

# Flintshire County Council

## Supporting People Local Commissioning Plan

2013-2014

Awaiting Approval



cefnogipobl  
supportingpeople



supporting independence  
cefnogi annibyniaeth

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# 1. Introduction

Supporting People is required to submit an annual Commissioning Plan to the Welsh Government. In 2010, following wide consultation with stakeholders, Flintshire County Council implemented its' 3 year strategy for Supporting People services. This strategy set out a vision for the Supporting People programme in Flintshire.

In 2012, Welsh Government merged the two Supporting People funding streams – Supporting People Grant (SPG) and Supporting People Revenue Grant (SPRG) into one Supporting People Programme Grant (SPPG). The new SPPG also introduced a new governance framework for the programme with the establishment of a Supporting People National Advisory Board, chaired by the Minister, and the Regional Collaborative Committees (RCCs), to ensure high quality services are delivered effectively and efficiently across boundaries.

In addition to these governance changes, Flintshire has received a reduction in funding for 2012/2013 of £296,221 and further reductions as follows:-

2013/2014	-£284,374
2014/2015	-£341,249

Supporting People across Wales is currently working in a 12 month transition period, giving time to allow the new governance and funding procedures to be implemented.

Given the implications of all of the recent changes, Flintshire has produced the Local Commissioning Plan for 2013/2014 in line the existing vision of the 3 year strategy implemented in 2010.

## 2. Strategic Priorities

Flintshire Supporting People Team continues to ensure that the programme funds the most appropriate housing related support services for the county, in order to maximise the outcomes achieved by service users.

The 2010 Supporting People strategy identified a series of overarching key commissioning priorities . These priorities are applied to all services commissioned by Flintshire Supporting People:-

- Provide a range of support and accommodation models across all vulnerable groups
- Ensure existing services are high quality and delivering positive outcomes
- Link with the Social Housing Grant (SHG) programme to facilitate new development

- Improve access to services, to ensure that services are flexible and able to respond to a wider range of needs, are tenure neutral and where appropriate – cross authority
- Provide a mix of generic and more targeted services; and
- Develop an outcomes framework for all services.

The actions identified within this plan have been developed in conjunction with Flintshire's Homeless Prevention Strategy 2013 and will form an integrated part of the action plan.

### **3. Need, supply and service gaps**

#### **3.1 Need**

North Wales Supporting People Teams have developed a regional Needs Mapping Database, which is hosted by Denbighshire County Council. This system has been in operation since April 2012 and a detailed analysis of the information will be available from April 2013.

In 2012, Flintshire undertook a Housing First Pilot Project. The findings of this project identified the need to provide accommodation with a tailored package of support in order to meet the needs of the most vulnerable people within the county. The Coordinator role within the Supporting People Team will build on this work and carry forward the Housing First approach.

Welfare Reform changes are beginning to have an impact both on the number of people presenting as homeless and also the number of people requesting support to sustain their current accommodation. Supporting People needs to ensure that reductions to the grant funding are implemented whilst also continuing to provide a range of quality, effective services to meet the needs of vulnerable people.

### 3.2 Supply

The current supply for Flintshire is summarised below into client groups, this corresponds with the spend plan information recently submitted to the North Wales Regional Collaborative Committee.

<b>Client Group</b>	<b>Number of Units</b>
Women experiencing Domestic Abuse	54
Men experiencing Domestic Abuse	0
People with Learning Disabilities	122
People with Mental Health Issues	56
People with Alcohol Issues	0
People with Substance Misuse Issues	46
People with Criminal Offending History	40
People with Refugee Status	0
People with Physical and/or Sensory Disabilities	37
People with Developmental Disorders (i.e. Autism)	0
People with Chronic Illnesses (including HIV, Aids)	3
Young People who are Care Leavers	0
Young People with Support Needs (16 to 24)	137
Single Parent Families with Support Needs	0
Families with Support Needs	71
Single People with Support Needs not listed above (25 to 64)	0
People with 55 years of age with Support Needs (this category must be exclusive of alarm services)	2851
Generic/Floating Support/Peripatetic (tenancy support services which cover a range of user needs)	169
Alarm Services (including in sheltered/extra care)	268
<b>Total</b>	<b>3854</b>

A full breakdown of the types of support provided, either accommodation based or floating support, can be viewed in Appendix 2 (Spend Plan for 2013/14).

