

Isle of Wight Supporting People Commissioning Strategy 2005-2010

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FOREWORD - STRATEGIC DIRECTOR OF ADULT & COMMUNITY SERVICES

‘Supporting People’ is a national programme designed to help people in housing need get the support necessary to help them retain a home of their own. On the Isle of Wight some 1,850 people receive this provided by 54 different providers. The annual budget for the programme is a little over £7 million. As such it forms an important component of public service on the Island and, helps to reinforce the fabric of the Island’s residents and communities.

This Supporting People Commissioning Strategy describes how we will provide appropriate accommodation plus high quality support to help vulnerable people live independently. The Strategy has been produced with key partners such as Health and Probation, service users, service providers and the voluntary sector. The aims of the Supporting People Strategy on the Isle of Wight are:

- Ensure that the commissioned services align with the strategic aims and key targets
- Services commissioned will have clear preventative benefits and promote well being. Services will prevent homelessness by addressing both housing and support needs
- Promote social inclusion
- Maximise choice and opportunity
- Respond to individual needs and aspirations
- Develop equitable access for all vulnerable people
- Use resources most effectively to deliver high quality, best value public services

The level of investment is considerable but increasingly under pressure. This Strategy recognises that and, seeks to find a balance between the increasing efficiencies required by Government and the needs of our communities. This will be a considerable challenge for all partners.

Glen Garrod
Strategic Director of Adult & Community Services

**Signed on behalf of the Supporting People
Commissioning Body Partners:**

**ISLE OF WIGHT ADULT & COMMUNITY
SERVICES**

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ISLE OF WIGHT PRIMARY CARE TRUST

.....

**NATIONAL OFFENDER MANAGEMENT
SERVICE (Hampshire & The Isle of Wight)**

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CONTENTS

FOREWORD – STRATEGIC DIRECTOR OF ADULT AND COMMUNITY SERVICES	1
EXECUTIVE SUMMARY	6
Introduction	6
Purpose	6
The Supporting People Local Vision	6
Key Strategic Objectives	7
Commissioning Values	7
Overarching Themes of the Commissioning Strategy	8
CHAPTER 1 – THE SUPPORTING PEOPLE PROGRAMME	11
1 Local Context	11
Characteristics of the Isle of Wight	11
2 Introduction to The Supporting People Programme	13
Client Groups	13
CHAPTER 2 - STRATEGY DEVELOPMENT & KEY PARTNERSHIP LINKAGES	14
The Strategic Aims of Supporting People	14
The Strategic Context at the Local Level	15
The Isle of Wight Supporting People Approach to Partnerships	16
Developing Partnerships at an Operational Level	17
Cross Authority Arrangements	17
Cross Authority Statement	17
Future Strategy Development	18
CHAPTER 3 – CURRENT SUPPLY	19
The Supply of Housing Related Support Services on the Isle of Wight	19
Determination of a “unit” of Housing Related Support Services	19
The Supply Map	19
Comments on the Supply as at 1 April 2004	19
Supply Mapping “Highlights”	20
Changes to the supply between 1 April 2003 and 1 April 2004	22
Explanation for the Changes	21
Secondary Client Groups	21

Comparisons with other Local Authorities	21
Comparison with the Institute of Public Finance Comparator Councils	22
Changes in Supply Since April 2003	22
3.1 Services for clients with alcohol misuse problems	24
3.2 Services for people with a blood borne virus	27
3.3 Services for women at risk of domestic violence	28
3.4 Services for generic support services	31
3.5 Services for homeless families	34
3.6 Services for clients with a learning disability	37
3.7 Services for clients with a mental health problem	40
3.8 Services for offenders and those at risk of re-offending	43
3.9 Services for older people with support needs and/or mental health problems	46
3.10 Services for people with a physical or sensory disability	49
3.11 Services for Single Homeless People with Support Needs	51
3.12 Services for Teenage Parents with Support Needs	54
3.13 Services for Young People with Support Needs	56
CHAPTER 4 – VALUE FOR MONEY	59
CHAPTER 5 – THE LOCAL CHARGING POLICY	60
CHAPTER 6 – FINANCIAL & RISK ISSUES	61
Financial Issues	61
Risks	61
CHAPTER 7 - PROPOSALS FOR THE 5 YEAR STRATEGY	64
Overarching Themes of the Commissioning Strategy	64
CHAPTER 8 – ANNUAL PLAN 2005/06	68
APPENDIX A HOW THE SUPPORTING PEOPLE STRATEGY WAS DEVELOPED & AGREED	79
APPENDIX B HOW THE SUPPORTING PEOPLE STRATEGY WAS DEVELOPED & AGREED – ORGANIGRAM	81
APPENDIX C SUPPORTING PEOPLE CHARGING POLICY	82
APPENDIX D SUPPORTING PEOPLE SERVICES (DECEMBER 2004)	84
APPENDIX E SUPPORTING PEOPLE GLOSSARY OF TERMS & JARGON BUSTER	89

APPENDIX F	COMPARISON TO SIMILAR LOCAL AUTHORITIES	91
APPENDIX G	CONSULTATION STRATEGY	97
APPENDIX H	LIST OF CONSULTEES	99
APPENDIX I	SUPPORTING PEOPLE AND SERVICE USERS – CASE STUDIES	101

EXECUTIVE SUMMARY

This section sets out the introduction, purpose, vision, key strategic objectives, for the Supporting People Programme on the Isle of Wight and the commissioning values and overarching themes of the commissioning strategy.

Introduction

Housing is the basic need that is critical to all Island residents no matter what their income or needs. The Isle of Wight Housing and Community Support Services recognise this and provide a range of services to vulnerable people with a multiplicity of needs through a range of providers.

Increasingly models of care are being developed around the premise of trying to build a continuum of resource provision to sustain an individual in the community as part of the promoting independence agenda. The delivery model is about strategically interfacing and synchronising what intermediate health care arrangements do with home care support and the housing model needs to reflect this as part of a whole system approach.

This is the first full 5 year Supporting People Commissioning Strategy for the Isle of Wight. The basis of this strategy was established in the Supporting People Shadow Strategy; however, considerable work has been accomplished in order to further inform this 5 year commissioning strategy.

The Supporting People Programme on the Isle of Wight will ensure effective partnerships between the local Authority (adult services, housing) probation and health services (the strategic partnership), and voluntary and private sector providers are developed and maintained.

Purpose

The key aim of this strategy is to ensure that the commissioned services have a close fit with the aims of the Supporting People strategic/commissioning partners in order to enable housing related support services on the Isle of Wight to play a full and intrinsic role in delivering the priorities of health, housing probation and our social care partners.

It will assist with the service reconfiguration and ensure services are aligned to the commissioning strategic priorities, guide commissioning decisions and sets out the arrangements for collaborative working to address local and cross authority services and future needs

The Supporting People Programme Local Vision.

Working together to provide a flexible range of high quality, cost effective housing related support services that will enable vulnerable people to maximise their independence.

Key Strategic Objectives

- ❖ To reconfigure the way that floating support is commissioned and delivered in partnership with all stakeholders
- ❖ To reconfigure the way that hostel based provision is commissioned and delivered in partnership with all stakeholders
- ❖ To reconfigure the way that older persons accommodation based support is commissioned and delivered in partnership with all stakeholders
- ❖ To commission specific in depth client focused housing related support needs research
- ❖ To improve the alignment of commissioned services with the priorities of partner agencies
- ❖ To explore the opportunities available for independent living through jointly commissioned services and pooled budgets
- ❖ To begin to move away from institutional and accommodation based services to more flexible floating support services
- ❖ To ensure all services promote independence and are accessible particularly for hard to reach groups, the disabled and those from BME communities
- ❖ To increase the accessibility of services for clients and referrers to SP funded services
- ❖ To work with providers in order to achieve the Commissioning Body vision that all providers will be level A (Quality Assessment Framework) by April 2007

Commissioning Values

The following values have been developed that underpin the Supporting people programme on the Isle of Wight

Commissioning:

- ❖ All commissioning will be made within the financial constraints of The Isle of Wight Supporting People Grant Budget
- ❖ All commissioning will support the local and national strategic objectives of partners.
- ❖ We will work in partnership with all relevant stakeholders and agencies to ensure that resources and funding streams are maximised to deliver services.
- ❖ New provision will only ever be funded if there is specific and measurable evidence of need; and that the need for the proposed service is evidenced as a

priority within the Supporting People Commissioning Strategy and annual plan

Independence:

Housing support services will be commissioned which enable an individual's capacity to live independently in the community and sustain their capacity to do so.

Services that meet needs:

The level and range of Supporting People services will be commissioned and shaped to reflect the needs profile on the Isle of Wight

Transparent, equitable and co-ordinated provision of services:

Supporting People services will be commissioned to achieve a fair, equitable and transparent distribution of resources across client groups and tenures. Services will be fully accessible to all vulnerable groups, including minority ethnic communities and disabled people

Prevention:

Services will be commissioned that have clear preventative benefits, promote wellbeing and meet needs.

Accountable services:

All services will be monitored and reviewed on a regular basis to ensure delivery of high quality services that are efficient and cost effective which deliver positive outcomes for vulnerable people

Equitable Access:

We are committed to ensuring that all services are fully accessible to all vulnerable people and a transparent referral and initial assessment framework has been established and will be maintained.

Social Inclusion:

We will enhance social inclusion and support community wellbeing by commissioning services that address the needs of socially excluded groups whose needs are not met by current support provision.

Best Value:

All commissioned services and the programme administration will demonstrate value for money and will operate to best value principles.

