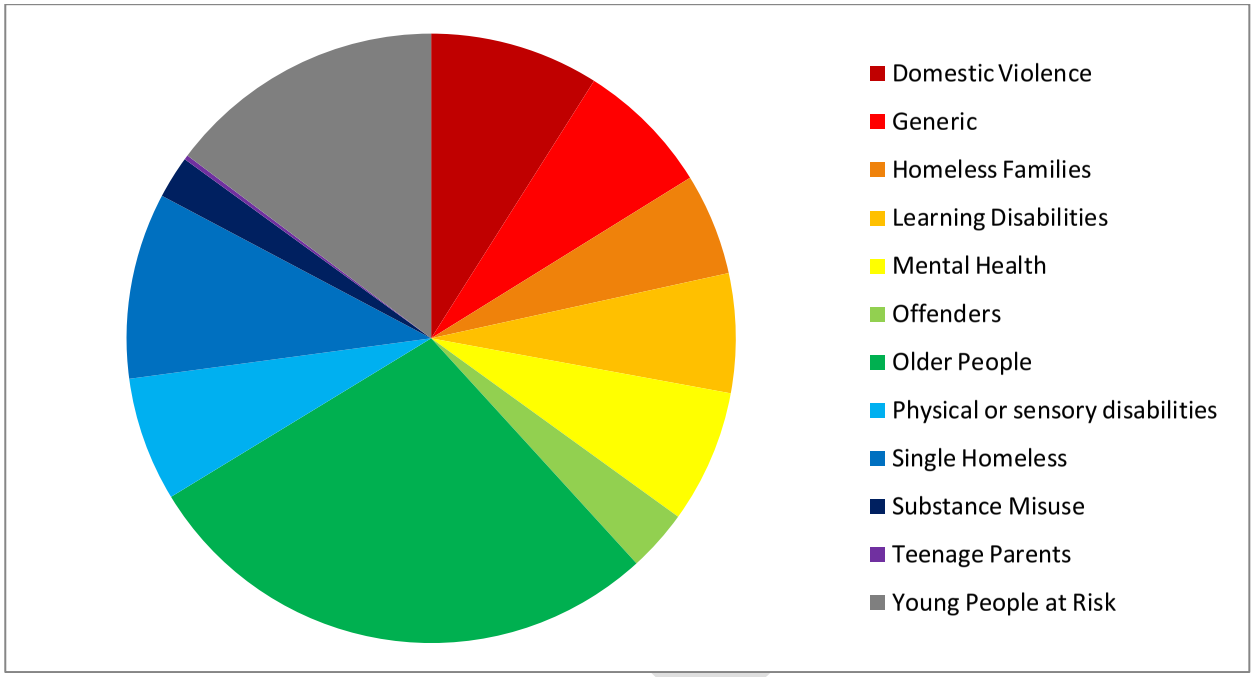


Figure Proportion of spending per client group 2003-04

V.1

Appendix 4

What's been achieved since the last strategy?

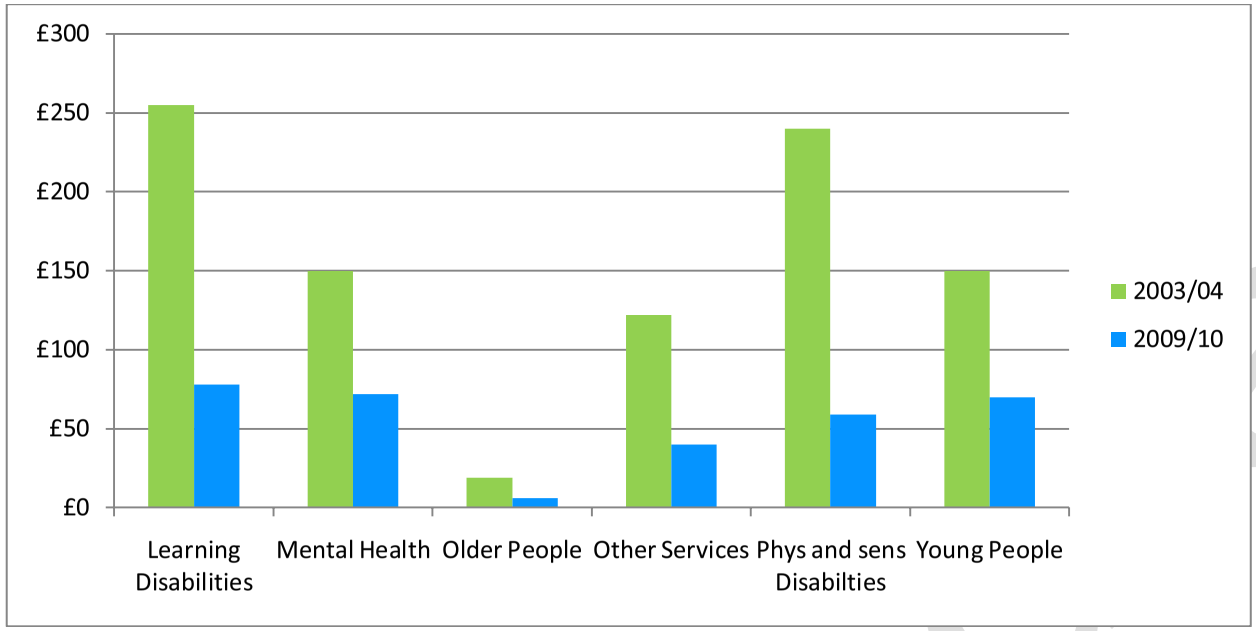
v.1 draft

Between 2003/04 at start or previous strategy and 2009/10 at start of new strategy

Average Weekly Unit Cost:

	Average weekly unit cost	
	2003/04	2009/10
Learning Disabilities	£255	£78
Mental Health	£150	£72
Older People	£19	£6(*)
Other Services	£122	£40
Phys. and Sens. Disabilities	£240	£59
Young People	£150	£70

(* Older People provision also includes call alarms at a lower unit rate than face to face support, hence the disproportionate weekly cost.)

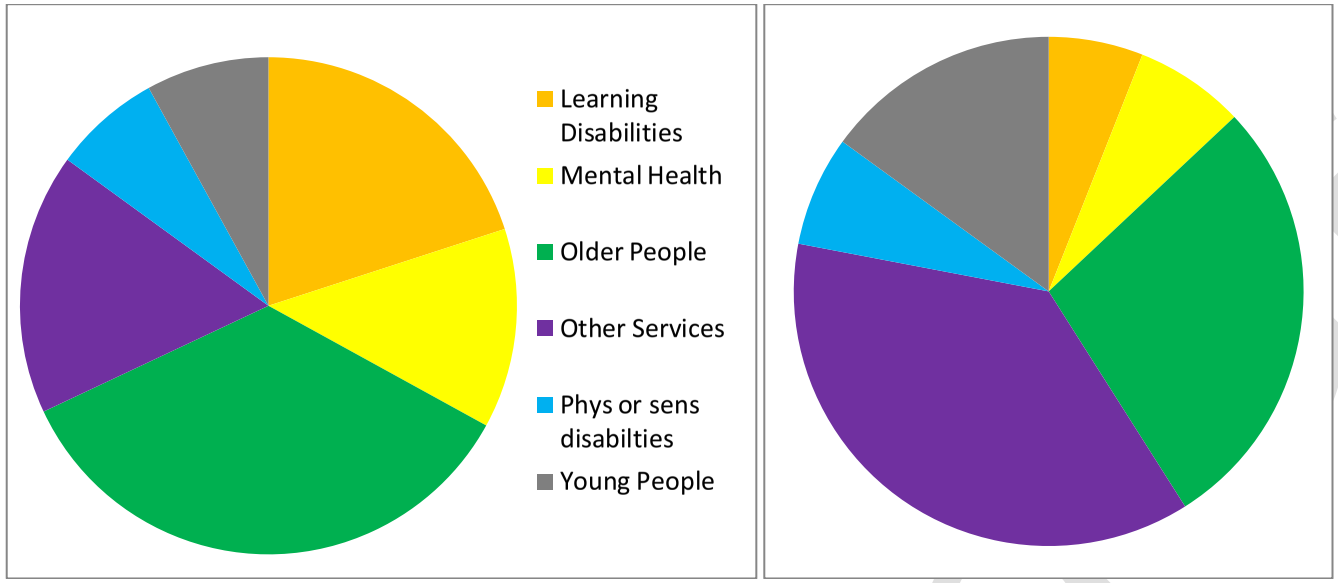


Average Weekly Unit cost – 2003/04 and 2009/10.

