

# Flintshire County Council Supporting People Local Commissioning Plan 2016-18

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# **1. Introduction**

## **1.1 What is Supporting People?**

The Supporting People Programme is a Welsh Government funded programme that provides housing related support to vulnerable people. The programme aims to support people to maximise, maintain and sustain their independence through the provision of a range of innovative housing related support services.

Housing related support aims to prevent the problems that can cause people to become homeless. The principle of housing related support is to support a person to access, maintain and manage accommodation by assisting to develop or maintain the necessary skills and confidence to live as independently as possible.

## **1.2 What is Housing related support?**

Housing related support is provided to help vulnerable people develop or maintain the skills and confidence necessary to live as independently as possible. Housing related support can include help and advice with:

- Developing life and domestic skills
- Budgeting and managing money
- Accessing other services and opportunities
- Establishing safety and security

1.3 This plan details the priorities for the next two years and the detailed spend plan for 2016 – 2017.

# **2. Strategic Priorities**

## **2.1 Context**

The Supporting People Programme is focused on early intervention by preventing homelessness or a move to higher dependency institutional settings where possible, which can often result in savings to other front-line services such as social care, health and criminal justice.

There are significant legislative and policy changes affecting Supporting People, along with continued economic pressures on wider public services. It is therefore imperative that we focus our efforts to ensure the services we deliver remain strategically relevant and take advantage of opportunities to streamline our work through increased collaboration with key partners.

Flintshire Supporting People's current strategic priorities are listed below:

## 2.2 Managing the ongoing budget cuts

Flintshire Supporting People Programme Grant has suffered significant reductions as a result of the austerity measures that have seen some of the deepest public sector cuts for a generation being implemented by the government to reduce the budget deficit. Table 1 below, shows the year on year reduction in the grant since April 2013 from a Flintshire perspective.

**Table 1**

<b>Financial Year</b>	<b>Total SPRG</b>	<b>Reduction in SPPG (compared to previous years' SPRG)</b>	<b>% Reduction</b>
2013/14	£6,824,035	£296,221	4.1%
2014/15	£6,468,843	£356,092	5.2%
2015/16	£5,809,813	£659,026	10.4%

This represents a total budget cut of 18.4% over 3 years.

Flintshire is pleased that the Supporting People Programme Grant has been protected in 2016/17. This provides the necessary time for the team to continue to seek to mitigate these cuts as far as possible through careful planning and negotiation with service providers and other stakeholders locally and regionally. More time is needed to prevent decommissioning and allow for the development of alternative delivery models to protect the services delivered to vulnerable people.

## 2.3 Meeting the requirements of the Housing (Wales) Act 2014 and Social Services & Well-being (Wales) Act 2014

The implementation of these two acts are likely to have a substantial impact on Supporting People. Both have a heavy focus on early intervention where people need support to live independently, which aligns well with Supporting People's key aim of preventing homelessness through early intervention, therefore it is anticipated there will be increased demand on services.

In 2014, Flintshire Supporting People Team and the Support Gateway are embedded in the Housing Solutions Service. There is a joined up approach between the Housing Support Workers and the Homeless Officers. This has provided a lean approach to managing the increasing levels of people at risk of homelessness. The Flintshire Supporting People Planning Group is chaired by a Senior Manager from Social Services creating a key link at a strategic level.

#### 2.4 Contributing to the Tackling Poverty Agenda

Supporting People along with Housing and Homelessness was incorporated into the Communities and Tackling Poverty Ministerial portfolio. Welsh Government have highlighted the opportunities for greater links to be forged between Supporting People and the Tackling Poverty programmes; Communities First, Families First and Flying Start.

Flintshire has started work to map how these programmes can be more closely aligned. There is some practical join up between Families First and Supporting People with links between the boards, sharing of commissioning tools and expect that alignment to become closer over the next twelve months through some joint commissioning of projects.

#### 2.5 Closer regional collaboration

The establishment of the North Wales Supporting People Regional Collaborative Committee (RCC) in 2012 has enabled a strategic overview of developments that affect Supporting People both locally and regionally through improved information-sharing. This presents opportunities for closer regional working between Supporting People Teams across North Wales, which presents an additional opportunity for making efficiency savings.