Consultation – all service users, stakeholders and other relevant people will be consulted about the development of the Supporting People Strategy, the annual plan, service reviews reconfiguration and all other major changes to the programme.

Overarching Themes of the Commissioning Strategy

- ❖ **Reconfiguration of Floating Support, Hostel Based provision and older person's accommodation based support services.**

It has been recognised nationally and locally that many Supporting people services do not represent value for money.

On the Isle of Wight the hourly rate for a support service varies considerably, likewise, the tasks performed vary. In order to manage this, the Commissioning Body, in partnership with all stakeholders intends to reconfigure the way that services are commissioned and delivered.

This is being done via three separate projects

- Floating Support
- Hostel based provision – includes ‘supported housing’
- Older persons accommodation based support services

It is imperative that the services are reconfigured in a way that ensures the quality of the service maintains the number of clients supported and is more cost effective.

❖ **Lack of move-on**

The lack of move-on accommodation with support seriously inhibits the ability of many services to provide access to those most in need of support. The aim of much of the current provision is to provide a short period of intensive support, which reduces according to the specific needs of the client and then enables people to move onto more independent housing. With a short supply of move on, people no longer in need of support are forced to stay, which is damaging for them and hinders their resettlement. Further access to higher support services is denied to those that need it.

This is a waste of resources both for Supporting People, and related commissioners who may rely on services to progress their own strategic objectives. We will work closely with Housing & Community Services and Registered Social Landlords (RSLs) partners in order to identify units of move on accommodation.

❖ **Joint Commissioning**

Until recently opportunities for joint commissioning have not been identified as a strategic priority and therefore joint commissioning has been an ad hoc basis. The development of the Supporting People Strategy has confirmed the need for a formal Joint Commissioning protocol, to agree a process for making changes to existing services or for developing new services. The Supporting People Commissioning Body will plan how existing resources can be pooled to obtain best value and to make use of the respective skills and expertise available. The formation of the islands single health and social care organisation provides a unique opportunity to maximise this potential.

❖ **Making Best Use of Existing Provision and Pooling Resources**

The importance of making best use of existing provision and pooling resources is now more essential than ever. Since the introduction of Supporting People in April 2003, the Government has made cuts to the programme. On the Isle of Wight, the Supporting People 2005-06 grant announcement means a cut in funding of 6%, together with further cuts of 5% for the following two years. Under the Supporting

People Distribution Formula¹ the Isle of Wight faces a cut of 37% from the amount of grant secured in the Platinum Cut.

Therefore, this is a challenging context in which to write a 5 year Commissioning Strategy.

In order to manage the programme in a way that makes best use of existing provision and by working in partnership we will make best use collectively of all potential resources available to fund housing related support services.

¹ ODPM:

Chapter 1. THE SUPPORTING PEOPLE PROGRAMME

1 Local Context

Housing is the basic need that is critical to all Island residents no matter what their income or needs. The Isle of Wight Housing and Community Support Services recognise this and aim to provide Island's residents with a high quality of living environment whether in the public, private or owner occupied sectors. Government guidance on housing and planning has emphasised the requirement for local authorities to assess housing need, create complimentary strategies to address it and to co-ordinate effort in a corporate approach to their strategic and enabling role.

Characteristics of the Isle of Wight

The Isle of Wight is the largest off-shore island in the United Kingdom and is a predominantly rural county with a population in excess of 130,000 people. The Island is a Unitary Authority and enjoys the benefits of common boundaries for the principle public sector agencies. Within this geographical area however the Island presents a unique and diverse challenge and providing supported housing for a diverse range of needs requires the involvement of a wide range of cross-section agencies.

The island has traditionally been a tourist destination and features many tourist attractions and facilities. Of the resident population, slightly more than half are male and 98% are white. Significantly though, the Island has a much higher proportion of elderly residents than the national average for England and Wales, a higher than average sick and disabled population, and a lower proportion of young adults, who traditionally are responsible for driving the economy.

However, in common with many other seaside resorts across the UK, the popularity of the Island has waned in recent years. Subsequently, the Island experiences high levels of deprivation and acute social needs, despite the significant benefits generated by the physical environment. Unemployment on the Island is higher than in many parts of the South East, and a significant number of jobs are linked to the seasonal tourist industry. Subsequently the Island also suffers from significant problems with homelessness.

Many problems have contributed to this, but a principle cause is a high level of poverty and deprivation on the Island and a lack of adequate affordable housing. The Island has the lowest average male earnings in the UK, with a heavy reliance on seasonal and part time work in the tourism sector.

Around 18% of households are in receipt of Income Support, and this is the highest in the South East region outside Greater London. Unemployment is also higher on the Island than in the UK and South East Region, at around 4.8%. This compares with 2.1% in the South East and 3.7% in the UK. It is concentrated among younger people aged 18-24 and 46% males aged below 35 years old are unemployed. Some 25% of Island residents are in receipt of means tested benefits; 15 out of the total 48 wards are

in the worst 20% nationally, and 5 are in the worst 20% nationally in terms of access to services (Indices of Deprivation for Districts in England, 2000).

A recent Supported and Additional Needs Housing Survey² found evidence of low provision of supported accommodation. Needs mapping conducted to inform the Island's Supporting People Strategy highlighted a low level of provision for some client groups, including supported living for disabled adults and older people with high support needs. This has raised concerns about the provision of services and access to services for a number of groups.

Homelessness and supported housing – homelessness is one of the key social issues on the Island. The levels of acceptances are amongst the highest in the South East (SE) region. Similarly, there are significant support needs, linked in part to the large elderly population. However, the needs of looked after children, mental health, learning disability and physical disability are also substantial.

Housing is a key theme of the Island's Community Plan, aiming "To ensure that everyone living on the Island has access to affordable housing appropriate to his or her needs". *Improving health, housing and the quality of life for all* is also one of the six key objectives of the Corporate Plan. The scope of this strategy also has a wider influence, linking to other key strategic documents and underpinning a number of other corporate policies.

As part of a wider Social Services and Housing Directorate, the vision for housing and housing-related support services is sensitive to the key social issues. This is reflected in both the structure of the department and the core values underpinning service development and delivery.

In developing the Supporting People targets and priorities, consideration has also been given to the strategic objectives of our partners, including the Local Healthcare Strategy of the Primary Care Trust (PCT) (the Local Delivery Plan or LDP) and NHS Trust, the Island Economic Partnership, the Rural Community Council (RCC) and the Crime and Disorder Partnership.

² Supported and Additional needs housing survey and sheltered housing sub study: Fordham research January 2005

2 Introduction to The Supporting People Programme

Supporting People is a Government programme providing housing **related support** to prevent problems that can lead to homelessness, hospitalisation, and/or institutional care and to enable vulnerable people to maintain their independence in the community. The programme came into effect on 1st April 2003.

The Supporting People programme has introduced a new strategic planning framework for housing related support services³. It is managed by a partnership of the local authority, health and the National Offender Management Service (Formally The Probation Service). Supporting People is a wide and varied programme that provides services for different vulnerable adult members of society

Client groups include

- Single Homeless, Rough Sleepers and Homeless Families
- Ex-Offenders and those at Risk of Offending and Imprisonment
- People with a Physical or Sensory Disability
- People at Risk of Domestic Violence
- People with Alcohol or Drug Misuse Problems
- Teenage Parents
- Older People with Support Needs, Frail Elderly and Older People with Mental Illness, including Dementia;
- Young People at Risk
- People Living with HIV / AIDS and other Blood Borne Virus
- People with Learning Difficulties
- People with mental Health Problems
- Travellers
- Refugees.

Each Supporting People service identifies the primary and secondary client group it provides for, although services may provide for many of the above.

The types of services that can be funded through the programme includes sheltered housing, community alarms, supported housing, hostels, group homes, refuges, adult placement services, supported living, floating and community support and home improvement agencies.

Supporting People services are funded to provide a range of different support services. **Supporting People does not have a statutory duty to provide a service to any Individual** – although people who are accepted under Community Care and Homelessness duties could be receiving a service. Supporting Peoples role is to ensure there is a range of services available to meet the needs of the local community including but not exclusively those to whom the authority has a statutory duty.

³ Services which are aimed at developing and or maintaining a person's ability to live independently in their accommodation. Support workers may help with managing money and developing life skills in order to live independently. Personal care is not included – e.g.; helping to bathe, dressing, administering medication etc.

Chapter 2. STRATEGY DEVELOPMENT & KEY PARTNERSHIP LINKAGES

This section looks at the way that Supporting People on the Isle of Wight links into key partnerships and into client groups, future strategy development and cross authority partnership working

The Strategic Aims of Supporting People

The Government wishes to see the delivery of high quality housing services, which involves understanding of the need for support, and the existing supply of support services. It is important to recognise the wider national and regional framework.

The Government White Paper, '*Quality and Choice: a decent home for all*', represented the first comprehensive review of housing for 23 years. Its stated aim was to '*offer everyone the opportunity of a decent home and so promote social cohesion*'. Across all types of housing the policies contained within the paper are intended to deliver improvements in quality and a fairer market that allow people to make real choices about their homes, that support people moving into work and self dependence, and that protect the vulnerable.

Essentially within *Quality and Choice: a decent home for all*, the Government sets out a housing strategy for the 21st Century that is integral to its wider agenda to promote social justice, better health, higher educational attainment and work for those who can, whilst linking in with programmes to tackle poverty, social exclusion and crime.