Comparing Proportion of funding

	2003/04	2009/10
Learning Disabilities	20%	6%
Mental Health	13%	7%
Older People	35%	28%
Other Services	17%	37%
Phys. or Sens. Disabilities	7%	7%
Young People	8%	15%

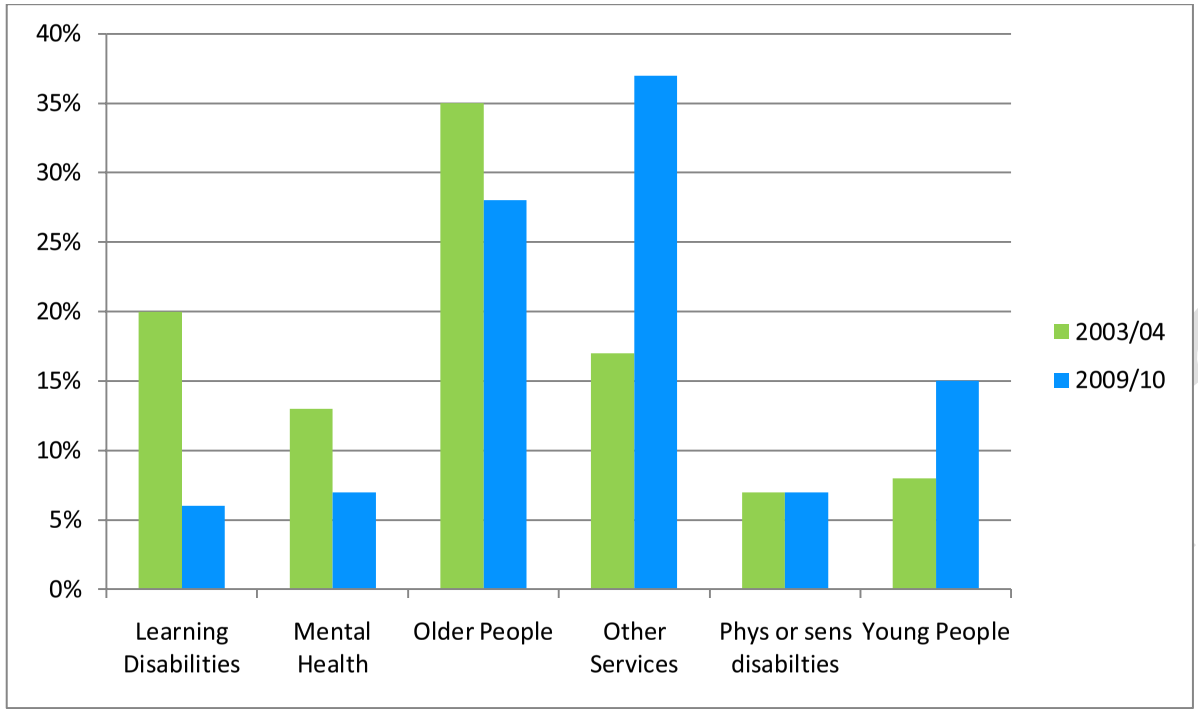
View Draft



Proportion of spend – 2003/04 on the left and 2009/10 on the right.

Proportions spent on LD, MH and OP have gone down, with that spent on 'other' increasing. It is envisaged that this portfolio will remain largely the same; and revisitied once we are aware of funding allocations in the future.

v.1 draft



Proportion of overall SP spending.

Proportion spent on 'other' client groups has more than doubled to be the biggest spend.

Other details for comparison listed in the previous strategy

	2003/04	2009/10
Average HHUS	8473	12046
Number of Contracts	120	127
Number of Providers	97	60
Accommodation Services	225	27
Floating Support (and other)	51	100

Draft

There are 3573 more place available with a similar number of services, however there is an obvious shift from accommodation based to floating support type services.

Key Points of comparison:

- The average weekly unit cost for all client groups has fallen by at least 50% between 2003/04 and 2009/10, as a result of value for money activity and contract development

- The proportion of spending on Learning Disabilities, Mental Health and Older People has gone down while there has been a corresponding increase in 'other' services which includes more short term, chaotic client groups such as single homeless, substance misuse, offenders, homeless families, generic, teenage parents and domestic violence. – shift in focus away from just providing longer-term services.

- The average number of service users which can be supported has gone up 42% from 2003/04 to 12046 HHU's in 2009/10.

- There is obvious evidence of a change from predominantly accommodation based services to more floating support services.

v.1 draft

Appendix 5

Spread across Worcestershire, and by District

District of Delivery	Number of HHU's available	Expected number available based on district population
Countywide	2700	-
Bromsgrove	1624	2142
Malvern Hills	387	1726
Redditch	2834	1846
Worcester City	2536	2173
Wychavon	1789	2709
Wyre Forest	3706	2280
Total Number of District Specific services - 12876		

These figures are representative of the identified need at a District level, illustrating that Redditch, Worcester City and Wyre Forest have a differing demographic to that of Wychavon, Malvern and Bromsgrove. Though, acknowledging that need is presentable within all 6 Districts to a significant degree. Continual needs analysis of need, linking into specifically commissioned pieces of strategic needs work and the data held within the Local Area Agreement framework will support our commissioning intentions.

v.1 draft

District Report – Bromsgrove

(captured in the financial year 2008/09)

Service provision

16 services were district specific to Bromsgrove (this includes services which may be district specific to 2 or 3 districts). These services can support an average of 1180 people at any one time. District specific services represent 7 of the client groups.

Client Group	Number of district specific services	Number of countywide support services
Domestic Abuse		3
Generic		1
Homeless Families	1	2
Learning Disabilities		3
Mental Health	2	4
Offenders	1	2
Older People	8	3
Physical or Sensory Disabilities	1	2
Single Homeless	1	1
Substance Misuse		1
Teenage Parents		
Young People at Risk	2	2
Total	**16**	**24**

Table 1. Supporting People services in Bromsgrove, 2008/09 by client group.

Service user demand

Service user demand can be assessed using the client record data which records which local authority district a user was living in prior to entry into a service. As previously mentioned in the discussion of the client record data this gives an under estimate of new service users in the older peoples client group as in 2008/09 sheltered housing accommodation were not required to submit the client record data for new clients. These people may be a significant proportion of new service users in some districts.

Draft

A total of 1855 new service users submitted client record data across the county in 2008/09. 157 (8%) of these recorded their previous location as being within the district of Bromsgrove.

Based on the population of Bromsgrove it is calculated that 17% of service users in the Worcestershire Supporting People Programme should be coming from Bromsgrove. This estimate does not take into account that a number of users were entering from outside the district so the real expected percentage of service users would be slightly lower.

Client Group	Number of new users	As a percentage of total new users for the client group	Difference from expected 17%
Domestic Abuse	34	7%	- 10%
Generic	3	6%	- 11%
Homeless Families	8	4%	- 13%
Learning Disabilities	1	7%	-10%
Mental Health	16	12%	- 5%
Offenders	19	25%	+ 8%
Older People	0	0%	- 17%
Physical or Sensory Disabilities	2	6%	- 11%
Single Homeless	20	5%	- 12%
Substance Misuse	5	4%	- 13%
Teenage Parents	0	0%	- 17%
Young People at Risk	49	15%	-2%
Total	**157**	**8%**	**- 9%**

Table 2. Actual and expected new service users from Bromsgrove, 2008/09 per client group.

The data in table 2 shows that overall 9% fewer service users are entering the programme than would be expected if based solely on population of the district. Some client groups show a much larger difference.

Valuable future analysis could include looking at the characteristics of the district to see how these affect the demand for services to help investigate better any gaps in service provision which need to be filled.

