

AGENDA MANAGEMENT SHEET

Name of Committee **Adult and Community Services Overview and Scrutiny Committee**

Date of Committee **2nd March 2010**

Report Title **Supporting People Half Year Performance Management Report 2009/2010**

Summary This report provides the Overview and Scrutiny Committee with a summary of the Supporting People (SP) Half Year Performance Management Report 2009/2010. The report highlights areas of strength and improvement as well as identifying areas of weakness.

For further information please contact: Rachel Norwood –
Supporting People Acting
Service Manager
Tel: 01926 742965

Would the recommended decision be contrary to the Budget and Policy Framework? No.

Background papers Warwickshire Supporting People Annual Performance Management Report 2008/09 (available on request)

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

- Other Committees
- Local Member(s) Not Applicable
- Other Elected Members Councillor L Caborn, Councillor B Longden, Councillor R Dodd, Councillor T May
- Cabinet Member Councillor C Hayfield
- Chief Executive
- Legal Alison Hallworth, Adult and Community Team Leader
- Finance Chris Norton, Strategic Finance Manager
- Other Chief Officers
- District Councils

- Health Authority
- Police
- Other Bodies/Individuals Jean Hardwick, Principal Committee Administrator

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee Half-yearly update reports.
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

**Adult and Community Services Overview and Scrutiny
Committee – 2nd March 2010**

**Supporting People Half Year Performance Management
Report 2009/2010**

**Report of the Strategic Director of Adult, Health and
Community Services**

Recommendation

It is recommended that the Overview and Scrutiny Committee consider and comment on the contents of the Supporting People Half Year Performance Management Report 2009/10.

1. Purpose of the Report

- 1.1 This report has been completed in respect of performance information for the Warwickshire Supporting People Programme for 2009/2010 for the 6-months of April 2009 to September 2009.
- 1.2 The purpose of the report is to provide the Overview and Scrutiny Committee with a summary of the Supporting People (SP) Half Year Performance Management Report 2009/2010. The report highlights areas of strength and improvement as well as identifying areas of weakness. There is also an update on more recent developments in Supporting People.