'Best Value' is a crucial driver of improvements in housing and this is underlined in the '*Best Value in Housing Framework*' publication. Under Best Value, all local authorities are required to review their functions within a five-year cycle. Best Value Review's are the principle means by which authorities consider new approaches to service delivery and set demanding performance targets for delivering continuous improvement. Subsequently The Supporting People 5 Year Commissioning Strategy needs to be informed by and reflect the outcomes of Best Value.

As well as the national directives issued from Central Government, the Isle of Wight also comes under a number of regional bodies who also issue strategic guidance and allocate funding. The South East Regional Housing Board has designated the Isle of Wight as both a Priority Area for Economic Regeneration (PAER) and a Rural Priority Area within Regional Planning Guidance. The Island is also identified as one of nine priority regeneration areas in the South East Regional Economic Strategy (RES) and is listed as a sub-region within the RES Action Plan. These indicators or priority status are also reflected within the Regional Housing Strategy (RHS), reflecting the level of deprivation and social exclusion that exist on the Island, and offering further funding opportunities for its regeneration.

The Government is keen to see the provision of support extended to those whose needs have been historically, less well met. Its housing strategies (The Supporting People 5 Year Commissioning Strategy) is one that underpins the islands housing

strategy) set out a vision that offers improved quality of housing, ensures access to decent housing and empowers individuals to have real choice in their housing decisions. It is also part of a wider agenda to promote social justice, better health, better educational attainment and work for those who can, whilst linking in with programmes to tackle poverty social exclusion and crime. Key to this is that local authorities should be at the centre of local strategies and provide a clearly defined point of contact to co-ordinate work with voluntary and other agencies. Subsequently a number of strategies have been produced which are specific to the Isle of Wight.

The Strategic Context at the Local Level

The Isle of Wight Council is a Large Scale Voluntary Transfer Authority (LSVT) and transferred its stock to the South Wight and Medina Housing Association's in 1990. However, though the Council is no longer responsible for the day-to-day management of its social housing, it continues to hold a central role in the delivery of housing policy.

As a strategic housing body, the Isle of Wight Council must consider the housing and support needs of everyone in their area. This means considering the needs of people living in different tenures, including homeowners and those renting privately, as well as those in social housing. They must consider the needs of particular areas or communities, how people's needs might change, and what new needs – including new households – are likely to arise. As part of this process of allocating public resources for investment in housing, the Council is required to produce local housing strategies, identifying the needs of their community and the priorities for action.

The strategic framework for the Isle of Wight is based upon a hierarchical foundation. This is led by the Island Futures Community Strategy, which sets out the broad strategic priorities for the Island for the coming 10-15 years. The Isle of Wight Council's Corporate Plan links in with this and sets out the Council's strategic priorities over the three year period. The Housing Strategy and associated Homelessness, Housing Renewal and Supported Housing Strategies all link in to provide more detailed guidance on efforts to achieve these stated intentions. This hierarchy of plans create a co-ordinated planning framework for the council, which informs and guides service delivery and provide the basis for pursuing the Island's interests at a regional, national and European level.

The Council is committed to delivering high quality public services and to do this its aim is to focus on the improvements that local people have identified and are entitled to expect. Working with its strategic partners it has recently established the Island Futures Partnership who have developed a Community Strategy for the Island. Providing a broad policy framework for the coming 10-15 years, the Strategy has been drafted with partner agencies across the public, private and voluntary sectors. Supported and co-ordinated by the Council, the Island Futures Partnership is a key means through which the authority is able to promote the economic, social and environmental well-being of the Island and its communities.

The Isle of Wight Council has based its strategic approach on ten key themes, which reflect the Council's corporate values:

- Quality
- Choice
- User focus
- Corporate ness and collaboration
- Partnership
- Flexibility and Responsiveness
- Consultation and Accountability
- Equality and Diversity
- Sustainability
- Innovation
- Ability of housing and reduce homelessness.

Supporting People presents an opportunity to identify both existing services and areas where need is currently unmet, and to develop a continuum across client groups to meet the needs of island residents. In view of this Supporting People also links in with more ‘*need-specific*’ strategies such as the Homelessness Strategy, the Housing Renewal Strategy and the Supported Housing Strategy. Key to all of these is partnership working to deliver a range of options and solutions, that target individual need, to resolve housing need, whilst recognising that ‘*one size does not fit all*’.

It is not expected that Supporting People alone will be able to deliver all actions required to meet the Island’s objectives – more detailed action plans for each client group strategy for housing support services will be developed following the results of the housing support needs study, which will identify key leads and partners to take forward the strategy.

The Isle of Wight Supporting People Approach to Partnerships

Supporting People on the Isle of Wight which is set within the wider local and national strategic context, has partnership working as one of its key aims, in addition to meeting shared targets and acting as a delivery tool for other strategic objectives. Supporting People plays a key role in making links between social inclusion, housing, community safety, health and social care.

We are fully engaged and committed to partnership/stakeholder working in order to deliver a co-ordinated multi-agency approach linking social care, health and housing. The senior level, strategic partnership will drive the commissioning, de-commissioning and remodelling of services in line with strategic priorities.

On a strategic planning level we will ensure that:

- The Commissioning Body at senior level and the Strategic Core Group at an operational level will continue to monitor the implementation plan. We will continue to encourage members to attend on a regular basis.
- External scrutiny is provided through regular meetings of the already well-established Supporting People Inclusive Forum at provider level.
- Linkage is developed to other forums e.g. Crime and Disorder partnership and the homelessness strategy task group.

Developing Partnerships at an Operational Level

At an operational level we will:

- Develop linked processes and protocols with the housing service to ensure those in need receive appropriate support services enabling them to sustain their accommodation
- Develop improved operational links with mental health teams through regular liaison and improve communications by maintaining joint attendance at key forums and training and develop individual contacts.
- Develop protocols for dealing with mental health and substance abuse (dual diagnosis)
- Develop improved arrangements to trigger the involvement of floating support in cases of anti-social behaviour.
- To ensure that all young people who become homeless receive appropriate assessment in order to ensure that arrangements are in place and tenancies/accommodation is maintained.
- Work with stakeholders involved with providing accommodation and/or support services for young people to develop a co-ordinated multi-agency prevention strategy for young people at risk of homelessness including resettlement services provided through the Connexions Team.

Cross Authority Arrangements

The Isle of Wight forms part of a government-defined South Central Cross Authority Group (CAG), which comprises of 3 unitary authorities of the Isle of Wight, Southampton and Portsmouth, plus the county areas of Hampshire.

Our CAG is one of three in the South East Region (a total of 19 authorities). A South East Regional Strategy is being developed for Supporting People, which will feed into other regional strategies such as the Regional Housing Strategy. The South Central CAG has adopted terms of reference to enable us to work together to address the needs of mobile groups within our area.

We will do this by adopting common approaches for the review of Supporting People services. We will consult with each other on any changes proposed as a result of our respective service reviews, and we will identify opportunities for joint commissioning of services. We will also share concerns with each other about providers whose services cross our borders. An annual work plan is due to be adopted for the South Central Cross Authority Group for 05/06.

There are currently no defined cross authority priorities for service development. There is also no current explicit national strategic steer.

Cross Authority Statement

This will set out the key priority areas for development across the region and identify priority areas for capital funding by the Regional Housing Board. Work is ongoing to

formalise the links between regional Supporting people planning structures in the South East Regional Housing Board.

The outcomes from the national policy deliberations may have a significant impact on the future shape of the programme. In terms of both the future size of the Supporting People budget and potential changes to the future Supporting People grant conditions.

Future Strategy Development

The Supporting People Commissioning Body will be responsible for keeping the strategy up to date. This will include monitoring and updating the action plan account for any changing priorities. Service reviews will also provide valuable information about service quality and appropriateness, as will ongoing discussions with the providers Supporting People Inclusive Forum and with service users and carers.

Chapter 3. CURRENT SUPPLY

This section sets out an overview of spend by client group and changes in supply since April 2003, and then looks at current supply and issues on a client group basis.

The Supply of Housing Related Support Services on the Isle of Wight

On the Isle of Wight during the implementation phase of the Supporting People Programme some very positive steps were made to expand the sector of housing related support services to vulnerable people. Unfortunately, during this period we were not successful in developing a HIA (Home Improvement Agency) on the island however, the Isle of Wight was successful in a recent bid to the ODPM in 2004 for funding to establish a HIA on the island and this work is continuing. A HIA for the Isle of Wight is expected to be in place by spring 2005

Determination of a “unit” of Housing Related Support Services

A “unit” of floating support is delivered to a household wherever the people are living. A “unit” of accommodation-based support is delivered to a household within a designated property. A household may be one or more people.

The Supply Map

The ODPM collected supply data from all Supporting People Teams across the country as at **1 April 2003**. The analysis of this data established that the Isle of Wight had 1,101 units of housing related support available per 100,000 head of population. The national figure was 1,297.

The supply mapping has identified in excess of 1,850 units of accommodation and floating support services that are funded through Supporting People. There are 93 separate schemes, managed by 54 different providers. The total funding budget for Supporting People for 2005/06 will be about £6,623,945.

Comments on the Supply as at 1st April 2004

- 44% of supply is for accommodation-based services.
- 34% of supply is for floating support services.
- 19% of supply is for accommodation-based services with floating support.
- 3% of supply is for resettlement services. This refers to the ODPM definition of a housing related support service aimed at permanently re-housing people.

In addition the programme funds:

- A community alarm service for 651 units for older people;
- The support charges for 92 leaseholders in privately owned sheltered housing services.