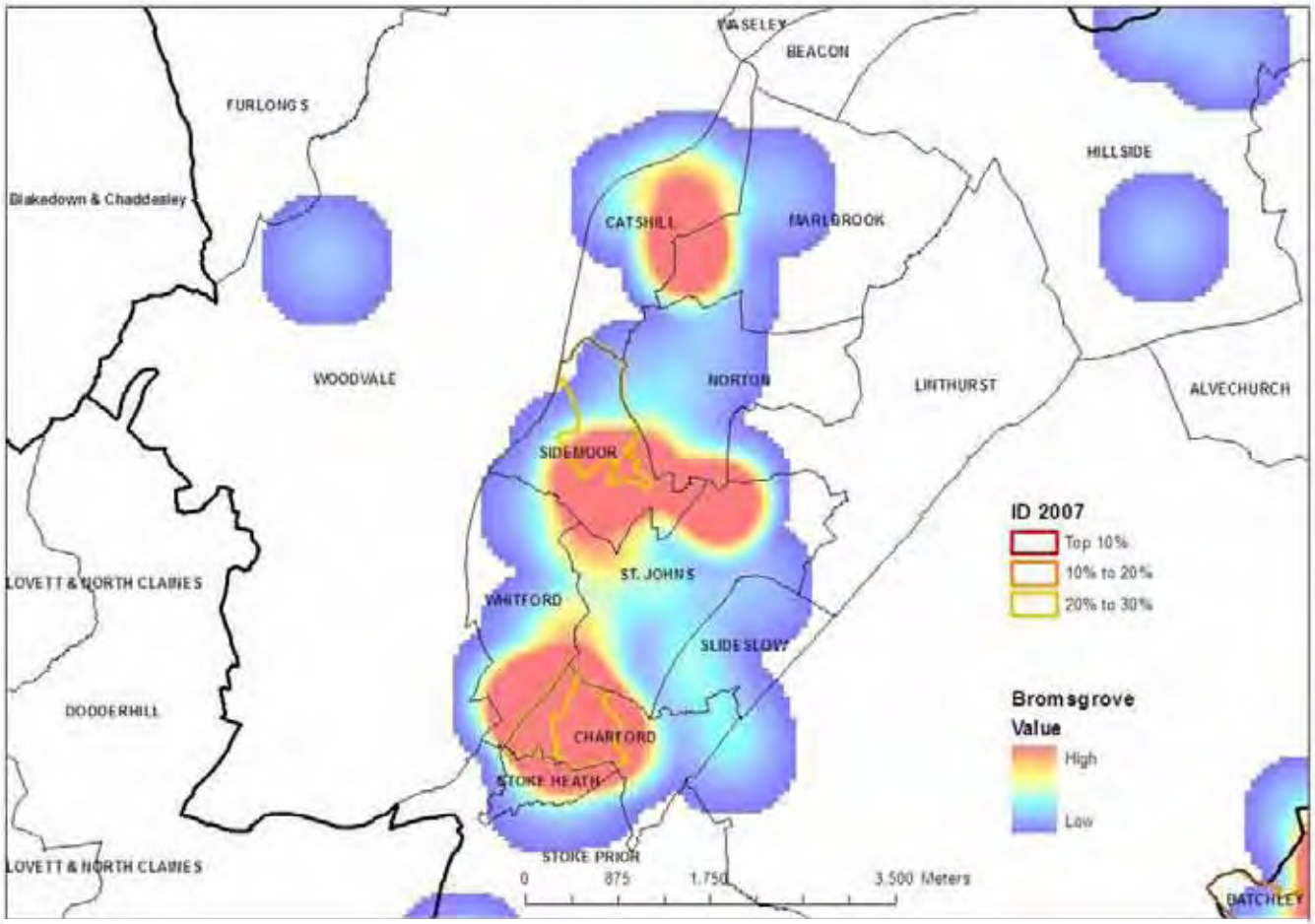
v.1 draft

63% of new service users coming from Bromsgrove actually received the support at the same address. This would be floating support that may be either district specific or countywide. About half of the new users who received the service at another address were entering accommodation based services for offenders, young people or domestic violence. Some others accessing floating support services may have moved on from accommodation based services from supported housing or women's refuge.

Distribution of service users within district

The map below uses client record data submitted when a new service user enters the programme. It shows a hotspot analysis of the postcode the new user was living in prior to entry into the service. Red areas show large numbers of new service users coming from this area. Also plotted are the areas with a rank in the top 30% most deprived areas in 2007.

v.1 draft



Map 3. Hotspot analysis of postcode of new service users, 2008/09 and top 30% rank of Indices of Deprivation, 2007.
Source: Client Record Data, 2008/09 and IMD 2007

There are three main hotspots which appear on the map. The first in Charford contains the most new service users and corresponds with 2 areas in the top 30% most deprived the hotspot over Sidemoor also coincides to a certain extent with a deprived area. The third hotspot over Catshill does not have a corresponding deprived area. This shows that it is not just

deprivation which has an impact on whether residents are likely to need a Supporting People service. A number of the wards in Bromsgrove, particularly the rural ones have very little demand for services.

The demand information could be used possibly to inform where new services should be located but also where information about services needs to be displayed and available. In higher demand areas extra effort could be made to make sure GPs are aware of services and information about them can be found in local community centres or shops.

v.1 draft

District Report – Malvern Hills

(captured in the financial year 2008/09)

Service provision

18 services were district specific to Malvern Hills (this includes services which may be district specific to 2 or 3 districts). These services can support an average of 352 people at any one time. District specific services represent 5 of the client groups.

Client Group	Number of district specific services	Number of countywide support services
Domestic Abuse		3
Generic		1
Homeless Families		2
Learning Disabilities	1	3
Mental Health	2	4
Offenders		2
Older People	7	3
Physical or Sensory Disabilities		2
Single Homeless	1	1
Substance Misuse		1
Teenage Parents		
Young People at Risk	2	2
Total	**13**	**24**

Table 1. Supporting People services in Malvern Hills, 2008/09 by client group.

Service user demand

Service user demand can be assessed using the client record data which records which local authority district a user was living in prior to entry into a service. As previously mentioned in the discussion of the client record data this gives an under estimate of new service users in the older peoples client group as in 2008/09 sheltered housing accommodation were not required to submit the client record data for new clients. These people may be a significant proportion of new service users in some districts.

Draft

A total of 1855 new service users submitted client record data across the county in 2008/09. 143 (8%) of these recorded their previous location as being within the district of Malvern Hills.

Based on the population of Malvern Hills it is calculated that 13% of service users in the Worcestershire Supporting People Programme should be coming from Malvern Hills. This estimate does not take into account that a number of users were entering from outside the district so the real expected percentage of service users would be slightly lower.

Client Group	Number of new users	As a percentage of total new users for the client group	Difference from expected 13%
Domestic Abuse	39	8%	- 5%
Generic	3	8%	- 5%
Homeless Families	1	0%	- 13%
Learning Disabilities	0	0%	- 13%
Mental Health	14	10%	- 3%
Offenders	3	4%	- 9%
Older People	5	8%	- 5%
Physical or Sensory Disabilities	4	12%	- 1%
Single Homeless	50	14%	+ 1%
Substance Misuse	5	4%	- 9%
Teenage Parents	0	0%	- 13%
Young People at Risk	19	6%	- 7%
Total	**143**	**8%**	**- 5%**

Table 2. Actual and expected new service users from Malvern Hills, 2008/09 per client group.

The data in table 2 shows that overall 5% fewer service users are entering the programme than would be expected if based solely on population of the district. Some client groups show a much larger difference.

Valuable future analysis could include looking at the characteristics of the district to see how these affect the demand for services to help investigate better any gaps in service provision which need to be filled.