### **3.3 Gaps**

Building on the work undertaken by DCLG, around the Positive Pathway Approach for young people, Flintshire believes these principles can also be applied to other vulnerable groups and will use them to guide the housing solutions and services it provides to deliver the Homeless Prevention Strategy and the Supporting People, Local Commissioning Plan. The principles are:-

- Integrated whole system actions to prevent homelessness, support, where necessary, an individual's planned moves along a positive pathway to independence
- An ethos which places individuals and their families at the heart of planning and delivery – significant, supportive relationships with one or two skilled professionals often the key to success
- Invest in early intervention rather than just reacting to crisis
- Seamless, joined up and coordinated, easy to use services, making the best use of resources, pooling budgets of all agencies, local knowledge, community assets and voluntary effort, whenever it is effective to do so
- Information and advice at all stages of the pathway, not only about housing, but on other aspects of individuals lives where they may need support
- Progress to independence for each individual, through having a range of accommodation options to meet different needs
- Service users involved in how services are shaped and delivered leads to excellence in provision and gives individuals important learning opportunities for the future

We have and will continue to assess our current provision against these principles alongside wider needs information and stakeholder feedback to identify gaps.

## **4. Consultation evidence**

### **4.1 Stakeholder Involvement**

Flintshire Supporting People have had a three year commissioning strategy in place which was developed in partnership with stakeholders and providers. Flintshire Supporting People Team hold a provider forum annually to keep providers informed about local, regional and national developments and consult on changes within the annual plans.

Information on need, supply and gaps is collected through information provided from service users, providers and wider stakeholders through the needs mapping exercise, the annual supply return, quarterly monitoring meetings and formal reviews.

A joint Supporting People and Homeless Forum which includes a range of stakeholders will be held in April to consult on the Flintshire Homeless Prevention Strategy and the Supporting People Commissioning Strategy.

The Commissioning Strategy will be presented to the Regional Collaborative Committee and to Flintshire County Council Housing Overview and Scrutiny Committee.

The Supporting People Team will meet all providers individually to discuss their projects and explore opportunities to make best use of resources.

## **4.2 Working in Partnership**

Supporting People has worked closely with Housing Options, Neighbourhood Housing Services, Children's Services, Adult Social Services, Service Providers, Housing Associations, Probation, Youth Justice and the Health Board on a couple of pilot projects. The Targeting Floating Support and Housing First Pilots aim to deliver findings that will inform future commissioning of services. Partnership working on these pilots produces valuable information on our partner's priorities and gaps in provision.

The Local Supporting People Planning Group includes representation from Probation, BCUHB, Social Services and Housing. This group has overseen the Supporting People Programme through 2012 and is currently under review in light of the changes at a regional level and the launch of the Regional Collaborative Committee.

## **4.3 Service User Involvement**

Flintshire is committed to involving service users and is aware that this needs to go beyond consultation events to incorporate meaningful participation and engagement. Flintshire wants to be sure that service user involvement delivers these key outcomes:-

- Increases the influence of service users on how Homelessness and Supporting People and other related services are commissioned and delivered in Flintshire
- To involve and inspire those who have been homeless or are receiving housing related support and give them the confidence to provide constructive feedback on all areas of service planning, delivery, policy and review.

In order to improve service user involvement in Flintshire and deliver these outcomes, the team has developed an SLA with a service user led Social Enterprise which will deliver on the following areas:-

- Delivering opportunities for people who have been Homeless or who are receiving support including volunteering opportunities, involvement in street football and peer mentoring and reviewing opportunities.

- Work with people who've experienced homelessness, supported housing and other forms of social exclusion; to consult, learn and listen; so that they can influence the improvement of services. The organisation will be able to seek views from a more neutral perspective than the Local Authority or service provider.
- When decisions are made it can only be good practice to consult with those who will feel a direct impact. The organisation will build on the peer reviewing programme to train and develop a group of service users / ex- service users who can be called upon to provide advice on policy or service developments and participate as a key stakeholder in development groups and forums.
- The organisation will offer the services of users to undertake questionnaires and interviews in relation to the effectiveness of existing services.

**4.4** An Equality Impact Assessment was carried out in March 2013 on this plan and is available on request.

## **5. Priorities for development**

In order to make the best use of available funding and minimise the need to decommission services, Flintshire plans to take forward a number of short term pilot projects during 2013/2014. These will be identified as 'off-the shelf' projects that can be implemented at short-notice in order to utilise non-recurring under spend.