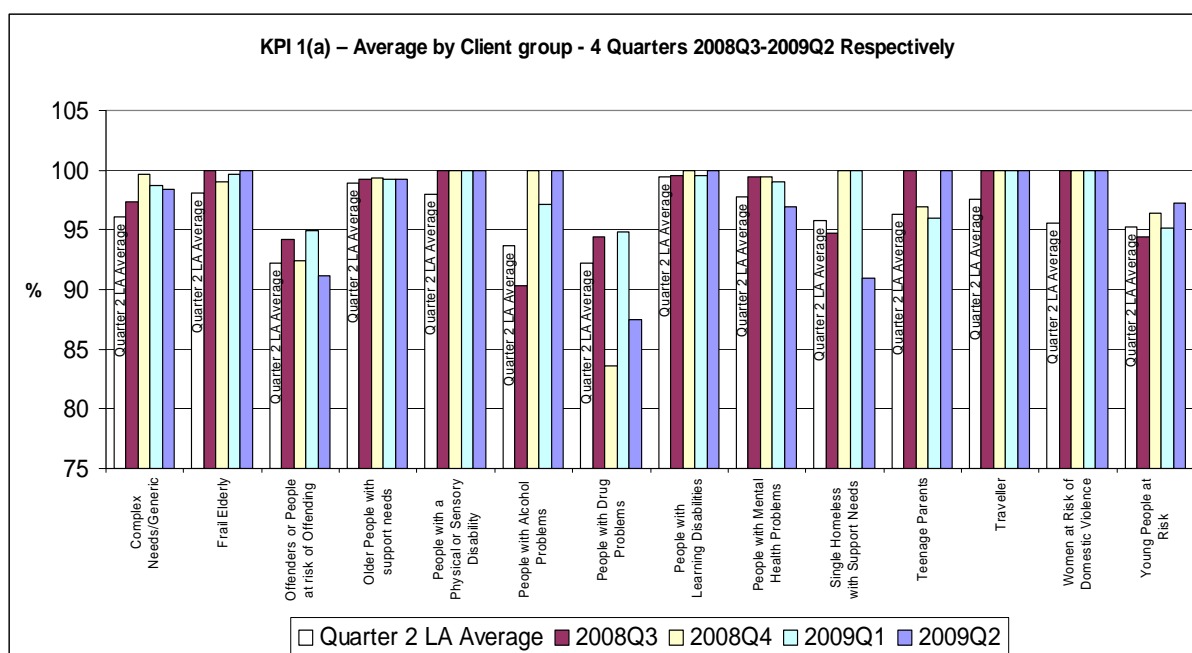
2. Background

- 2.1 Supporting People funds housing related support for people over the age of 16 and is a partnership between: County Council, District and Borough Councils, The Probation Service, Health services, Voluntary and Community Agencies , Service Users and Service Providers. The Commissioning Body, which oversees the Supporting People programme, comprises both elected members and senior officers.
- 2.2 The aims of Supporting People are to:
 - Prevent problems that can cause homelessness, hospitalisation or institutional care.
 - Support people to live as independently as possible.
 - Deliver high quality, planned and cost effective support services through the Supporting People Partnership.

3. National Indicators (NI's)

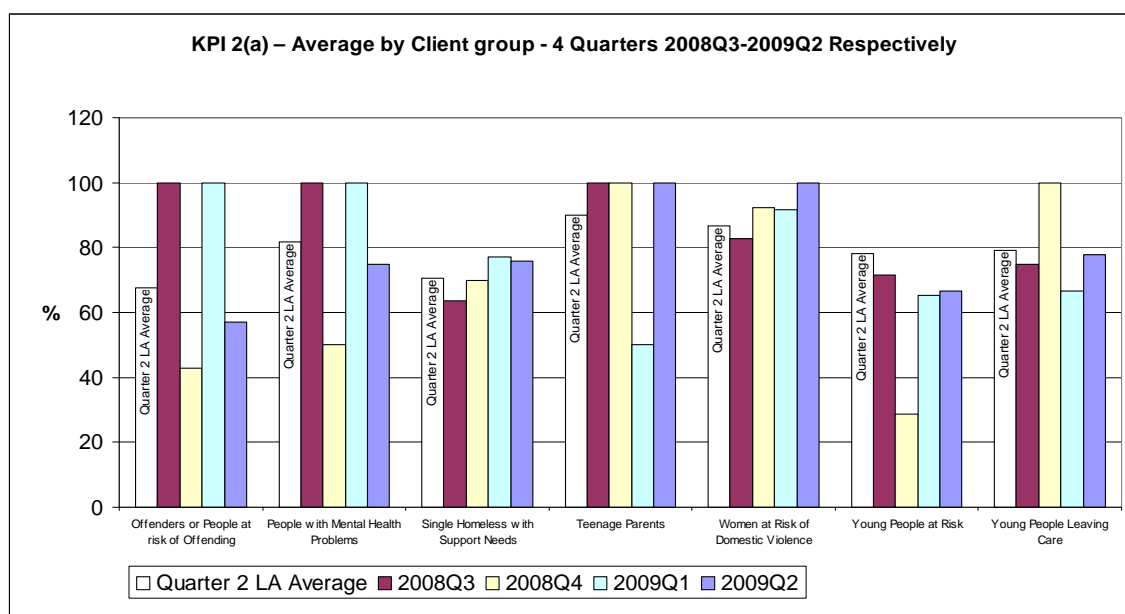
3.1 NI 142 measures the degree to which service users have maintained independent living for floating support services, sheltered housing and other long-term accommodation based services. The NI 142 indicator for Warwickshire in Quarter 2 2009/10 is 98.8% and the cumulative for the half year in 2009/10 is 98.96%. This is compared to a national average of 98.34% for the second quarter of 2009/10. The following graph shows this broken down by client group. In quarter 2, Warwickshire is above the national average for quarter 2 in 10 of the 14 client groups.

3.2



3.3 This NI 141 indicator measures the extent to which departures from short term accommodation based services were planned and to more independent accommodation. The national average for the NI 141 indicator in quarter 2 is 75.70% compared with Warwickshire's figure for quarter 2 2009/10 of 77.97%. The cumulative average for Warwickshire in 2009/10 is 77.24%. The following graph shows this broken down by client group compared the national average for quarter 2.