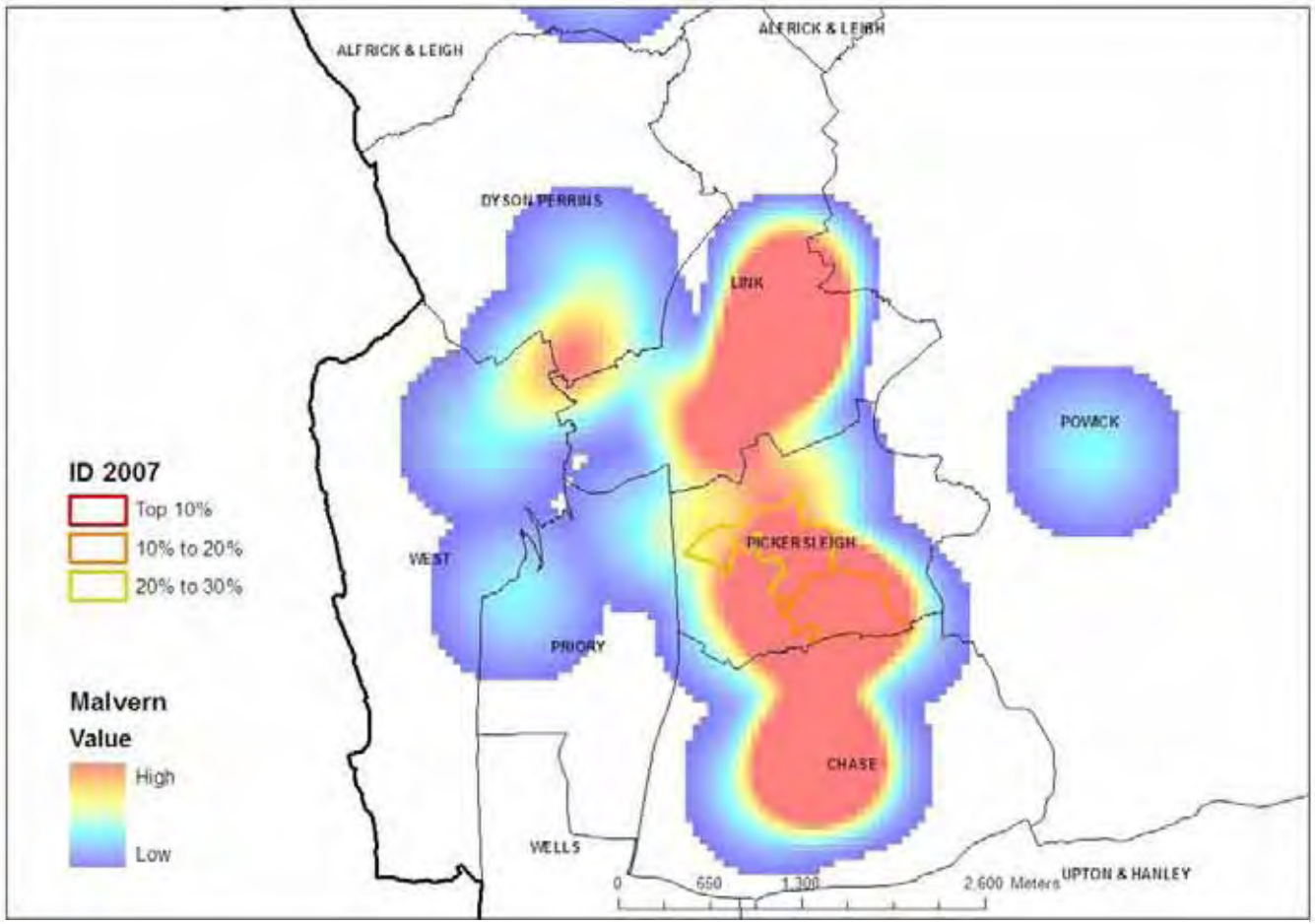
v.1 draft

Distribution of service users within district

The postcode of where a new service user was living prior to entry into a service is recorded. These can be mapped and an analysis done to show where the concentrations of new service users or hotspots are. Map 3 shows these hotspots.

A number of the wards in Malvern Hills District, particularly the rural ones have very little demand for services and so the hotspot analysis is focused on Malvern town itself. Also mapped are those areas which have been ranked in the top 30% in the country for the indices of deprivation.

v.1 draft



Map 3. Hotspot analysis of postcode of new service users, 2008/09 and top 30% rank of Indices of Deprivation, 2007.
Source: Client Record Data, 2008/09 and IMD 2007

The two areas of deprivation within Pickersleigh ward in Malvern correspond with a hotspot and the highest number of new service users. There are further hotspots in the Link and Chase wards which do not have a corresponding deprivation area. This shows that while deprivation may be a factor in where new service users come from, it is not the only thing important.

The demand information could be used possibly to inform where new services should be located but also where information about services needs to be displayed and available. In higher demand areas extra effort could be made to make sure GPs are aware of services and information about them can be found in local community centres or shops.

v.1 draft

District Report – Redditch

(captured in the financial year 2008/09)

Service provision

17 services were district specific to Redditch (this includes services which may be district specific to 2 or 3 districts). These services can support an average of 4308 people at any one time. District specific services represent 6 of the client groups.

Client Group	Number of district specific services	Number of countywide support services
Domestic Abuse		3
Generic		1
Homeless Families	1	2
Learning Disabilities	1	3
Mental Health		4
Offenders	1	2
Older People	9	3
Physical or Sensory Disabilities	1	2
Single Homeless		1
Substance Misuse		1
Teenage Parents		
Young People at Risk	4	2
Total	**17**	**24**

Table 1. Supporting People services in Redditch, 2008/09 by client group.

Service user demand

Service user demand can be assessed using the client record data which records which local authority district a user was living in prior to entry into a service. As previously mentioned in the discussion of the client record data this gives an under estimate of new service users in the older peoples client group as in 2008/09 sheltered housing accommodation were not required to submit the client record data for new clients. These people may be a significant proportion of new service users in some districts.

Draft

A total of 1855 new service users submitted client record data across the county in 2008/09. 257 (14%) of these recorded their previous location as being within the district of Redditch.

Based on the population of Redditch it is calculated that 14% of service users in the Worcestershire Supporting People Programme should be coming from Redditch. This estimate does not take into account that a number of users were entering from outside the district so the real expected percentage of service users would be slightly lower.

Client Group	Number of new users	As a percentage of total new users for the client group	Difference from expected 14%
Domestic Abuse	66	14%	0%
Generic	5	10%	- 4%
Homeless Families	22	11%	- 3%
Learning Disabilities	0	0%	-14%
Mental Health	17	13%	- 1%
Offenders	12	16%	+ 2%
Older People	0	0%	- 14%
Physical or Sensory Disabilities	6	18%	+ 4%
Single Homeless	0	0%	- 14%
Substance Misuse	18	16%	+ 2%
Teenage Parents	0	0%	-14%
Young People at Risk	111	34%	+ 20%
Total	**257**	**14%**	**0%**

Table 2. Actual and expected new service users from Redditch, 2008/09 per client group.

The data in table 2 shows that overall exactly the same percentage of service users are entering the programme as would be expected if based solely on population of the district. However if you look down at the breakdown of this figure between the different client groups you see a very large variation. The majority of client groups have fewer service users entering from Redditch than would be expected based on population numbers. 4 client groups have no new service users from Redditch. However in the young people at risk client group Redditch is actually over represented with 20% more new service users than expected. Most of these people are entering one of the four the district specific services in Redditch.