The North Wales Regional Strategic Plan demonstrates that Flintshire has led and been involved in the most regional collaborations to deliver efficiencies. Flintshire is also exploring further opportunities for regional and sub-regional commissioning where improvements or efficiencies can be delivered. Supporting People Teams across the region are also working closely together to adopt standardised paperwork and processes, which will deliver time and cost savings to both Supporting People Teams and service providers who work across more than one authority.

Regional and Sub Regional commissioned projects across North Wales: (taken from the North Wales Strategic Plan)

- Regional Contract for HIV/AIDS Project across all six local authorities in North Wales – Contract to end April 2016
- Sub Regional Project between Flintshire and Denbighshire -Supported Lodgings, this provides a service to Young People with Support Needs (Supported Housing)
- Sub Regional Project between Flintshire and Denbighshire - Night Stop by Local Solutions that provides a service to Young People (Accommodation Support) and is a joint funded project between Homelessness and Children's Services.
- Sub Regional Project between Wrexham and Flintshire Domestic Abuse Floating Support with Hafan Cymru

- Denbighshire and Flintshire are exploring the possibility of a sub-regional Key Ring Project.
- Denbighshire and Flintshire are exploring the possibility of sub-regional young person supported accommodation.

### **3. Need and Supply Analysis**

#### Need and supply

A range of data is used to identify need, assess current provision and shape future development of Supporting People services.

Needs mapping forms are completed for everyone who is identified as having housing-related support needs, with the data recorded whether a referral is taken forward or not. A regional form has been in operation since 2012, providing three years of comparable data for all six North Wales authorities. The needs mapping data helps to identify any shifting trends in the demography and specific needs of those requiring housing-related support, which may require services to be remodelled.

Regular quantitative and qualitative monitoring of Supporting People-funded projects is carried out throughout the year, which informs full service reviews that take place every three years. Monitoring data verifies demand for the project and assesses value for money, quality of the service, compliance against the contract, and identifies areas for improvement.

It is noted that all projects are different which makes it challenging to compare like-for-like or introduce benchmark measurements. However, given the year-on-year reductions to the Supporting People Programme Grant allocation, it is necessary to determine which projects are higher priorities to fund.

There continues to be significant demand for Supporting People services within Flintshire at a challenging time of national economic austerity with heavy cuts to public services impacting greatly upon communities and individuals, particularly those most vulnerable. Supporting People services are funded to support over 950 service users at any one time. In 2014/15, 2953 vulnerable individuals and families received housing-related support through Supporting People services in Flintshire. This highlights the hidden problem of homelessness when compared with the number of people accepted as homeless and having a full duty owed to them by the statutory homelessness team within the county – 89 in 2014/15 (illustrated in Graphic 1). It also clearly indicates the value of the work of Supporting People services, who work to prevent vulnerable people reaching a situation where they have to present to statutory homelessness services, and also pick up a number of those who make enquiries and/or are ineligible for statutory homelessness support.

## Graphic 1 – Hidden Problem of Homelessness

(each figure represents 10 people)

Number of people eligible for statutory homelessness assistance in 2014/15.....



Number of people supported by Supporting People services in 2014/15.....



In 2015-16 Flintshire faced a significant reduction to the Supporting People Grant of just over 10%. Reductions were made to service areas/service groups as follows:-

### Domestic Abuse – 18% reduction

This was managed by value for money efficiencies. Flintshire had also planned to introduce a new dispersed refuge project in 2015-16 and this pilot was placed on hold.

### Learning Disabilities – 17% reduction

This was managed by the removal of funding from Social Services. This funding had previously been identified as no longer strategically relevant to fund and plans had already been put in place with Social Services to remove this element.

### Mental Health – No reduction

Substance Misuse – No reduction

Offenders – No reduction

Physical Disabilities and Sensory Impairment – No reduction

Young People – No reduction

### Families – 17% reduction

This was managed by achieving value for money efficiencies within one of the family projects. In addition, a floating support service was decommissioned. This service was one of the transitional projects that had transferred from Welsh Government in 2012 and was deemed no longer strategically relevant.

### Older People – 12% reduction

This was managed by the removal of funding from Social Services. This funding had previously been identified as no longer strategically relevant to fund and plans had already been put in place with Social Services to remove this element.

### Generic Services – 4% reduction

This reduction was achieved by not renewing the contract for the Vulnerable Adults Support Worker. This project had not been in operation for some time and cases previously supported via this project are now allocated via the central referral gateway.