Supply for older people with support needs accounts for approximately 52%:

- 708 units are within an accommodation-based service.
- The vast majority of these 708 units are within traditional sheltered housing services.
- 102 units are within a floating support service.
- In addition there are 8 units for frail elderly people within two accommodation-based services.

The total supply for all other client groups (not including older or frail elderly people) is 945 units. Of these 41% are within floating support services and 59% are accommodation based.

Supply Mapping “Highlights”

Over 50% of services are for older people, and are primarily in sheltered accommodation. There is an over supply of traditional sheltered housing on the Isle of Wight with some schemes having high voids levels. There is some accommodation for frail older people - but despite growing needs for this type of accommodation, actual supply is still low.

Of the 45%+ of services for other groups, there are

- 71 units for single homeless people
- 63 units for people with learning disabilities and 320 units for people with mental health problems.
- 191 units of accommodation for people with physical or sensory disabilities
- 32 units for homeless families.
- 136 units of accommodation for people with drug and alcohol dependencies
- 52% of the supply is for older people with support needs and frail elderly
- 5% is for single homeless with support needs, rough sleepers and travellers.
- 3% is spent on learning disability provision
- £56.74 is the Isle of Wight average unit cost⁴ – this is higher than regional unit costs (£49.54 per week) and national unit costs (£47.46 per week).
- The Isle of Wight has a higher supply of **floating support** provision compared with the national average per head of population – 676 units of support per 100,000 head of population compared with the national average of 208.

The supply mapping has shown there is very little accommodation and support for ex-offenders, single homeless, learning disability, teenage parents, frail elderly or women at risk of domestic violence.

Supply of services for different groups is uneven across the island. For example most provision for single homeless people is in Newport,

⁴ mean average

Changes to the Supply between 1st April 2003 and 1st April 2004

Number of units as at 1/4/03 = 1827	Number of units as at 1/4/04 = 1755	Overall percentage change 3.94 %
	Number of units as at 1/12/04 = 1,850	Percentage change from 1/4/03 = +2%

Explanation for the changes

Contained within the guidance from the ODPM is a requirement to set out and explain the changes to the supply map between 1 April 2003 and 1 April 2004.

The changes to the Supply Map during this period 1/4/03 – 1/4/04 are due to providers voluntarily surrendering their contracts in negotiation with Supporting People. No further changes have been implemented due to the reconfiguration plans that are now underway. Changes from 1/4/03 – 1/12/04 in negotiation with individual providers as part of the service review, some providers have increased the capacity of the service at no extra cost, this represents value for money.

The ‘Reconfiguration of hostel-based and floating Provision’ project will provide a detailed report of the supply map changes and the reasoning behind these changes. This information cannot be included at this time because the project is currently in progress and these issues are the subject of current discussion.

Secondary Client Groups

All housing related support services providers were originally asked to identify another client group they are able to provide for. This is what is known as the secondary client group. However, it is imperative that it is understood that this does not mean that there is an increase in the overall supply of housing related support services, as any service(s) provided to a secondary client group can only be at the expense of the primary client group. Another salient point is that whilst a provider may be able to support some of the secondary client group at any one time, it is unlikely that the service could be entirely dedicated to the secondary client group

The reconfiguration will include the implementation of a new vision that may involve discussion with current Providers concerning the revision of their current client group arrangements.

Comparisons with other Local Authorities

The ODPM compiled Supporting People supply data on a national and regional basis in order that comparisons can be made regarding the supply variation and cost.

The ODPM dataset for the Isle of Wight as at 1 April 2003 states that

- Isle of Wight has 1,101 household units available per 100,000 head of population. The national figure is 1098.

- Isle of Wight has 9.6 household units available for older people with support needs per 1,000 head of population, the national figure is 11.99.
- On the Isle of Wight the client groups that have a slightly higher unit supply figure than comparable national figures include Generic, Mental Health, Offenders, Alcohol Dependency, Domestic Violence, Homeless with support needs and People with a Physical or Sensory Disability. Please note that the national figures are notably lower than the regional averages.
- Isle of Wight has 0.41 Supporting People funded units available per 1,000 head of population for people with learning disabilities compared with 0.69 nationally and 0.58 regionally.

The detailed supply analysis forms the second part of this chapter and looks at each main client group individually

Comparison with the Institute of Public Finance Comparator Councils

The Institute of Public Finance has identified 13 comparator Authorities for the Isle of Wight Council. 9 of which are unitary authorities

- Torbay
- Bournemouth
- Poole
- North Somerset
- Southend
- Hereford
- Bath & North East Somerset
- York
- East Riding

And 4 are 2 tier authorities (i.e. a County and district(s))

- Calderdale
- North Tyneside
- Sefton
- The Wirrel

These have been selected by matching councils that are the closest in terms of deprivation levels and demography. We have received some supply data from these authorities. The data received to date is shown in Appendix G.

Changes in Supply Since April 2003

The supply map at 1/4/04 showed a reduction in SP funded units, this is shown in table 1 below, this was due to providers voluntarily surrendering their contracts in negotiation with Supporting People. However, the 1/4/03 figure of 1,827 has now been increased to 1,850.

It is anticipated that the proposed home improvement agency will be operational in Spring 2005.

Table 1

<i>Provider Name</i>	<i>Primary Client group</i>	<i>No. of units</i>	<i>How were the clients in the service supported following decommissioning</i>
St Annes	Alcohol & Mental Health Problems	22	Moved to different Providers
Abbeyfield Bembridge	Older Persons with Support Needs	8	Provider is reliant upon volunteer support and chose to dis-engage with SP
Wyn Currie	People with Learning Disabilities	6	Moved to different Providers

The government analysis of the Supporting People programme relies to a large part on the number of *services* provided by organisations. This is not helpful in some ways because since the start of the programme, providers have agreed to amalgamate many of their services for administrative ease (fewer quarterly performance returns and fewer individual service reviews). So comparisons between the number of services as at the end of March 02 and the end of March 03 are not that meaningful. We have therefore focused analysis on the number of service users supported (no of units). However, detailed supply data have been produced as per the government requirements below.

All services reviewed to date have been found to be strategically relevant and in **demand**. There is unlikely to be many opportunities for large scale recommissioning. However reconfiguration will enable refocusing of services.

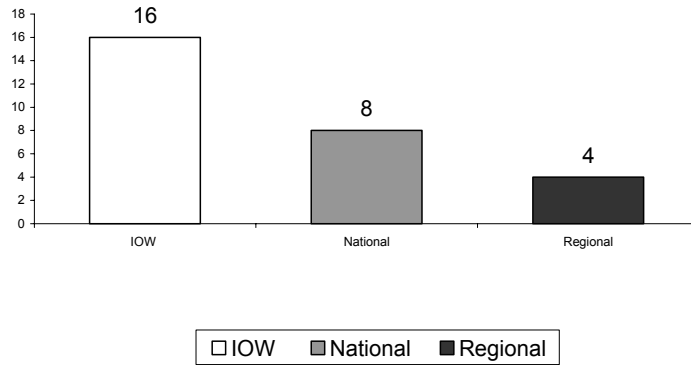
The Current Provision of Services

Full information exists relating to service provision for each of the various client groups on the Island, 9 below). From this information an analysis and commentary on current provision and the challenges facing the service though reconfiguration issues is included.

3.1 – Services for Clients with Alcohol Misuse Problems

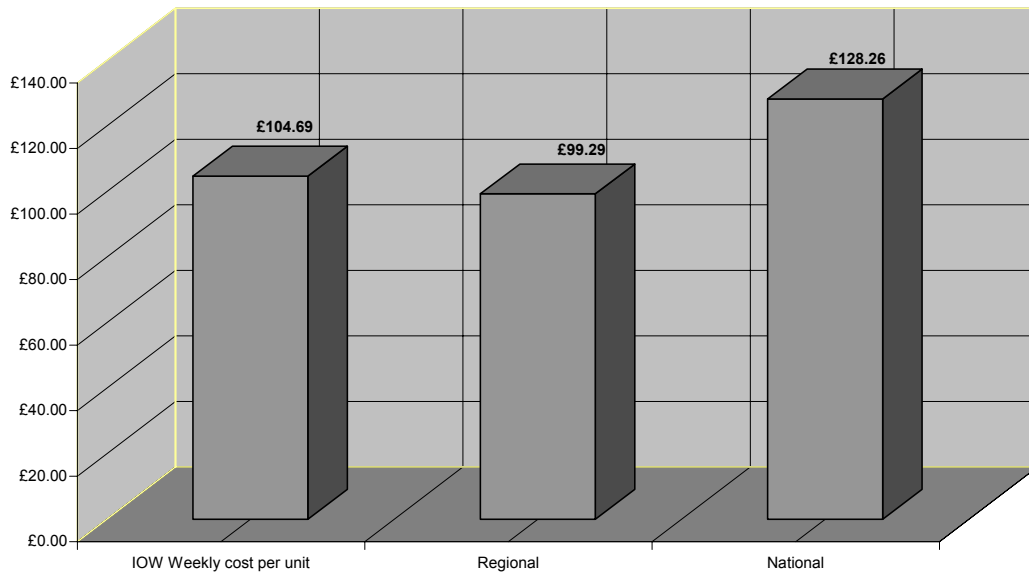
Local Provision

Total number of units supported per 100,000 compared to regional and national statistics