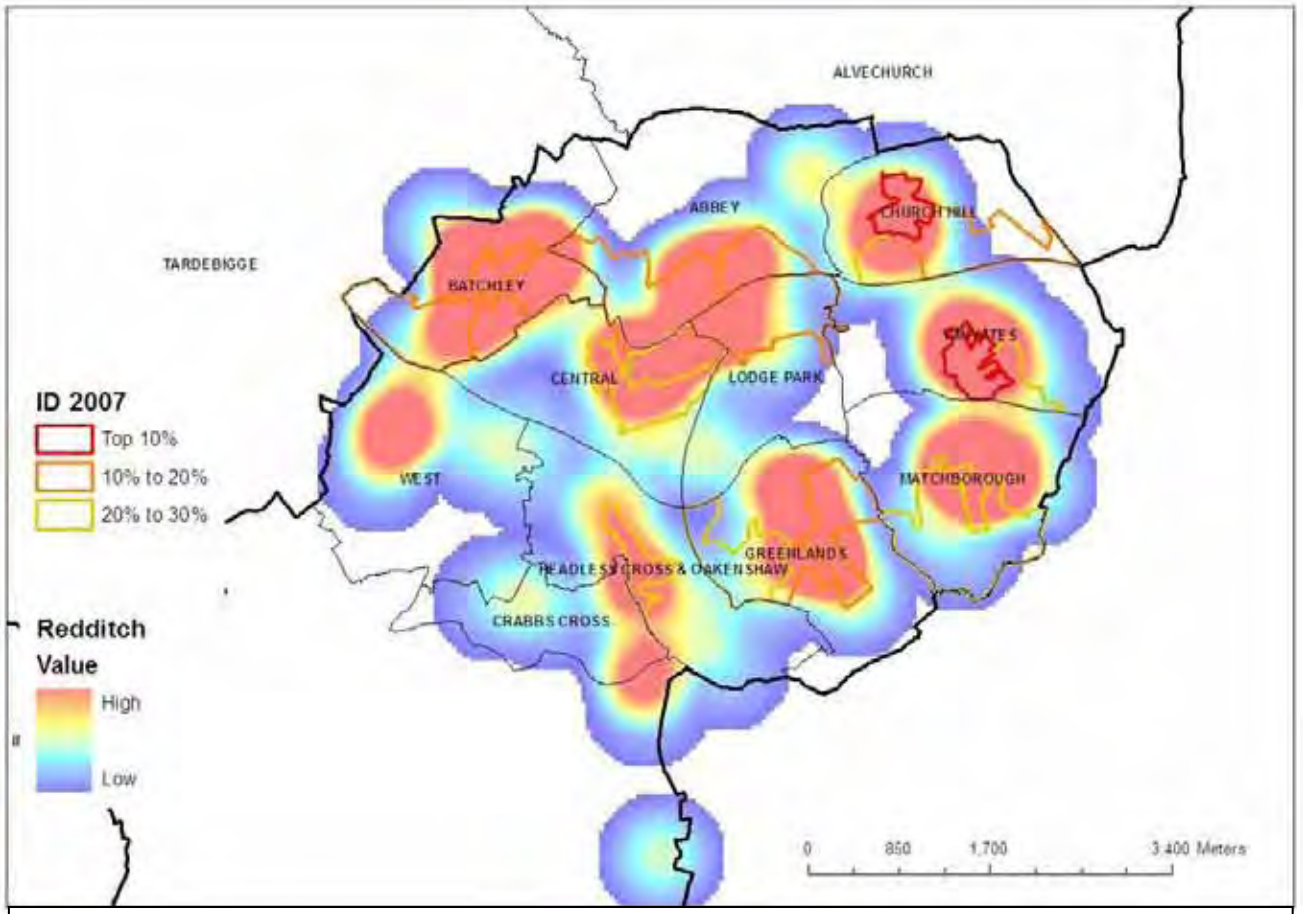
Draft

Valuable future analysis could include looking at the characteristics of the district to see how these affect the demand for services to help investigate better any gaps in service provision which need to be filled.

Distribution of service users within district

The postcode of where a new service user was living prior to entry into a service is recorded. These can be mapped and an analysis done to show where the concentrations of new service users or hotspots are. Map 3 shows these hotspots. Also mapped are those areas which have been ranked in the top 30% in the country for the indices of deprivation. The map below seems to show a fairly strong correlation between the hotspots and these areas of deprivation. This seems to show that a person is more likely to enter a Supporting People service if they come from a more deprived area.

v.1 draft



Map 3. Hotspot analysis of postcodes of new service users, 2008/09 and top 30% rank of Indices of Deprivation, 2007.
Source: Client Record Data, 2008/09 and IMD 2007

The demand information could be used possibly to inform where new services should be located but also where information about services needs to be displayed and available. In higher demand areas extra effort could be made to make sure GPs are aware of services and information about them can be found in local community centres or shops.

draft V. 1

District Report – Worcester City

(captured in the financial year 2008/09)

Service provision

36 services were district specific to Worcester City (this includes services which may be district specific to 2 or 3 districts). These services can support an average of 2976 people at any one time. District specific services represent 9 of the client groups.

Client Group	Number of district specific services	Number of countywide support services
Domestic Abuse		3
Generic		1
Homeless Families	2	2
Learning Disabilities	1	3
Mental Health	1	4
Offenders		2
Older People	10	3
Physical or Sensory Disabilities	1	2
Single Homeless	6	1
Substance Misuse	1	1
Teenage Parents	1	
Young People at Risk	2	2
Total	**25**	**24**

Table 1**. Supporting People services in Worcester City, 2008/09 by client group.**

Service user demand

Service user demand can be assessed using the client record data which records which local authority district a user was living in prior to entry into a service. As previously mentioned in the discussion of the client record data this gives an under estimate of new service users in the older peoples client group as in 2008/09 sheltered housing accommodation were not required to submit the client record data for new clients. These people may be a significant proportion of new service users in some districts.

Draft

A total of 1855 new service users submitted client record data across the county in 2008/09. 621 (33%) of these recorded their previous location as being within the district of Worcester City.

Based on the population of Worcester City it is calculated that 17% of service users in the Worcestershire Supporting People Programme should be coming from Worcester City.

Client Group	Number of new users	As a percentage of total new users for the client group	Difference from expected 17%
Domestic Abuse	161	35%	+ 18%
Generic	15	31%	+ 14%
Homeless Families	90	43%	+ 26%
Learning Disabilities	11	79%	+ 62%
Mental Health	72	54%	+ 37%
Offenders	24	31%	+ 14%
Older People	46	75%	+ 58%
Physical or Sensory Disabilities	1	3%	- 14%
Single Homeless	95	26%	+ 9%
Substance Misuse	42	36%	+ 19%
Teenage Parents	7	100%	+ 83%
Young People at Risk	57	17%	0%
Total	**621**	**33%**	**+ 16%**

Table 2**. Actual and expected new service users from Worcester City, 2008/09 per client group.**

The data in table 2 shows that overall 16% more service users are entering the programme than would be expected if based solely on population of the district. All client groups apart from physical and sensory disabilities are over-represented by new users coming from Worcester City.

Clearly the distribution of new service users is not evenly split between districts by population. Valuable future analysis could include looking at the characteristics of the district to see how these affect the demand for services to help investigate better any gaps in service provision which need to be filled.

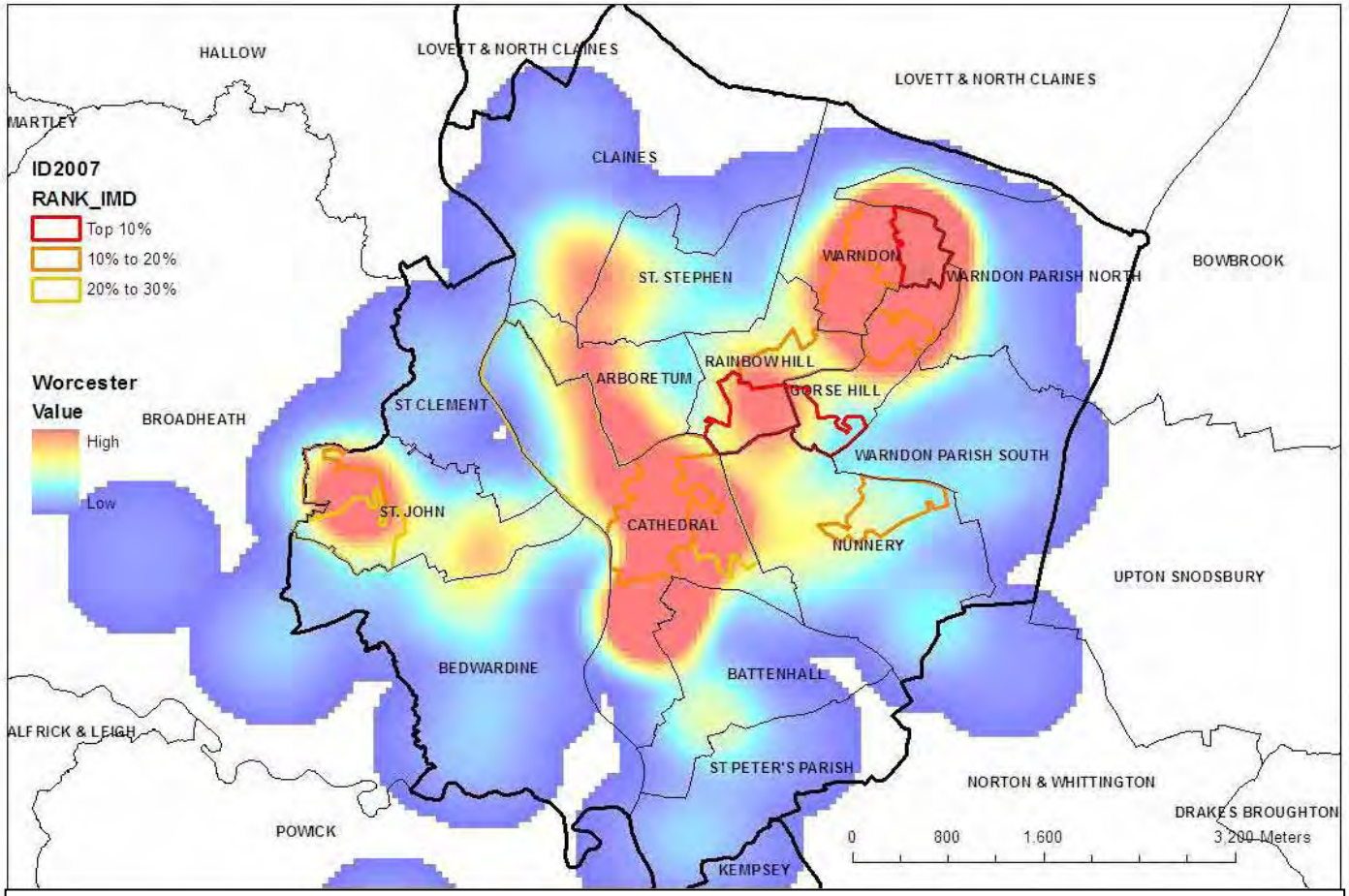
v.1 draft

Just 58% of new service users coming from Worcester City entering services remained in the same accommodation. Many of those who did stay at the same address were already in fairly stable accommodation such as owner occupied, or private, housing association or local authority rental. Those who moved were more likely to have been in unstable accommodation, rough sleeping, bed and breakfast or living with friends. About half of these people then moved into accommodation based services.