Support needs reported in 2014-15 through the needs mapping exercise are following a similar trend to 2013-14 (see Graph 2), with rises in the proportion of forms reporting both domestic abuse and mental health related support needs. There has also been a rise in the proportion of forms specifying needs relating to being young and vulnerable. The sharp fall in the proportion of forms reporting homelessness as a need is highly likely to be due to the Welsh Government spend category changing from 'Homelessness' to 'Generic', which lacks clarity, however it is still reported as the 4<sup>th</sup> highest need. The top four needs of mental health, domestic abuse, vulnerable young person and homelessness/generic have all had their budgets protected or increased in 2015-16.

There are a number of changes to the needs mapping data for 2014-15 against 2013-14, which are believed to be attributable to changes to the needs mapping form and process, including the move from a paper form to referrers completing the form themselves online. The number of questions remaining unanswered has fallen sharply making the data more reliable, which is encouraging and likely due to the process of a referrer moving through the questions online and being less likely to miss a question out.

### Service gaps

The North Wales Regional Collaborative Committee have requested a piece of work be undertaken to identify the unmet need and service gaps across the region, and to produce a robust methodology for the region to adopt in future. Currently, only those spend plan categories with no projects are highlighted as potential service gaps and it is felt that met and unmet need should be more robustly checked and evidenced, in order that support is available to those most in need especially given the pressure on budgets.

Service gaps against the spend plan are currently as follows:

- People with Refugee Status – numbers reporting needs relating to refugee status remain very low, therefore, it is anticipated that anyone presenting with these needs can access support from a generic Supporting People project.
- Men experiencing domestic abuse –whilst there are no male specific services within the county, males are supported by the Aster Hope Floating Support Service. Supporting People is committed to continuing with the work already underway with local providers to identify the need/demand for a male specific refuge.
- People with Developmental Disorders – 2 people across the county presented with a lead need which identified a developmental disorder. Currently, service users are supported in other projects and where appropriate, further wrap around support is provided.
- Young People who are Care Leavers – whilst no projects sit within this service user group, the services for young people do support care leavers. There is no evidence that a specific project for care leavers is necessary, however, further work will be undertaken during 2016/17 in order to identify appropriate pathways of support for all young people.
- Single Parent Families with Support Needs – there are no specific projects for single parents. All family projects support both single people and couples.
- Single People (aged 25-65) – Projects in Flintshire for single people are for those aged 18+ and therefore this category shows a 0 value.

#### **4. Consultation Evidence**

There are a number of groups and forums locally and regionally which provide avenues for participation and consultation.

##### **4.1 RCC Membership**

The North Wales RCC which provides advice on the delivery of the programme across the region includes representation from each Local Authority through the Cabinet Member and Senior Officer responsible for the programme, BCUHB, North Wales Probation and Supporting People Providers.

The RCC Sub Groups look at pilot projects, and to replace existing task and finish groups (work packages) currently underway. The objectives for this group are to explore Pilot Projects that will demonstrate efficient working patterns on less resources (details of each pilot project can be found in the appendices – Appendix One), to monitor pilot projects, research other funding opportunities, direct the work of all the RCC work packages. Commitment to the motion of the Let's Keep on Supporting People statement (in appendices – Appendix Four)

The membership of this group consists of Local Authority Supporting People Lead Officers or appropriate representative, Provider and Landlord Representatives of the RCC, Regional Development Coordinator, and Nominated Officials from previous RCC work packages to update as and when requested.

##### **4.2 North Wales Supporting People Regional Provider Forum**

This is an additional communication and consultation method that sits within the regional framework. Given the fundamental changes that North Wales Supporting People Programme has gone through, this forum aims to maximise communication, give Providers the opportunity to receive updates and present their own information and develop a greater awareness and understanding of the programme.

This forum is a provider led forum, Local Authority Supporting People team members are not invited to this forum, this is provider led which the RCC Provider Reps attend.

This forum aims to ensure smaller agencies have an opportunity to participate and that the forum provides networking opportunities for all partners. This group meets quarterly and is arranged by Cymorth Cymru. The forum is open to both members and non-members of Cymorth Cymru.