3.4



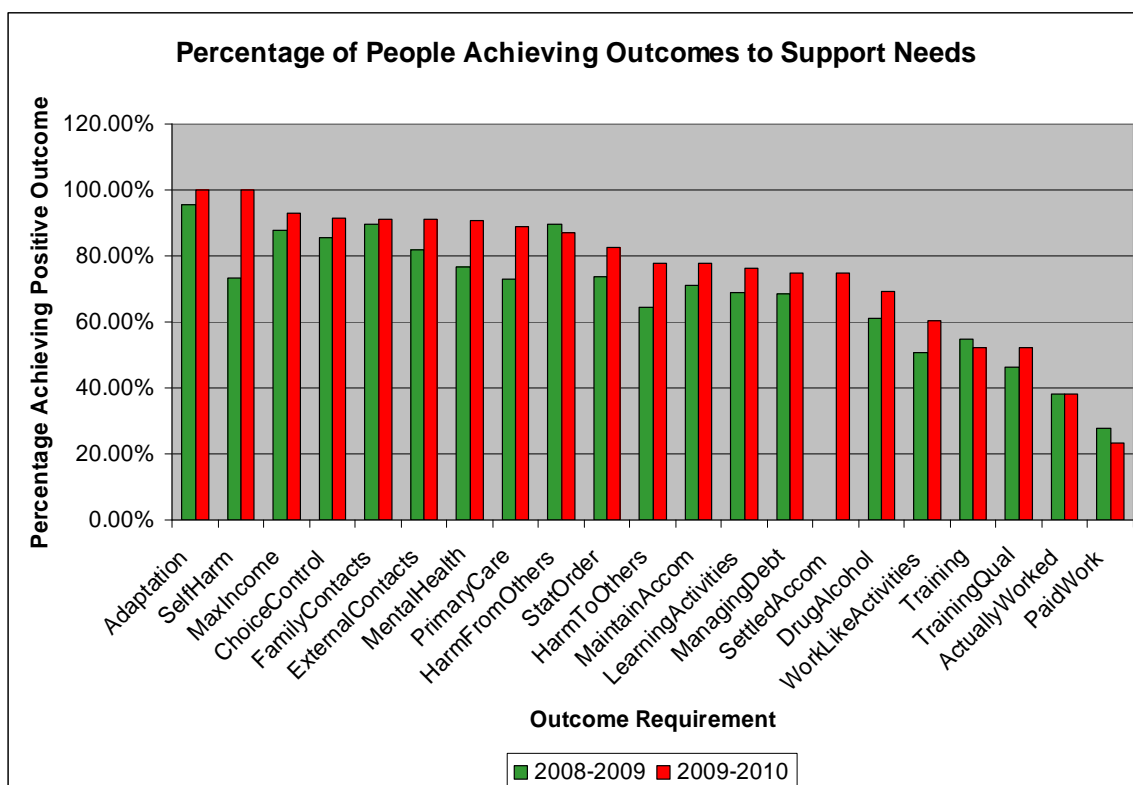
3.5 There has been a reduction in the percentage achieved this quarter compared to quarter 1 for the client groups of offenders, people with mental health problems and single homeless. However, there have been improvements in the client groups of teenage parents, women at risk of domestic abuse, young people at risk and young people leaving care.

3.6 The target in the Local Area Agreement for NI 141 for 2009/10 is 65%. The current cumulative percentage for NI 141 in Warwickshire for the half year in 2009/10 is 77.24%. This target was refreshed in 2008/09 based on sound evidence. Although Supporting People is now over performing in the target, it was agreed not to re-refresh the target again this year. This NI can fluctuate between quarters so any proposed refresh should be on the basis on trends and annual cumulative and not one or two quarters. The Supporting People team has done a lot of work in improving this indicator with providers so a sustained improvement may be seen but it is too early to make a decision on this. These indicators may also be affected negatively from March/April 2010 as 2 new services, for single homeless and young people at risk and leaving care, become operational and will report against NI 141.

4. National Outcomes Framework -short term services (up to 2 years) only

4.1 Between April and September 2009 there were 1324 support needs identified as requiring attention. Of these, 1034 (78%) of needs were met with a positive outcome. The graph below summarises the positive outcomes achieved.

4.2 The highest percentages of positive outcomes for each of the areas of support have been achieved in the areas of client maintaining independent living as a result of assistive technology or adaptation (100%), client supported to better manage self harm (100%) and client supported to maximise income (92.81%). The highest numbers of people achieving positive outcomes were in client supported to maximise income (142 people) and client support to in developing confidence and ability to have greater choice, control and involvement (126 people).



4.3 The three lowest performing outcomes were in client gaining a qualification (52.17%), client actually worked (38.30%) and client supported to obtaining paid work (23.40%). This represents a 4% reduction on the annual percentage in the outcome to obtain paid work for 2008/09. However, at the half year point for 2009/10 there has been a 6% increase from the annual percentage for 2008/09 for clients gaining a qualification.

4.4 Warwickshire’s performance has been compared to both the West midlands averages and England averages for the percentages of people achieving a positive outcome for the current year to date (April 2009 – Sept 2009).