Distribution of service users within district

The postcode of new service users when they enter the Supporting People programme is recorded with the client record data. This information has been mapped and a hotspot analysis undertaken which shows the areas from which a high concentration of new service users have come. Also mapped are those areas which have been ranked in the top 30% in the country for the indices of deprivation.

v.1 draft



Map 3. Hotspot analysis of postcode of new service users, 2008/09 and top 30% rank of Indices of Deprivation, 2007.
Source: Client Record Data, 2008/09 and IMD 2007

The map seems to show a fairly strong correlation between the hotspots and these areas of deprivation. This is particularly pronounced around Warndon and Rainbow Hill and Gorse Hill which have areas in the top 10% of ranks of deprived areas corresponding to hotspots of new service users. The area in St Johns Ward with a concentration of new service users also correlates well to the two areas of top 30% and top 20% of deprivation within this ward.

The demand information could be used possibly to inform where new services should be located but also where information about services needs to be displayed and available. In higher demand areas extra effort could be made to make sure GPs are aware of services and information about them can be found in local community centres or shops.

v.1 draft

District Report – Wychavon

(captured in the financial year 2008/09)

Service provision

18 services were district specific to Wychavon (this includes services which may be district specific to 2 or 3 districts). These services can support an average of 1514 people at any one time. District specific services represent 7 of the client groups.

Client Group	Number of district specific services	Number of countywide support services
Domestic Abuse		3
Generic	1	1
Homeless Families	1	2
Learning Disabilities	5	3
Mental Health	1	4
Offenders		2
Older People	7	3
Physical or Sensory Disabilities		2
Single Homeless	1	1
Substance Misuse		1
Teenage Parents		
Young People at Risk	2	2
Total	**18**	**24**

Table 1. Supporting People services in Wychavon, 2008/09 by client group.

Service user demand

Service user demand can be assessed using the client record data which records which local authority district a user was living in prior to entry into a service. As previously mentioned in the discussion of the client record data this gives an under estimate of new

V1 draft

service users in the older peoples client group as in 2008/09 sheltered housing accommodation were not required to submit the client record data for new clients. These people may be a significant proportion of new service users in some districts.

A total of 1855 new service users submitted client record data across the county in 2008/09. 127 (7%) of these recorded their previous location as being within the district of Wychavon.

Based on the population of Wychavon it is calculated that 21% of service users in the Worcestershire Supporting People Programme should be coming from Wychavon. This estimate does not take into account that a number of users were entering from outside the district so the real expected percentage of service users would be slightly lower.

Client Group	Number of new users	As a percentage of total new users for the client group	Difference from expected 21%
Domestic Abuse	32	7%	- 14%
Generic	5	10%	- 11%
Homeless Families	42	20%	- 1%
Learning Disabilities	1	7%	- 14%
Mental Health	1	1%	- 20%
Offenders	2	3%	- 18%
Older People	7	11%	- 10%
Physical or Sensory Disabilities	0	0%	- 21%
Single Homeless	1	0%	- 21%
Substance Misuse	18	16%	- 5%
Teenage Parents	0	0%	- 21%
Young People at Risk	18	5%	-16%
Total	**127**	**7%**	**- 14%**

Table 2. Actual and expected new service users from Wychavon, 2008/09 per client group.

The data in table 2 shows that overall 14% fewer service users are entering the programme than would be expected if based solely on population of the district. All client groups are under-represented based on their population. The only client group to come anywhere near the expected proportion of new service users is homeless families. Even other client groups which have district specific services are under-represented.

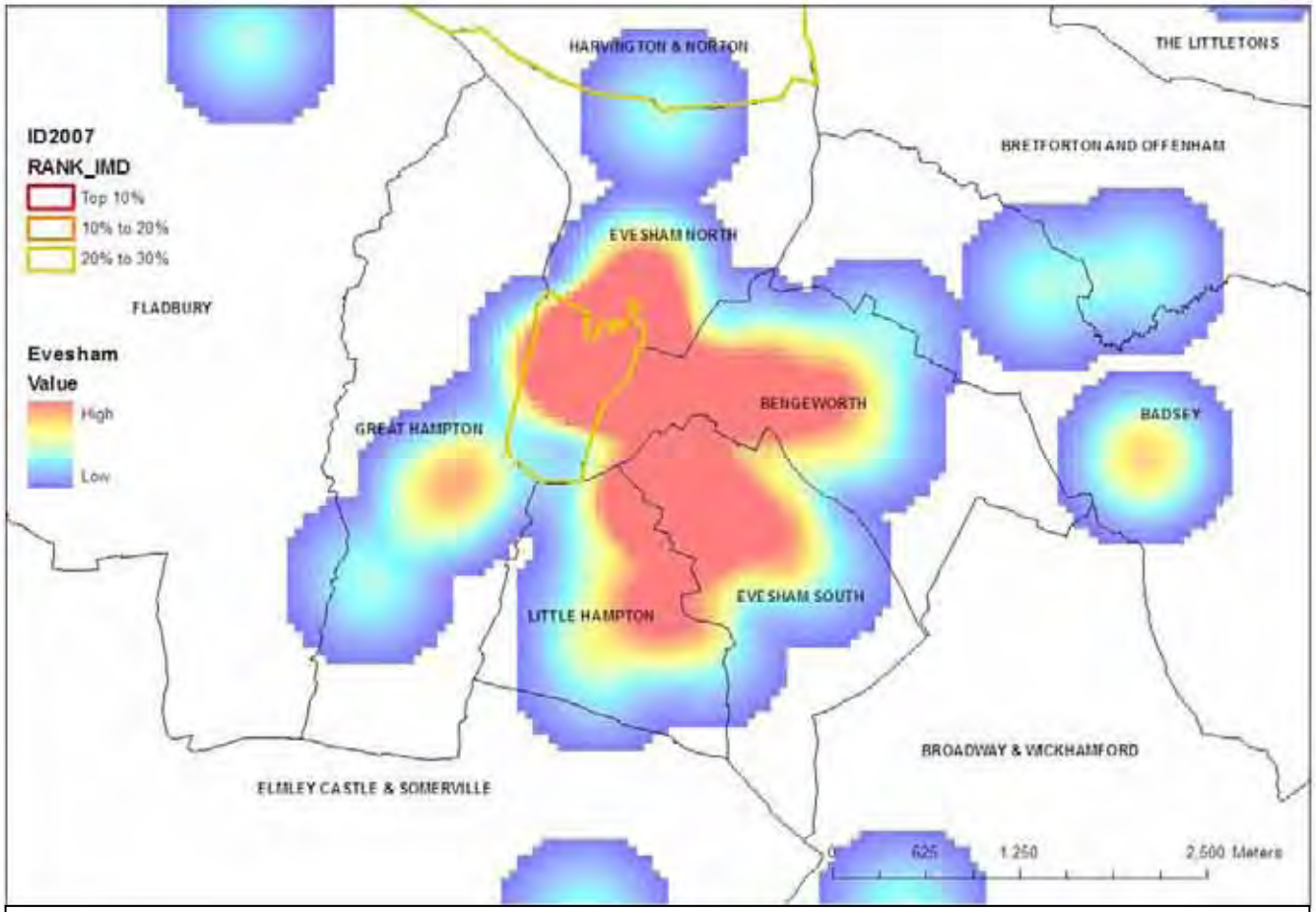
W.A. draft

Valuable future analysis could include looking at the characteristics of the district to see how these affect the demand for services to help investigate better any gaps in service provision which need to be filled.