## 4.3 Flintshire

### 4.3.1 Reviews

Flintshire Supporting People value feedback from all stakeholders about the commissioning and delivery of Supporting People contracts. When projects are reviewed every 3 years, feedback is sought from staff, service users and stakeholders by Supporting People through interviews and questionnaires to ensure that projects are delivering the service as required and that they continue to meet the needs of service users effectively. Any significant issues or themes emerging from the feedback will be addressed within the review recommendations, which may include improvements to existing practices or remodelling a project to better meet demand.

### 4.3.2 Decommissioning

As laid out in the Flintshire Decommissioning Strategy, when a project is considered for decommissioning, Supporting People will seek the views of service users and stakeholders when completing the Decommissioning Report, and consider how any negative impacts can be alleviated.

### 4.3.3 Homeless & Supporting People Forum

Flintshire also holds an annual Homeless and Supporting People Provider Forum. At this event relevant information about the Supporting People Programme and related areas such as new policies or welfare reforms. Feedback is sought in small workshops to inform the ongoing work of the Supporting People Team and the Housing Solutions Service.

Flintshire Supporting People Planning Group are consulted throughout the development of this Plan and agree any changes to the content. Following the formal consultation period, the Plan will be submitted to the Partnership Scrutiny Committee before the final document is submitted and signed off by Flintshire County Council Cabinet for submission to the North Wales Regional Collaborative Committee in January 2016.

## 4.4 Service Users

Flintshire has always placed a high value on the feedback and participation of service users. The team continually seeks ways to ensure this involvement is meaningful and makes a difference.

### 4.4.1 ODEL Involve - Service User Involvement project

During 2015 Flintshire commissioned a Service User Involvement Project to ensure that service users are consulted with at every stage of planning and delivering Supporting People services.

#### **Aims of the project:**

To increase and improve the engagement and participation of people at risk of homelessness, who have been homeless, and those currently in receipt of Supporting People services. To include service users at all stages of developing, commissioning and reviewing Supporting People services within Flintshire.

#### **Objectives:**

- To involve and inspire those who have been homeless or are receiving housing related support and involve them in activities that allow them to take positive steps in their lives
- Be able to evidence these improvements, both through qualitative reporting and through applying the Supporting People Outcomes Framework
- Increase the influence of service users on how Supporting People services are commissioned and delivered in Flintshire
- Be able to evidence that the involvement and influence facilitated has had a positive influence on how services are delivered / commissioned and this evidence is presented to all stakeholders

#### **Outcomes:**

- The service employs a full time Service User Involvement Coordinator and two Service User Involvement Officers each working 8 hours per week.
- 6 volunteers have currently been recruited and trained since June 2015, who assist with reviewing Supporting People projects.
- The service undertakes service user consultation as part of the Supporting People evaluation by obtaining service user views via peer reviewing and peer mentoring. Written reports are completed in regards to feedback from service users who's service is under review. This report is then included within the final evaluation report of each service.
- All staff and volunteers recruited have undertaken 4 days training ran by TPAS Cymru
- The Service User Involvement Officers will sit on Flintshire Supporting People Planning group and attend Regional Collaborative Committee at the request of the Supporting People team.
- The service completes service user consultation in regards to any remodelling proposals.
- The service will establish service user forums to enable discussions around Supporting People planning and developing of services.
- The service offers a free peer mentoring service to service users who have low level support needs.

- The Service User Involvement Officers and Volunteers have developed skills, gained qualifications, and participated in learning activities which will ultimately bring them closer to the labour market by becoming 'job ready'.

#### 4.4.2 Young People Consultation

Part of the work undertaken during 2015 was to ask young people for their views on the support projects. This work went a step further than the typical satisfaction survey and really sought views on the structure, cost, move on options and links with education and employment.

The findings from this work is now informing some clear changes being implemented with providers to improve the provision for young people and outcomes achieved.

A summary of the recommendations being implemented:-

#### **Rent**

- Budgeting to be a priority within support plans and revisited at regular intervals
- Supporting People Team to make arrangements with housing benefit for those that enter employment.
- Rent arrears to be addressed earlier
- Much more focus on entering employment and removing the barriers

#### **Size and Structure**

- Explore costing for smaller projects as opposed to traditional 'hostel' projects to consider remodelling the existing provision in Flintshire.
- Realign funding between housing benefit and supporting people to provide more 1:1 support and less 'management' of a project.