The local Supporting People Planning Group will continue to work with providers, key stakeholders and service users over the next 12 months to identify efficiency savings and consider a range of innovative support approaches and options for collaboration that will enable as many vulnerable people as possible to receive much needed support within available resources.

In addition, Flintshire will continue to work in partnership with neighbouring authorities as a member of the North Wales Regional Collaborative Committee. Regional work completed to date includes the development of a regional contract providing service provision for people suffering from HIV/AIDS, a Regional Information Sharing Protocol, a Regional Domestic Abuse Policy and Working Group and the devising of a Regional Supply Map. In addition a Regional Needs Mapping system was introduced in April 2012.

Flintshire are currently leading on the Regional Work Programme to review the provision of housing related support for young people. This has involved seeking opportunities to provide emergency accommodation for young people as an alternative to Bed & Breakfast, and has led to a sub-regional partnership with Denbighshire County Council to develop a Nightstop service.



## 6. Service Development

Timescale	Client Group	Action	Remodel / New Service/ Decommission / Service Improvement / One-Off Project	Financial Cost (+, -, neutral)	Development Priority (Low, Medium, High, On-going)	Expected Outcome
2013/2014	Young People	Develop a regional Supported Lodgings Contract with an additional Nightstop Service	Remodel/New Service	+£7,500 (Supporting People) Housing & Children's Services have also contributed £7,500 per service area	High	Additional options for supported lodgings placements across 2 counties. Provide emergency accommodation for young people aged 16-25 as an alternative to B&B
	Older People	Realignment of funding from Older People to provide an Activities Coordinator at the new Extra Care project at Llys Jasmine	New Service	£30,000	High	Reduce levels of social isolation and increase independence
	Older People	Contribute to the Telecare Improvement Project	Service Improvement	Neutral	Medium	Improving accessibility and providing a more equitable service
	Older People	Cost based investment in the Sheltered Housing Service, to ensure that the service can operate within appropriate funding levels	Service Improvement	£50,000	High	Facilitate the expansion into a community based service
	Older People	Reduction to the ineligible funding provided to Social Services for Adults – Older People Services	Remodel	-£80,000	High	Additional funding released to minimise the impact of cuts for 2013/14

	Older People	Resettlement Officer for Extra Care	One-Off Project	£30,000	Med	To assist older people with the impact of moving from their current residence to the new extra care scheme in Mold
	Domestic Abuse	Remodel the floating support provision	Remodel	-£35000	High	Cost Saving against SPPG spend to meet the reductions to the grant for 13/14 Unified service for those requiring support in their own homes
	Service User Engagement	Develop an effective consultation approach with users of SP and Homelessness services	New Service	£45,000	High	Improved service design and delivery as a result of service user input
	Homeless and Homeless Prevention	Develop a single access referral route for all referrals for housing related support	New Service	£40,000	High	Improved allocation of support services. Reduction to waiting lists Coordination of complex needs cases
	Homeless and Homeless Prevention	Continue to seek affordable supported housing options	Service Improvement	Neutral	Med	Increase in the number of people receiving support who are able to access E.T.E
	Homeless and Homeless Prevention	Strategic review of Supporting People services to ensure quality, value for money services are delivered	Service Improvement	Neutral	High	To provide quality services for vulnerable people across the County
	Homeless and Homeless Prevention	Ensure appropriate emergency accommodation is available	Service Improvement	Neutral	Med	Provide appropriate accommodation for those not in 'priority need'.

	Chronic Illness	Continuation of the regional project delivering support to people with HIV/Aids	Service Improvement	Neutral	High	Access to Housing Related Support for people with chronic illnesses who feel excluded from accessing generic services.
	Learning Disabilities	Reduction to the ineligible funding provided to Social Services for Adults – Learning Disabilities Services	Remodel	-£200,000	High	Additional funding released to minimise the impact of cuts for 2013/14
	Learning Disabilities	Undertake joint work to develop and collect meaningful outcome information	Service Improvement	Neutral	Med	Evidence the impact of SPPG funding
	Generic	Continue to work with partners on the North Wales Regional Collaborative Committee in order to identify projects that could be delivered on a regional or sub-regional basis	Service Improvement/Re-model	Neutral	Med	Improved services for vulnerable people Improved support for providers of SP services
	Generic	Assist to improve the life chances of vulnerable people by supporting access to education, employment and training	Service Improvement	Neutral	Med	Increase skills for SP service users