Distribution of service users within district

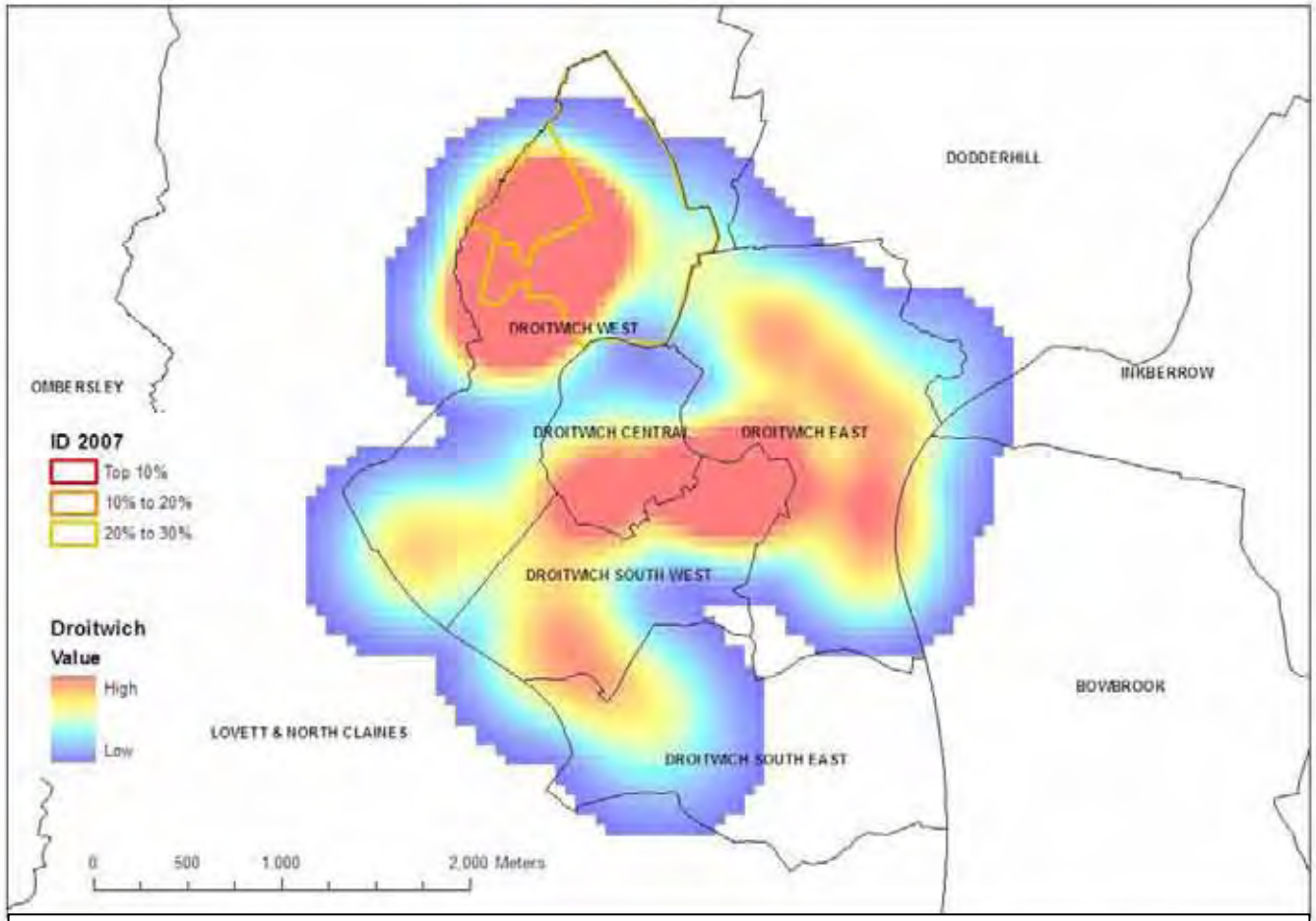
Analysis of the distribution of new service users within the district shows that they are clustered in the towns as might be expected. An analysis has been done to show where the service users are coming from in both Evesham and Droitwich. Map 3 looks at Evesham and map 4 looks at Droitwich

v.1 draft



Map 3. Hotspot analysis of postcode of new service users in Evesham, 2008/09 and top 30% rank of Indices of Deprivation, 2007.
Source: Client Record Data, 2008/09 and IMD 2007

There is only one top 30% area of deprivation recorded for Evesham this correlates with some of the hotpsot of new users over Evesham North Ward. However, there are further hotspots which extend over Bengeworth and Evesham South which do not have the corresponding deprivation ranks.



Map 4. Hotspot analysis of postcode of new service users in Droitwich, 2008/09 and top 30% rank of Indices of Deprivation, 2007.
Source: Client Record Data, 2008/09 and IMD 2007

Droitwich West has two areas in the top 30% most deprived areas these correspond with the large hotspot of new service users in this area. There is also a hotspot in the centre of Droitwich covering parts of the central, south west and east wards but no

corresponding deprivation in these areas. A number of the wards in Wychavon, particularly the rural ones have very little demand for services.

The results for Evesham and Droitwich show that it is not just deprivation which will mean a person will need to access the Supporting People services. This effect is more pronounced in these towns possibly because of their smaller populations and smaller numbers of service users.

The demand information could be used possibly to inform where new services should be located but also where information about services needs to be displayed and available. In higher demand areas extra effort could be made to make sure GPs are aware of services and information about them can be found in local community centres or shops.

v.1 draft

District Report – Wyre Forest

(captured in the financial year 2008/09)

Service provision

17 services were district specific to Wyre Forest (this includes services which may be district specific to 2 or 3 districts). These services can support an average of 5215 people at any one time. District specific services represent 5 of the client groups.

Client Group	Number of district specific services	Number of countywide support services
Domestic Abuse		3
Generic		1
Homeless Families		2
Learning Disabilities	2	3
Mental Health	2	4
Offenders		2
Older People	11	3
Physical or Sensory Disabilities	1	2
Single Homeless	1	1
Substance Misuse		1
Teenage Parents		
Young People at Risk		2
Total	**17**	**24**

Table 1. Supporting People services in Wyre Forest, 2008/09 by client group.

Service user demand

Service user demand can be assessed using the client record data which records which local authority district a user was living in prior to entry into a service. As previously mentioned in the discussion of the client record data this gives an under estimate of new service users in the older peoples client group as in 2008/09 sheltered housing accommodation were not required to submit the client record data for new clients. These people may be a significant proportion of new service users in some districts.

V1 draft

A total of 1855 new service users submitted client record data across the county in 2008/09. 264 (14%) of these recorded their previous location as being within the district of Wyre Forest.

Based on the population of Wyre Forest it is calculated that 18% of service users in the Worcestershire Supporting People Programme should be coming from Wyre Forest. This estimate does not take into account that a number of users were entering from outside the district so the real expected percentage of service users would be slightly lower.

Client Group	Number of new users	As a percentage of total new users for the client group	Difference from expected 18%
Domestic Abuse	59	13%	- 5%
Generic	12	24%	+ 6%
Homeless Families	45	22%	+ 4%
Learning Disabilities	0	0%	- 18%
Mental Health	13	10%	- 8%
Offenders	8	10%	- 8%
Older People	3	5%	- 13%
Physical or Sensory Disabilities	19	58%	+ 40%
Single Homeless	16	4%	- 14%
Substance Misuse	28	24%	+ 6%
Teenage Parents	0	0%	- 18%
Young People at Risk	61	18%	0%
Total	**264**	**14%**	**- 4%**

Table 2. Actual and expected new service users from Wyre Forest, 2008/09 per client group.

The data in table 2 shows that overall 4% fewer service users are entering the programme than would be expected if based solely on population of the district. Within this there is a large variation between client groups, for example, 40% of physical and sensory disabilities new service users come from the Wyre Forest, but no new users from the learning disabilities client group do.