#### **Move on Options**

- Consideration given to expanding shared housing options instead of the existing move on flats. These set unrealistic expectations and move on is slow. Shared housing to be developed as an interim solution whilst permanent housing solutions are explored and secured.

#### **Education and Employment**

- Much more targeted support around access to education and employment making engagement mandatory.
- Improve the links with Careers services within projects.

## 5. Service Development and Efficiencies

The following table includes a summary of the main activity and service planning developments within each service user group.

Service User Group	Service Development, Decommissioning and Remodeling Proposals
<p>Women Experiencing Domestic Abuse</p>	<p><i>Applicable to both male and female domestic abuse services:</i></p> <p>All domestic abuse provision is currently being reviewed to ensure that projects are delivering value for money and are achieving strong outcomes.</p> <p>Work will be undertaken within the next 12 months to ensure that current provision is relevant. Consideration will be given to remodeling supported housing provision where there are high void levels to more flexible floating support. The remodeling proposals will include proposals to meet existing gaps in provision for males fleeing domestic abuse.</p> <p>Over the next 12 months we will be looking to further develop strategic links with the Community Safety partnership and re-establish a local or sub-regional Domestic Abuse Forum.</p> <p>The Regional Collaborative Committee is currently establishing a Domestic Abuse Task and Finish Group to review current service provision across the region and strengthen links with the All Wales Domestic Abuse Modernisation Group.</p> <p><b>Gap</b> – There is a gap in provision for safe accommodation for males fleeing domestic abuse. This has been identified as a growing issue in Flintshire but there is no refuge provision for males in North Wales.</p>
<p>People with Learning Disabilities</p>	<p>Any funding for services identified as ineligible for Supporting People is subject to a planned withdrawal.</p> <p>Flintshire is working with Denbighshire County Council to review the floating support services delivered in both counties. Proposals for remodeling will aim to ensure nobody is excluded from the projects based on location. A sub regional contract will be proposed if this can achieve efficiencies and deliver the support required.</p> <p>There is the possibility of developing a sub-regional Keyring Floating Support project between Denbighshire and Flintshire during 2016.</p>
<p>People with Mental Health Issues</p>	<p>Performance Monitoring information has evidenced a growing demand in this area.</p>

	<p>Hafal Cymru floating support project was commissioned during 2015 and monitoring and review has evidenced significant demand for this service. possible development of existing mental health services depends on funding cuts and whether remodeling of other service user group areas financially allows for additional provision.</p>
<p>People with Substance Misuse Issues (Alcohol, Drugs and Volatile Substances)</p>	<p><i>Applicable to both drug and alcohol services and people with criminal offending history:</i></p> <p>During evaluation and ongoing monitoring meetings it has become evident that the current structure of some projects is not as effective as others and remodeling could achieve better value for money and meet needs more effectively. Supporting People Planning Group has agreed a remodeling proposal to make floating support services more flexible in terms of caseloads and remodel supported housing schemes to a floating support model. This enables support providers to support more service users and tailor the support as required. The team will work with service users and providers and aim for the new model to be fully operational in 2017/18.</p>
<p>People with Criminal Offending History</p>	<p><i>See notes in service user group above (People with Substance Misuse Issues (Alcohol, Drugs and Volatile Substances))</i></p> <p>Flintshire has floating support provision targeted at those who have a criminal offending history or who are at risk of offending behavior. The current provision delivers value for money and is fit for purpose.</p> <p>Wrexham prison for male offenders will open in 2017 and will have a focus on education, training and resettlement of offenders. Along with legislative changes within the Housing (Wales) Act 2014 and the Social Service and Wellbeing (Wales) Act 2014, this will have a significant impact upon the resettlement of offenders within North Wales.</p> <p>Demand for specialist provision for offenders will be monitored over the next 1 - 2 years.</p>
<p>People with Refugee Status</p>	<p>The number of people reporting refugee status remains very low in Flintshire. Demand for support from this service user group will continue to be monitored and if required, a sub-regional project may be considered if it is felt that the needs of this group could not be met by existing services.</p> <p>The regional Supporting People Network is leading on work to support the Syrian Refugee Relocation Scheme.</p>
<p>People with Physical and /or Sensory Disabilities</p>	<p>Needs mapping data indicates that the number of people presenting with mobility issues has risen within the past 12 months, it is recognized that this is due to the increased number of older people's services completing needs mapping forms. The Flintshire Support Gateway and performance</p>