The table below compares Warwickshire performance with the West Midlands and England performance for the three outcomes which Warwickshire performs least well on. Although they are the areas were Warwickshire performs least well in all three cases Warwickshire still performs better both locally and nationally.

4.5

Support Requirement	Warwickshire			West Midlands			England		
	Number Requiring Support	Positive outcome (number)	Positive outcome (percentage)	Number Requiring Support	Positive outcome (number)	Positive outcome (percentage)	Number Requiring Support	Positive outcome (number)	Positive outcome (percentage)
Client actually worked	47	18	38%	505	147	29%	4709	1493	32%
Client Supported to Obtain Paid Work	47	11	23%	505	106	21%	4709	1057	22%

Client gain qualification	23	12	52%	876	138	16%	8473	1432	17%
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4.6 With regard to Primary Client Group, there are some significant instances of disproportionate representation of those who failed to achieve positive outcomes, namely “Generic/Complex needs”, “Offenders at risk of offending” and “Single homeless with support needs”. Aligned with this are the major reasons for not achieving the outcomes that come generally under the two heading of “Not willing to engage” or “Client left service before conclusion”.

5. New Supporting People Services in 2009/10

5.1 Four new Supporting People services have been tendered for between April and September 2009. Two of these services were new services for Warwickshire and two were re-commissioned services following decisions by the Commissioning Body to decommission existing services.

5.2 These new services are:

- A Women’s Refuge service in Nuneaton and Bedworth with 7 units. This contract was awarded to Refuge and will commence in April 2010.
- An accommodation based service for single homeless people with 8 units, with outreach and resettlement support. This will be located in Stratford on Avon. This contract was awarded to Cyrenians and will commence in March 2010.
- An accommodation based service for young people at risk and young people leaving care located in Nuneaton and Bedworth with 5 units of accommodation and 4 units of resettlement support for people moving on from the accommodation service. This contract was awarded to Cyrenians and the service will commence in March 2010.
- A countywide Handyperson service for older people and people with disabilities. This contract was awarded to Age Concern and utilises 2 year government funding awarded to Warwickshire County Council specifically for a Handyperson service. (see section 7)

6. Supporting People Strategic Reviews

6.1 The Supporting People Five-Year Strategy 2008-2013 committed us to conducting a Strategic Review of housing related support services for all client groups in Warwickshire. The challenge is to develop flexible services that provide choice and support independent living, whilst meeting the needs of increasing numbers of people. Housing related support services have an important role driven by the demographic growth in numbers of older people, and providing preventative services to support independent living for all client groups.

6.2 In order to improve the strategic commissioning of housing related support services, there is a need to challenge and improve the way in which we commission services, with an emphasis on better joint working between agencies and improving existing service provision and deliver, within limited resources.

6.3 There will be challenges in improving and changing services and delivery in the future and it is crucial that any changes are made from a firm knowledge base. The

purpose of the Strategic Reviews is to build up that knowledge base to enable the Partnership to identify service models that will provide housing related support services that are fit for purpose for the future and meet the diverse needs of the communities and individuals we serve and the aspirations and desired outcomes of those people who access our services.

6.4 The Strategic Review of services for People of Mental Ill Health has been completed and the recommendations agreed by all Partners. An implementation plan is being developed. The Strategic Review of services for Older People draft report has been approved by the Supporting People Partnership and is due to go out for wider consultation for 3 months between April and June 2010.

6.5 Strategic Reviews have commenced and are ongoing in:

- Support services for People at Risk of Domestic Abuse – this is being funded and carried out jointly with partners in the District/Borough Councils, Community Safety, the Police and Children, Young People and Families. It is anticipated that by carrying out a joint strategic review, future domestic abuse support service provision in Warwickshire will be commissioned in a more coordinated and joined up way to provide a more seamless service provision to service users through more joined up services delivering improved outcomes.
- Housing support services for Young People – this includes services for young people at risk, young people leaving care, teenage parents and young offenders. The Project Team has representatives from Children, Young People and Families, Young Offender Service and a District housing representative.
- Housing support services for offenders and housing support services drug and alcohol mis users. The Project Team has representatives from the Probation Trust and DAAT as well as a District housing representative.
- Housing support services for People with a Learning Disability. This is being carried out as a joint Strategic Review of accommodation and housing related support with colleagues in Strategic and Local Commissioning.