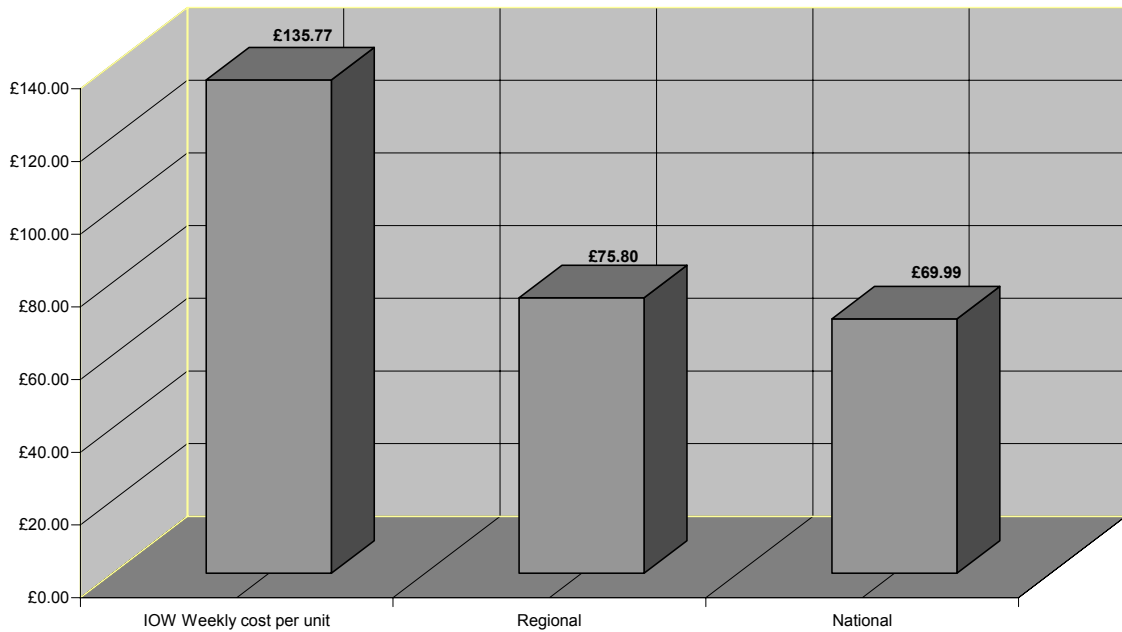


Local Expenditure

Weekly cost per unit for Accommodation-based support



Weekly cost per unit to provide Floating support



Accommodation Costs

Group	IOW Weekly cost per unit	Regional	National
People with Alcohol Problems	£104.69	£99.29	£128.26

Floating Costs

Group	IOW Weekly cost per unit	Regional	National
People with Alcohol Problems	£135.77	£75.80	£69.99

Current Supply and Costs – Comments and Issues

The housing related support services that are available for clients with alcohol misuse issues are primarily based around an accommodation-based service that supports both alcohol and substance misuse (Butler Gardens). Whilst a snapshot of the presenting problems is given, this will fluctuate as availability is driven by need and not by client group determination.

There remains an issue regarding “move-on” accommodation from Butler gardens.

One provider specifically delivers Floating Support to this client group although there are other providers who would be prepared to assist with this client group as and when required.

As a comparison to national provision, the Isle of Wight services a higher number of units (per 100,000 people) than either the regional or national average for floating support.

What has been identified as new need or changes to existing services?

The way that all Floating Support Services and hostel based provision are planned and commissioned is changing from 1st April 2005.

FSS reconfiguration – Project Initiation Document (PID) details how this will be completed and is available on the Supporting People “Knowledge Web” (www.spkweb.org.uk) or from the Supporting People Team

Hostel based provision reconfiguration – Project Initiation Document (PID) details how this will be completed and is available on the Supporting People “Knowledge Web” (www.spkweb.org.uk) or from the Supporting People Team.

Move on accommodation is a priority.

There is no current provision for a “wet” hostel. There is anecdotal data to support the need for this to be established and work into this is ongoing.

The existing referral and assessment process might disadvantage women from accessing the service when the woman has child care responsibilities due to a perception that “social services” may intervene.

How do the proposed strategic objectives affect this client group?

Floating Support service will be affected by the reconfiguration and strategic review of all Floating Support services.

Average unit costs for floating support are above average; however, this will be rectified by the reconfiguration.

How does the reconfiguration of Floating Support, Hostel Based Services and Accommodation Based Services for Older People affect this service?

The reconfiguration will ensure that there is a clear understanding of all eligible tasks.

Ineligible tasks will be stripped out – alternative funding streams may be sourced to ensure a holistic approach.

Hostel Based Provision – There is a need to determine:

- whether different levels of support are required
- what the different level may be

3.2 - Services for People With A Blood Borne Virus

Local Provision

There are no detailed figures available for this client group

Local Expenditure

There are no detailed figures available for this client group

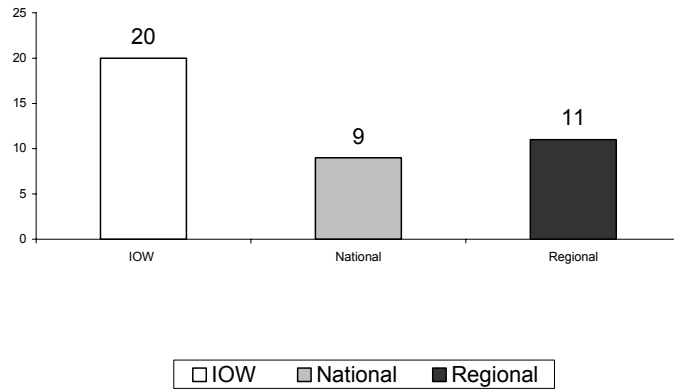
Current Supply and Costs – Comments and Issues

Supporting People are aware that there are people with a blood borne virus in the community and in receipt of Supporting people Services, however, at the present time we are unable to extrapolate the required data in order to provide specific information on number of clients supported and actual cost. This has been identified as a need and will be incorporated into the workplan of the Supporting people Team
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3.3 - Services for Women at Risk of Domestic Violence

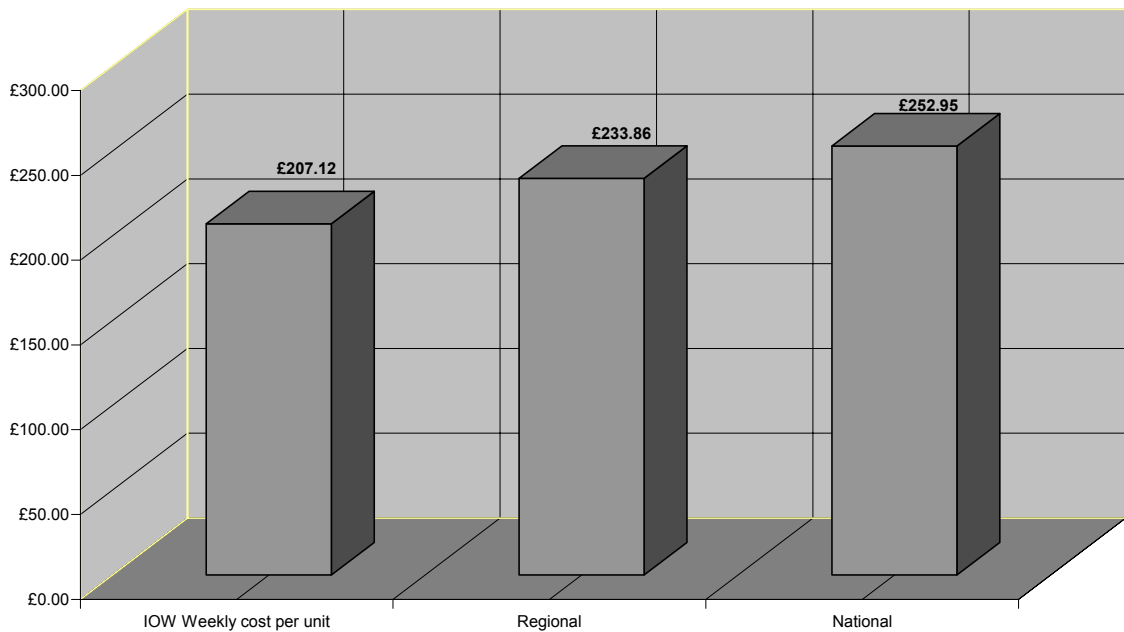
Local Provision

Total number of units supported per 100,000 compared to regional and national statistics

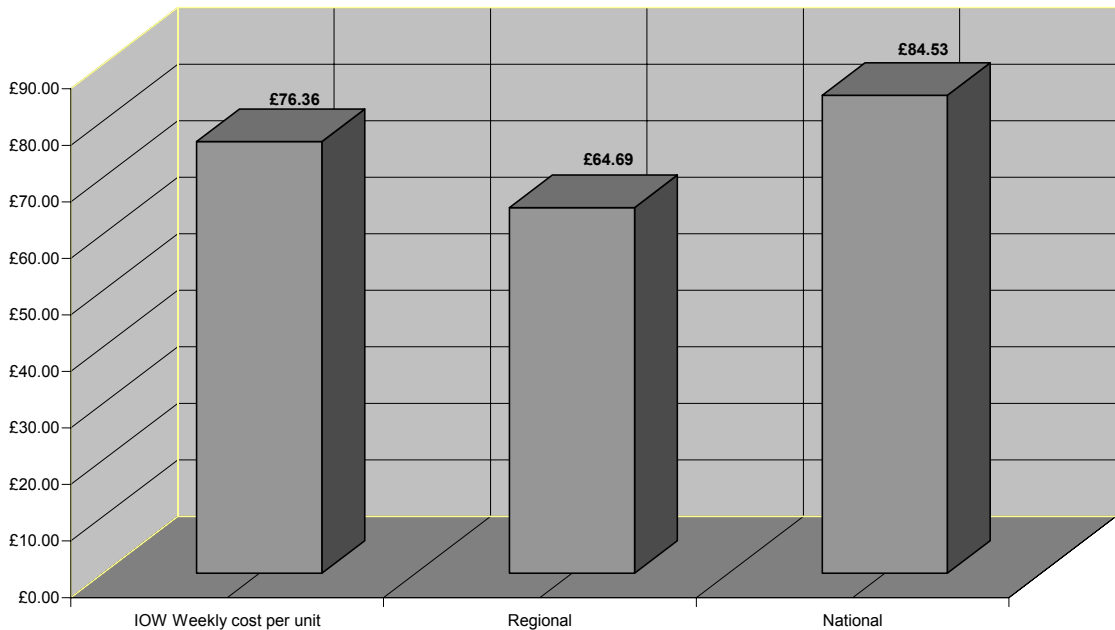


Local Expenditure

Weekly cost per unit for Accommodation-based support



Weekly cost per unit to provide Floating support



Accommodation Costs

Group	IOW Weekly cost per unit	Regional	National
Women at Risk of Domestic Violence	£207.12	£233.86	£252.95