	<p>monitoring data has not seen a sharp increase in referrals for people with physical health needs. In Flintshire the current service capacity has been found to meet demand.</p>
<p>People with Developmental Disorders (i.e. Autism)</p>	<p>The number of people being referred for support with developmental disorders remains very low in Flintshire. This is due to their being sufficient funding within learning disability teams and our complex needs supported housing project to adequately support the current demand.</p> <p>Supporting People will continue to make links with specialist services to promote knowledge of, and access to, existing Supporting People services.</p>
<p>People with Chronic Illness (including HIV)</p>	<p>The service review of this regional project has found that service users could have their needs met more appropriately, and more cost effectively, by generic support services rather than by a specialist service. It has been agreed by the RCC for this project to be decommissioned from April 2016. An exit strategy is in place which consists of completing training within generic services in regards to HIV and related conditions to ensure that there are no barriers to people accessing generic floating support services.</p>
<p>Young People with Support Needs, Including Care Leavers (16 to 24 years old)</p>	<p>Young people continue to make up a significant proportion of those requiring housing related support. It is expected that demand from this service user group may rise further given changes to welfare benefit entitlements being introduced. Supporting People will work with our partners to reduce the impact on vulnerable young people.</p> <p>Following recent reviews and ongoing monitoring of all young person projects it has become evident that some models of the current young person supported housing projects are more successful at achieving positive outcomes than others.</p> <p>During 2016/2017 it is a priority for Supporting People to work with our partners and providers to complete a re-structure of young people support provision. Supporting People will undertake further consultation to develop a Young Person Pathway with some changes in place for 2017/18.</p>
<p>Families with Support Needs (including single parent families)</p>	<p>Families account for a significant proportion of those accessing Supporting People funded services.</p> <p>The supported housing provision provides a suitable alternative option to placing children in B&amp;B accommodation. The contract levels and future strategic modelling will be considered by the Supporting People Planning Group in 2016/17.</p>
<p>Single People with Support</p>	<p><i>Please see Generic / Floating Support / Peripatetic (tenancy support services which cover a range</i></p>

Needs (aged 25 and over)	<p><i>of support needs) section</i></p> <p>Following recent reviews and ongoing monitoring of all supported housing projects it has become evident that some models are more successful at achieving positive outcomes than others. This has been completed alongside the young person supported housing consultation as mentioned in the Young Person Supported housing section above.</p> <p>Along with ODEL Involve (service user involvement project) Supporting People have completed a period of consultation with providers and service users to decipher the most effective supported housing models. Recommendations have been compiled and are currently being considered by Planning Group. Key recommendations fit in 4 areas; Rent, Size &amp; Structure, Move on Options, Education &amp; Employment.</p> <p>During 2016/2017 it is a priority for Supporting People to work with our partners and providers to complete a re-structure of the supported housing model based on the key recommendations with some changes in place 2017/2018.</p>
People aged over 55 years of age with Support Needs	<p>During the evaluation process it was agreed that the funding provided to Abbeyfields will be withdrawn from April 2016 due to the project being ineligible for Supporting People funding.</p> <p>Any funding for services identified as ineligible for Supporting People continue to be subject to a planned withdrawal.</p> <p>A significant amount of work has been completed during the past 3 years to implement the Aylward Review recommendations to make older people's services tenure neutral. This had led to the Older Persons Community Support Services replacing the old 'Warden' style service. This project now provides tenure neutral support to people with housing related support needs, not just those who live in a Sheltered Housing complex.</p> <p>The Extra Care Services will be reviewed to ensure that the funding supports short term activity that promotes independence and this function can be rolled out in new schemes.</p> <p>A large proportion of Supporting People grant funding is allocated to projects within this service group area. Over the next 12-18 months it is a priority for Supporting People to ensure that all project are fit for purpose, fit the remit of funding, and deliver value for money.</p>
Generic / Floating Support / Peripatetic (tenancy support	Generic housing related support remains one of the highest support needs reported by those accessing Supporting People services.