7. Developments in Home Improvement Agency and, Handyperson Services and a Pilot Housing Options Service

7.1 Supporting People has commissioned a 2 year Countywide Handyperson service for older people and for people with learning, physical or sensory disabilities. This was following the award of monies from the Communities and Local Government (CLG) department. Service user consultation informed the commissioning process and evidenced a need from respondents for a handyperson service. Much of the specification and commissioning was informed by good practice outlined in the Foundations national report The Future Home Improvement Agency – Handyperson Services.

7.2 The need, vision for the Handyperson service and strategic relevance was embedded within the National Strategy, Lifetime Homes, Lifetime Neighbourhoods. Warwickshire's Supporting People Needs Analysis evidences a need within the County and a recent consultation with older people highlighted it as a service older people needed.

7.3 The Handyperson service was commissioned with Partners in alignment with the outcome of a countywide Home Improvement Agency (HIA) Strategic Review and

restructure. The implementation of the outcome of the HIA review is being carried out in a partnership between the County Council, five District and Borough Councils, and NHS Warwickshire over the next two years.

- 7.4 This wider review of HIA service sits within an overall programme of work being carried out by Warwickshire County Council and the Districts and Boroughs in other housing related areas. This programme is establishing an evidence base on costs and benefits of adaptations (both private and public), Assistive Technology and preventative handy-person services.
- 7.5 The HIA review and the transformation work being undertaken to improve the delivery of adaptations have indicated that customers would benefit from a shared vision for a holistic countywide service. The Handyperson service will be integral to that wider service model. This vision was commended by the Supporting People Commissioning Body. It also ties in with a 2 year pilot Housing Options & Advice Service being developed in Warwickshire, with FirstStop, utilising further CLG funding.
- 7.6 FirstStop provides a national telephone options and advice service for older people as well as written literature. The organisation holds a database of the housing and care options for older people available in each Local Authority. Its priorities for 2009/10 are to explore local partnerships. The FirstStop website can be found at www.firststopadvice.org.uk.
- 7.7 The proposal for a comprehensive county wide housing options and advice service in Warwickshire was developed by the County Council, Social Care, Health and the Districts/Boroughs. Partners are keen for this housing options pilot project to help deliver key objectives set out in the vision for future services. This housing options pilot will be taking place while work to progress the other elements within the overall model continues.
- 7.8 The Supporting People Partnership has been awarded a National Award by Foundations as the winner in the category of Best Approach to Commissioning Home Improvement Agency Services. The judges were impressed by the approach to commissioning HIA services demonstrated in the entry, which is changing the nature of services that support vulnerable people to live independently across Warwickshire. Warwickshire's approach to commissioning using First Stop, Future HIA and 'Lifetime homes, lifetime neighbourhoods' as the basis for rebuilding services across the county in a way that puts preventative services and support for choice at the centre. The award ceremony will take place at the House of Commons on 1 March 2010.
- 7.9 To reflect this wider housing support model, the Supporting People Commissioning Body has agreed to widen its remit as a strategic Partnership. This has been reflected in a revision of the Memorandum of Understanding and Terms of Reference of the Commissioning Body Partnership.

8. Cost Benefit Analysis of Supporting People in Warwickshire

- 8.1 The Communities & Local Government (CLG) commissioned Capgemini to build a financial benefits model to enable local authorities to calculate an estimate, for the majority of client groups, of the financial benefits of Supporting People funded

services.

- 8.2 The model does this by considering two alternative scenarios; a baseline scenario where clients are supported with packages that involve Supporting People funding and an alternative scenario, where clients are supported with packages that do not involve Supporting People funding. The benefit provided to the client group by Supporting People services is the total cost of the alternative scenario *minus* the baseline scenario total cost.
- 8.3 The modelled client groups are those currently receiving Supporting People funding, and which account for a majority of the overall funding. The client groups funded in Warwickshire which have not been included in the model are Gypsies and Travellers and Generic/Complex Needs client groups.
- 8.4 Overall for Warwickshire specifically, with an investment of £9.2 million, the financial benefit of the Supporting People programme in Warwickshire for 2009/10 is **£21.5 million**, based on current spend and number of support units.
- 8.5 It should be remembered that there are also non-financial benefits provided by Supporting People services.
Non financial benefits of the programme include:
- Improved quality of life, including greater independence, decreased vulnerability, improved health, and greater choice of options on where and how to live;
 - Greater stability
 - Reduced fear of crime
 - Reduced anti social behaviour
 - Improved involvement in the community (benefiting both the individual and society) and also labour market participation.
 - Improved educational achievement
 - Less reliance on carers and reduced burden for carers
 - Access to appropriate services and reduced social exclusion.

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February 2010