Floating Support Costs

Group	IOW Weekly cost per unit	Regional	National
Women at Risk of Domestic Violence	£76.36	£64.69	£84.53

Current Supply and Costs – Comments and Issues

The housing related support services that are available for women at risk of domestic abuse are primarily based around an accommodation-based service that has facilities to support women and children who are fleeing domestic violence.

There is also a floating support service that specifically serves this client group.

As a comparison to regional and national provision the Isle of Wight has slightly lower levels of accommodation available than the regional or national averages. Floating support for the region is far higher than the regional or national averages and reflects an increasing demand for this type of service.

What has been identified as new need or changes to existing services?

An increasing number of women are coming forward to receive help and support to flee abusive partners.

These statistics commend the actions of providers and organisations who have actively and successfully encouraged women not to tolerate this kind of abuse, but these campaigns have also led to a much larger increase for this type of service than was predicted. The current provision is stretched to capacity with a waiting list for the accommodation-based support.

A need for greater provision for this client group is recognised.

How do the proposed strategic objectives affect this client group?

Floating Support service will be affected by the reconfiguration and strategic review of all Floating Support services.

Average unit costs for floating support are above regional average; however, this will be rectified by the reconfiguration.

How does the reconfiguration of Floating Support, Hostel Based Services and Accommodation Based Services for Older People affect this service?

The reconfiguration will ensure that there is a clear understanding of all eligible tasks.

Ineligible tasks will be stripped out – alternative funding streams may be sourced to ensure a holistic approach.

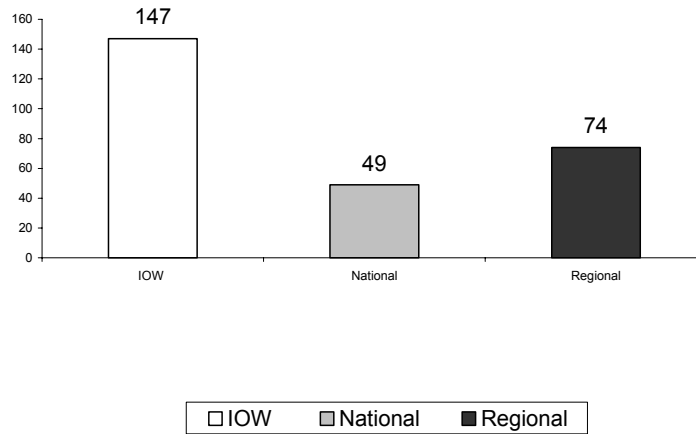
Hostel Based Provision – There is a need to determine:

- whether different levels of support are required

3.4 – Services for Generic Support Services

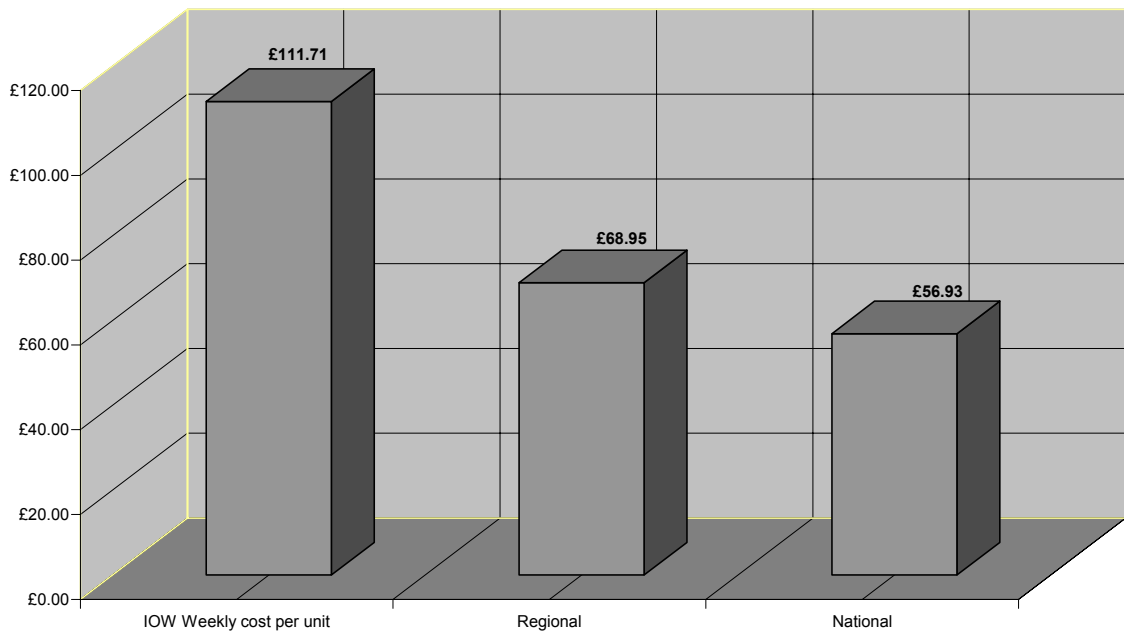
Local Provision

Total number of units supported per 100,000 compared to regional and national statistics

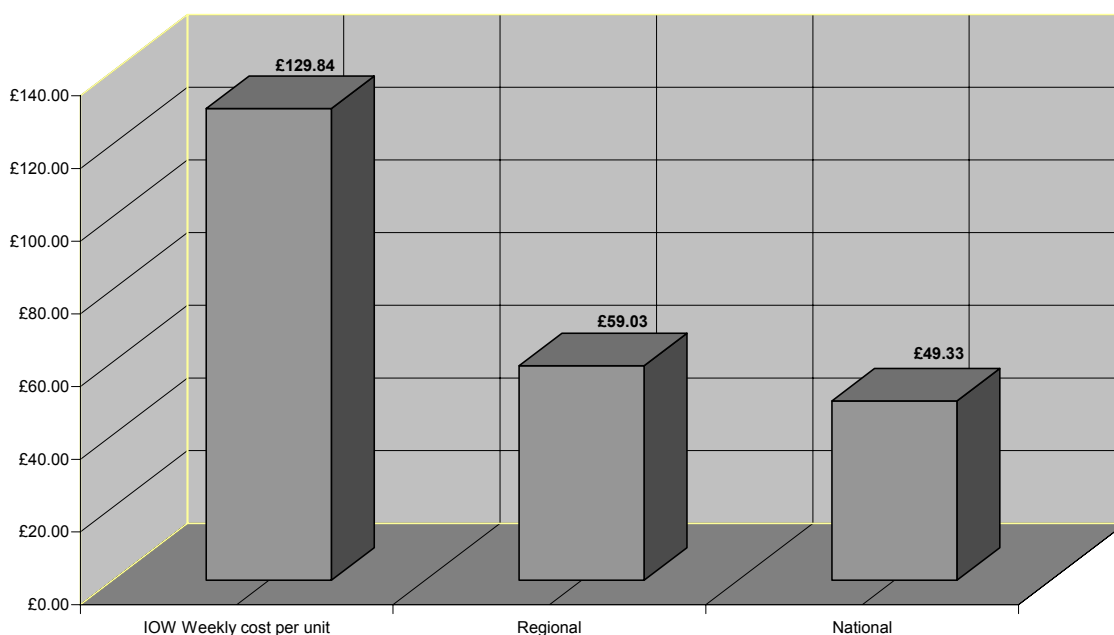


Local Expenditure

Weekly cost per unit to provide Accommodation-based support



Weekly cost per unit to provide Floating support



Accommodation Costs

Group	IOW Weekly cost per unit	Regional	National
Generic	£111.71	£68.95	£56.93

Floating Costs

Group	IOW Weekly cost per unit	Regional	National
Generic	£129.84	£59.03	£49.33

Current Supply and Costs – Comments and Issues

The housing related support services that are available for clients who have been captured by the generic service providers consist of various services. There are seven providers, including some of the larger organisations, who use the term ‘generic’ to capture clients who may not fit within any specified client remit.

It is recognised that generic services do play an important role within the current structure, providing a useful ‘last resort’ option when support would appear to be already stretched to capacity.

Supporting People are especially concerned with the apparent high cost of services for this client group and are working with the providers in order to understand the costings and ensure there is value for money.

What has been identified as new need or changes to existing services?

There is ongoing discussion concerning this client group, which is directly related to the reconfiguration of services that is going live in April 2005.

It is a possibility that these services will be reconfigured as the all-encompassing, 'one size fits all' approach is considered outdated and in need of streamlining.