<p>services which cover a range of support needs)</p>	<p>The Support Gateway ensures that referrals are sent to the most appropriate provider, and that services receive an appropriate amount of referrals based on capacity. The Support gateway has enabled complex case meetings to be held with ease, and has enabled services to receive appropriate referrals. It has also helped the Supporting People team monitor demand for service areas and data has fed into evaluation reports.</p> <p>Whilst projects offering specialist knowledge and support are crucial to support vulnerable people with complex support needs, it remains equally important to provide more generic services that can offer flexible holistic support on a number of issues. Over the next 12 months individual project amendments will extend the minimum capacity supported at one time per full time equivalent Support Worker. During monitoring meetings and the collation of Performance Monitoring Information it has become apparent that some projects are supporting a much higher number of service users than their current contract schedules require. The support is effective and this can be replicated across all projects. It is also a priority to ensure that all floating support services are tenure neutral, enabling referrals to be sent to all generic projects across Flintshire.</p> <p>Supporting People will consider regional or sub-regional opportunities for the provision of floating support services and the coordination of the Support Gateway, both of which may improve flexibility, knowledge across county boundaries and consequentially the services provided to vulnerable people.</p>
<p>Alarm Services</p>	<p>A significant amount of work has been undertaken during 2014/2015 to review alarm provision and reduce Supporting People funding to monitoring of alarms only, following the agreement that maintenance of alarms is a Housing Benefit eligible charge.</p>
<p>Expenditure which does not link to the Spend Plan Categories above</p>	<p>Welsh Government have issued notice that the Supporting People Programme Grant cannot be used to fund the Local Authority's Supporting People team from 2019/2020 and that between 2016 and 2019, funding for the team must reduce by at least 10% year on year.</p> <p>The Supporting People Team have already begun to make savings in 2014/2015 and 2015/2016 by restructuring the team where possible when staff have left.</p>

## **Spend Plan**

The Supporting People Team is committed to making efficiencies through ensuring service providers are delivering their support services as efficiently and effectively as possible and are involved in ongoing discussions around delivering services differently to realise savings. This has included use of volunteers, identifying where a floating support model can be more efficient than supported housing and considering changes to overnight support provision. Providers will be supported to progress these models through 2016/17.

Assessment of priority follows the assessment model from the 2014-16 Commissioning Plan which assesses providers in terms of;

- i. Is the service eligible for Supporting People funding?
- ii. Has the service been subject to value for money assessment?
- iii. Does the service contribute to key strategic priorities of the Supporting People Programme?
- iv. Is there clear evidence of demand for the service?
- v. Could the same outcomes be achieved by delivering services in a different way?
- vi. Are there other services/funding streams in the County that could deliver the outcomes?
- vii. Is there opportunity for partner or regional collaboration?
- viii. What is the service user impact, if the service is ceased or reduced?

The outcomes of the assessment of service providers has enabled the Supporting People Team to identify efficiency savings of £206,500. The efficiencies will be achieved through ceasing services that are not deemed to be strategically relevant to the aims of the Supporting People Programme and maximising alternative funding streams.

Released funding will be used to ensure Flintshire has suitable and safe arrangements for males fleeing domestic abuse; provide support posts to ensure Flintshire can meet the requirements of the new Housing and Social Services legislation and provide support for the changes planned to the young people accommodation and support services. The detail and specification of any spend will be agreed through the Tackling Poverty Programmes.

Within a service area, where efficiencies have been identified, the Supporting People Team has closely appraised the implications for service users and, importantly, they have identified alternative options where service users may access appropriate support to lessen any negative impacts generated by a reduction in service provision.

## Service Plan Amendments 2016/17

<u>Service Area</u>	<u>Efficiency</u>
Domestic Abuse	No change
Families <i>Achieved through a reduction within a family hostel.</i>	2016/17 £15,000
Substance Misuse	No change
Chronic Illness <i>Achieved through decommissioning a regional project for HIV/AIDS.</i>	2016/17 £14,000
Physical Disability and Sensory Impairment	No change
Offenders	No change
Young People	No change
Mental health	No change
Housing Support (Generic)	No change
Housing Support (Aged over 55) <i>Achieved through withdrawal of support from Abbeyfield with the agreement of the provider.</i>	2016/17 £14,500
<b>Community Care</b> <i>A continuation of a planned withdrawal from services deemed ineligible for Supporting People funding.</i>	2016/17 £163,000
<b>Total</b>	<b>2016/17 £</b> <b>£206,500</b>