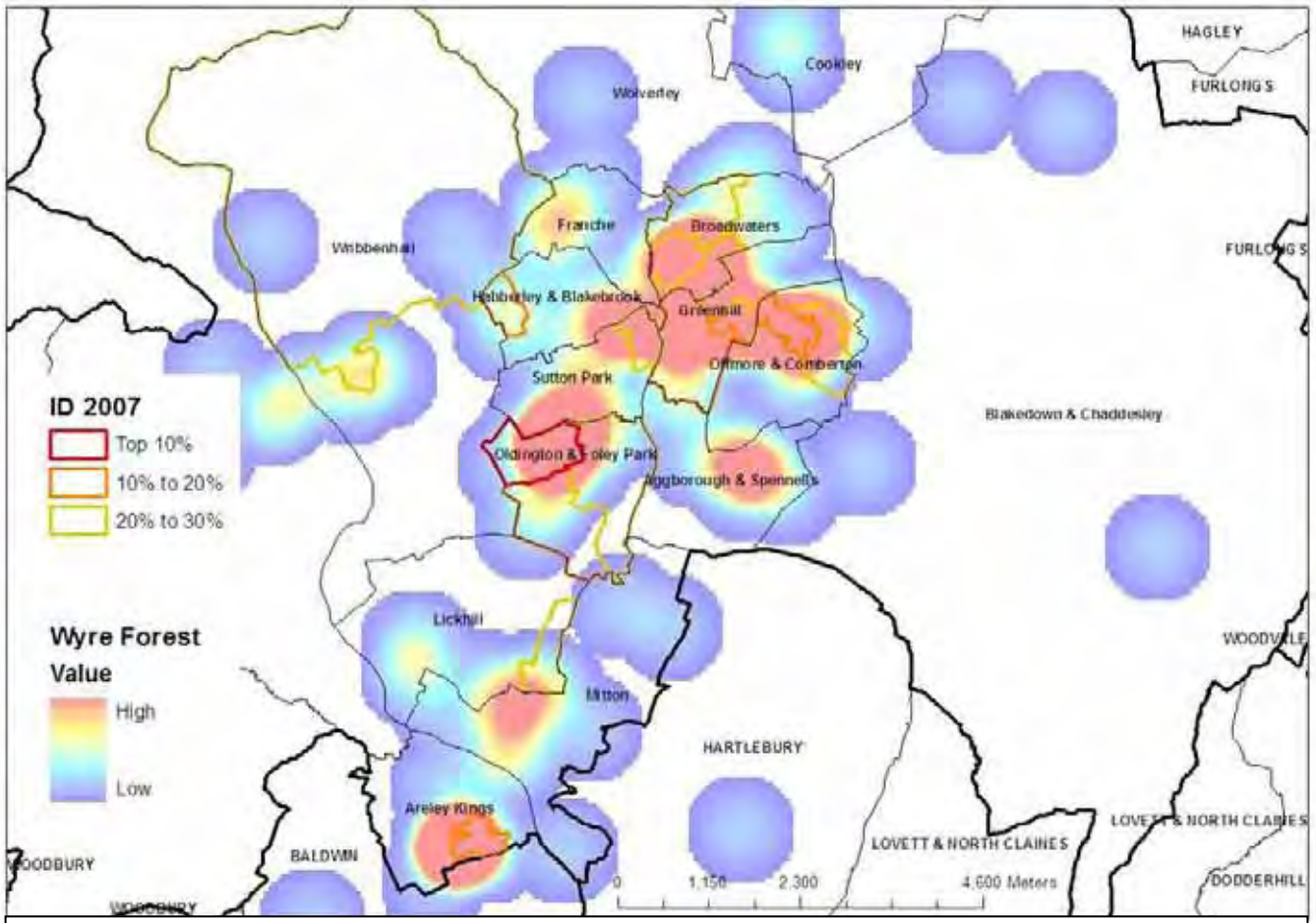
draft

Valuable future analysis could include looking at the characteristics of the district to see how these affect the demand for services to help investigate better any gaps in service provision which need to be filled.

Distribution of service users within district

The postcode of where a new service user was living prior to entry into a service is recorded. These can be mapped and an analysis done to show where the concentrations of new service users or hotspots are. Map 3 shows these hotspots. Also mapped are those areas which have been ranked in the top 30% in the country for the indices of deprivation.

v.1 draft



Map 3. Hotspot analysis of postcodes of new service users, 2008/09 and top 30% rank of Indices of Deprivation, 2007.
Source: Client Record Data, 2008/09 and IMD 2007

The map seems to show a fairly strong correlation between the hotspots and these areas of deprivation. Hotspots correspond well with the top 20% most deprived areas in Arley Kings, Oldington & Foley Park, Offmore & Comberton and Greenhill. This seems to

show that a person is more likely to enter a Supporting People service if they come from a more deprived area. However, deprivation is apparently not the only important factor as the top 30% deprived areas in Wribbenhall and Habberley & Blakebrook do not have associated hotspots. Also, there is a hotspot in Aggborough & Spennells which does not have a deprived area.

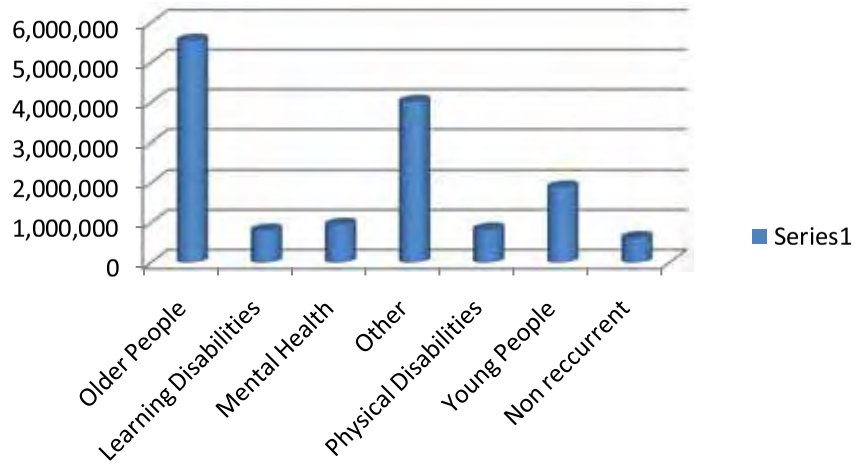
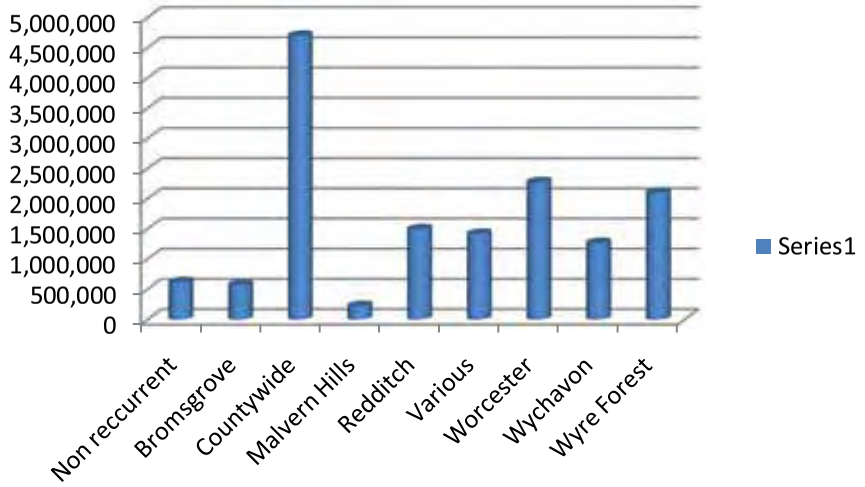
The demand information could be used possibly to inform where new services should be located but also where information about services needs to be displayed and available. In higher demand areas extra effort could be made to make sure GPs are aware of services and information about them can be found in local community centres or shops.

v.1 draft

Appendix 5

Proposed budget allocation (recurrent) for 2010/11

	2010/11
By service	**£**
Older People	5,553,557
Learning Disabilities	805,349
Mental Health	947,515
Other	4,014,765
Physical Disabilities	828,980
Young People	1,886,633
Non recurrent	616,201
Total	**14,653,000**



By district	
Non recurrent	616,201
Bromsgrove	573,234
Countywide	4,696,613
Malvern Hills	221,796
Redditch	1,493,803
Various	1,416,628
Worcester	2,271,287
Wychavon	1,266,994
Wyre Forest	2,096,444
Total	**14,653,000**