It is also difficult for the Supporting People team to be specific when justifying the expense of generic services due to the fact they are serving a variety of needs.

How do the proposed strategic objectives affect this client group?

It is envisioned that the focus of a generic service would be considered level 3 service objectives under the reconfiguration model.

How does the reconfiguration of Floating Support, Hostel Based Services and Accommodation Based Services for Older People affect this service?

The reconfiguration will ensure that there is a clear understanding of all eligible tasks.

The focus of the service will be at level 3 (maintaining independence) under the new reconfirmation model and therefore will be considered as appropriate for clients with a low risk.

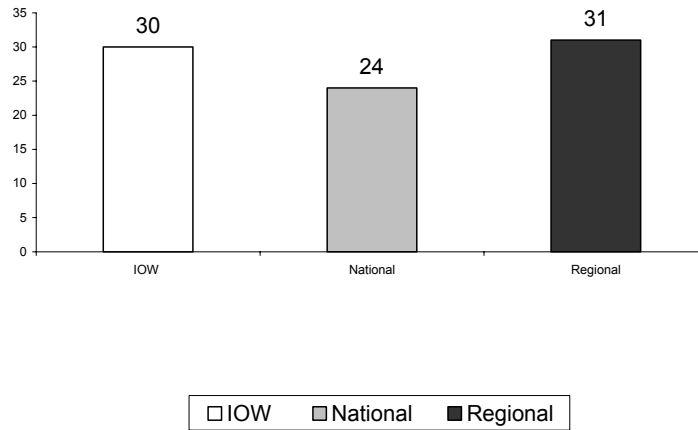
Ineligible tasks will be stripped out – alternative funding streams may be sourced to ensure a holistic approach.

There appears to be a considerable amount of dual visits undertaken by some providers of services to this client group. This will need to be examined and the rationale understood.

3.5 – Services for Homeless Families

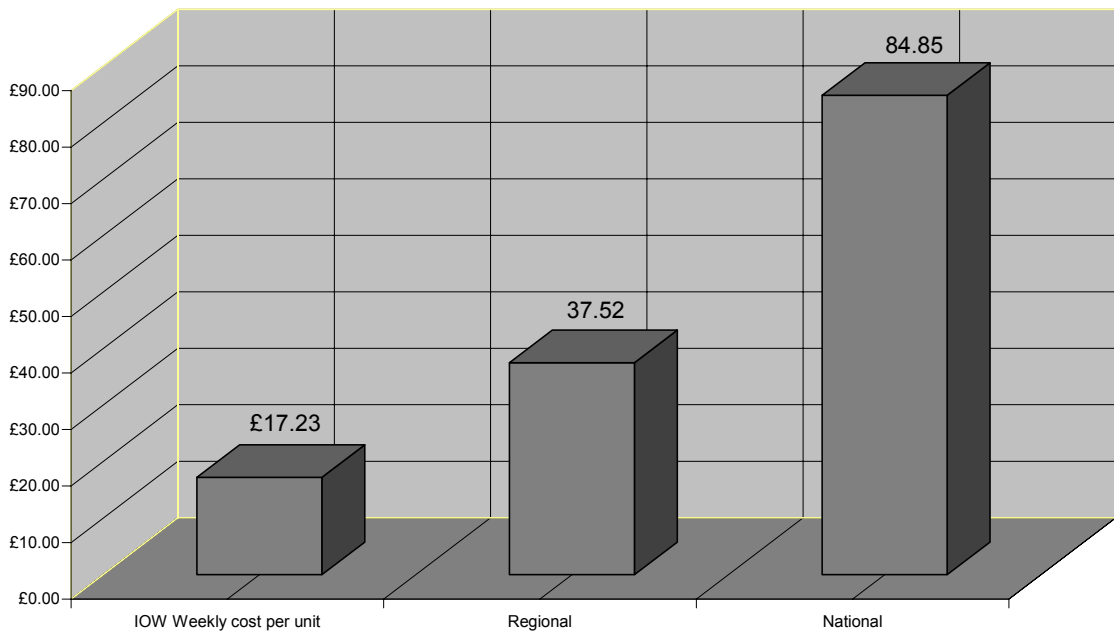
Local Provision

Total number of units supported per 100,000 compared to regional and national statistics

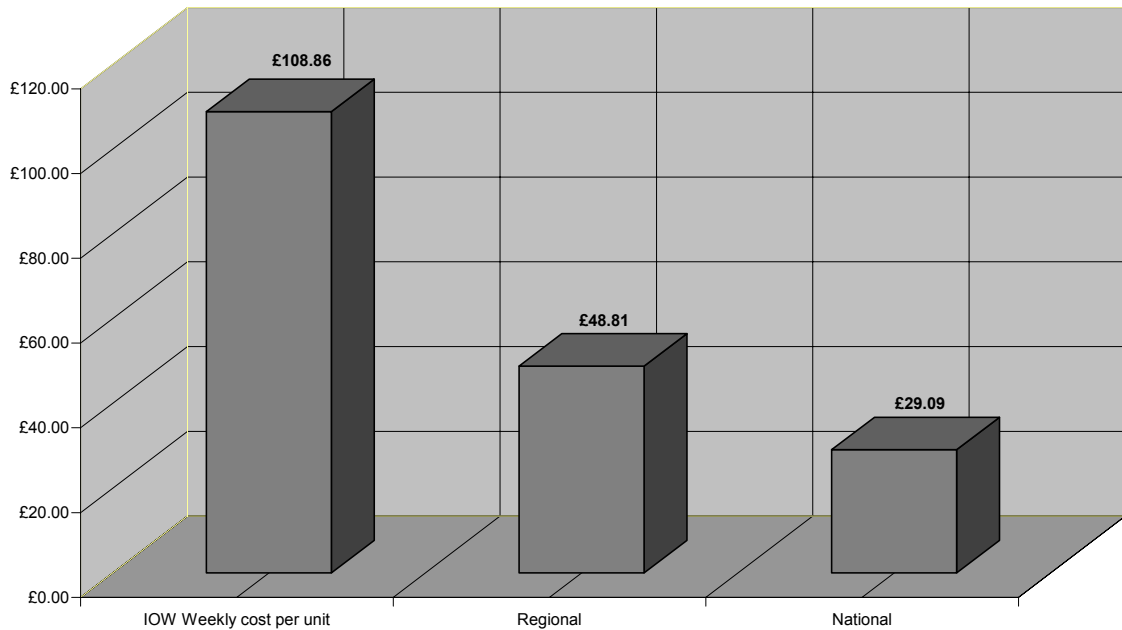


Local Expenditure

Weekly cost per unit for Accommodation-based support



Weekly cost per unit of providing Floating support



Accommodation Costs

Group	IOW Weekly cost per unit	Regional	National
Homeless Families with Support Needs	£17.23	37.52	84.85

Floating Costs

Group	IOW Weekly cost per unit	Regional	National
Homeless Families with Support Needs	£108.86	£48.81	£29.09

Current Supply and Costs – Comments and Issues

The housing related support services that are available for homeless families are a mixture of floating and accommodation-based support.

Two providers currently engage with this specific client group although it is important to note that some of the providers deemed ‘generic’ also cater for this need.

The apparent low cost of accommodation based support services refers in the main to one service (Yarborough House). It would appear the true cost of this service was never fully examined therefore appropriate funding was not made available via the golden and platinum Cut(s)

What has been identified as new need or changes to existing services?

The service needs to be examined and there may be the need to refocus funding to ensure viability of this service. Another option is to consider, in light of the governments directive to move away from bed and breakfast and hostels for homeless families is to determine if the service can be delivered another way.

How do the proposed strategic objectives affect this client group?

Floating support services for this client group need to be flexible enough to deliver individualised packages of support.

The reduction and eventual elimination use of bed and breakfast and shared hostels for households who are homeless is a clear strategic aim for the Isle of Wight Council (except when as the result of an emergency).

The smooth transition of support from temporary provision to permanent accommodation is important, as is close collaboration between support providers and Children's services at an individual case level.

How does the reconfiguration of Floating Support, Hostel Based Services and Accommodation Based Services for Older People affect this service?

The reconfiguration will ensure that there is a clear understanding of all eligible tasks.

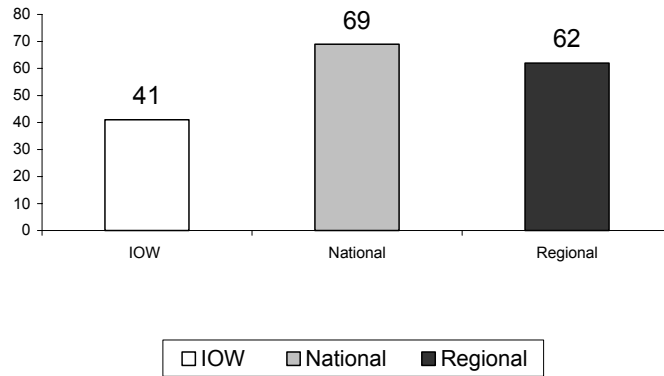
The focus of the service will be at level 3 (maintaining independence) under the new reconfirmation model and therefore will be considered as appropriate for clients with a low risk.

Ineligible tasks will be stripped out – alternative funding streams may be sourced to ensure a holistic approach.

3.6 - Services for Clients with a Learning Disability

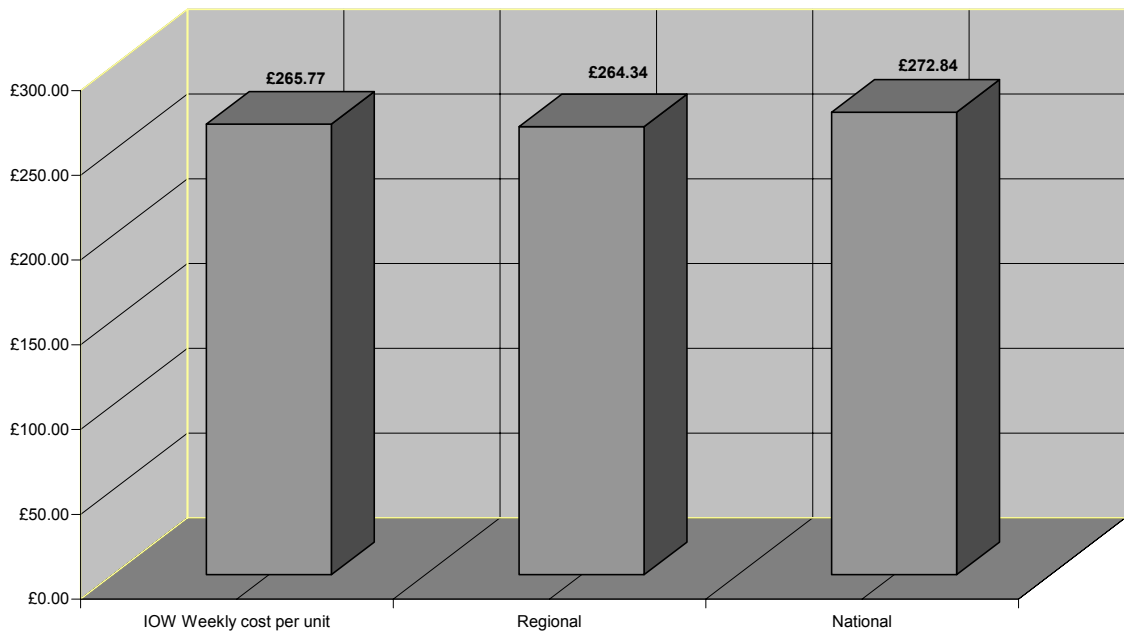
Local Provision

Total number of units supported per 100,000 compared to regional and national statistics



Local Expenditure

Weekly cost per unit for Accommodation-based support



No Floating support for this client group has been commissioned

Accommodation Costs

Group	IOW Weekly cost per unit	Regional	National
People with a Learning Disability	£265.77	£264.34	£272.84

Floating Costs

Group	IOW Weekly cost per unit	Regional	National
People with a Learning Disability	£0.00	£152.71	£180.03

Current Supply and Costs – Comments and Issues

The housing related support services for this client group consist entirely of accommodation-based support at present.

There will be significant impacts on this client group following the forthcoming introduction of Person-Centred-Planning.

There are providers who can assist to deliver floating support if this was considered to be necessary

What has been identified as new need or changes to existing services?

This client group is currently being scrutinised and following this exercise the provision for this client group may alter in the future.

It is not considered a likely possibility that provision for this client group will be reduced, although this depends on the outcome of current investigation and liaison with the relevant departments and organisations.

There is the possibility that clients with a learning disability are supported by generic support providers. Study in to this will be included in the annual plan 2005/06

How do the proposed strategic objectives affect this client group?

There is a demand for provision and services are currently not meeting the demand.

Services need to ensure that they are promoting user choice and enabling service users to access employment, training and leisure opportunities.

How does the reconfiguration of Floating Support, Hostel Based Services and Accommodation Based Services for Older People affect this service?

Knowledge of learning disabled client needs is relatively robust, given that clients are invariably known to the authority and numbers remain fairly static throughout the year(s)

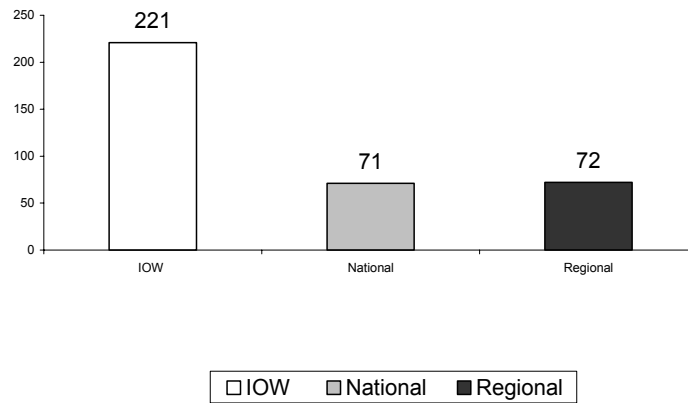
More (general needs) accommodation with support is a strategic objective for this client group in order to promote independence and social inclusion.

The reconfiguration projects will have a minimal effect on this client group services. The only significant change would be to attempt to increase capacity.

3.7 - Services for Clients with a Mental Health Problem

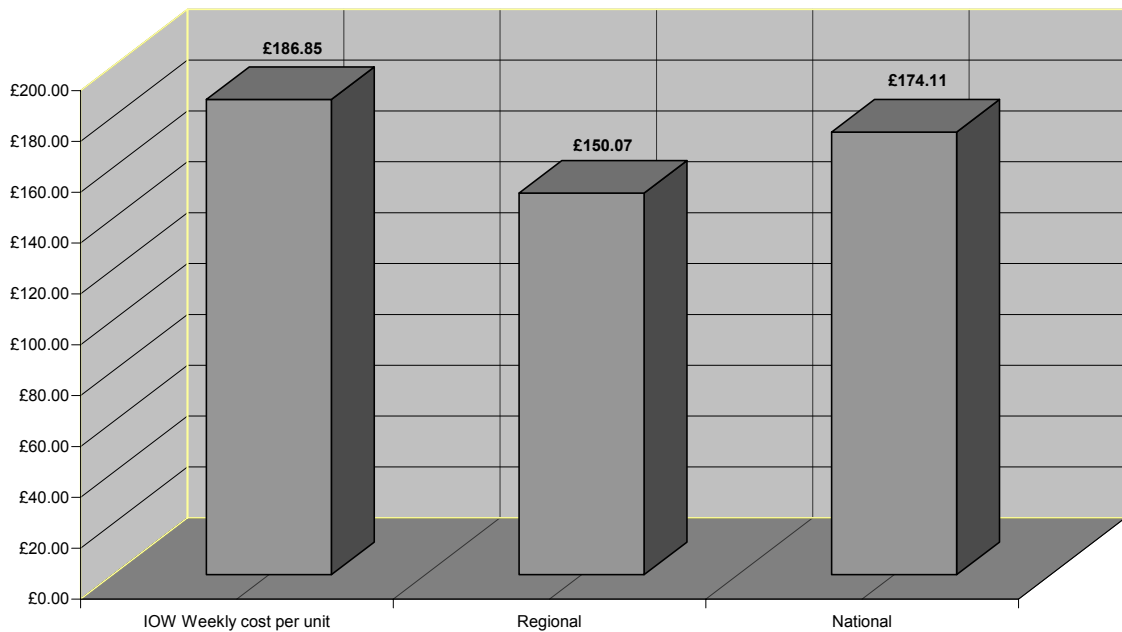
Local Provision

Total number of units supported per 100,000 compared to regional and national statistics

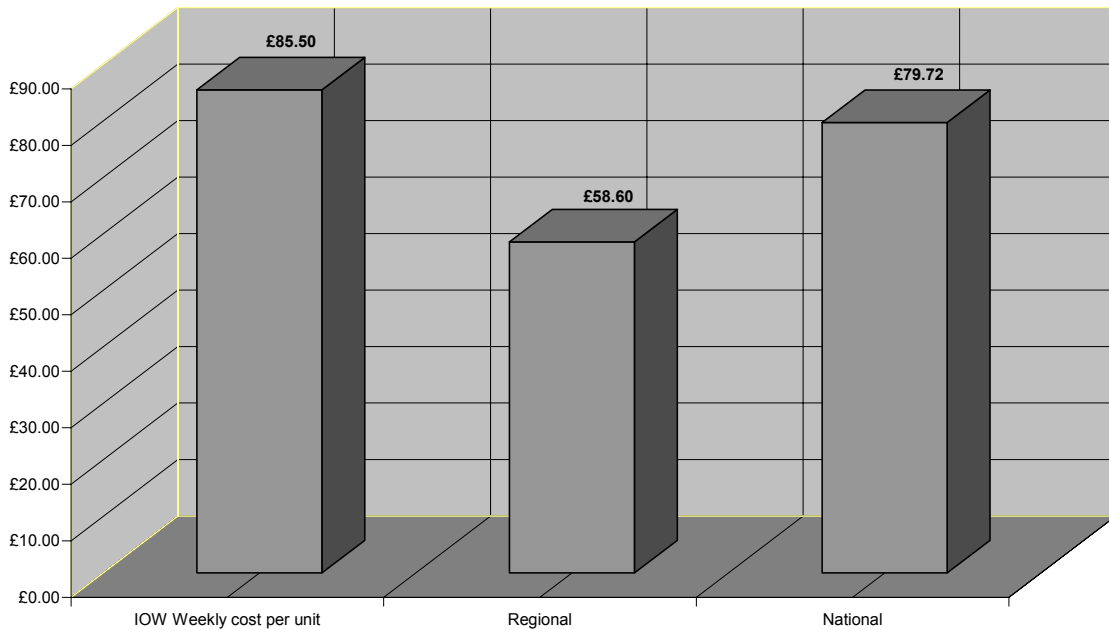


Local Expenditure

Weekly cost per unit for Accommodation-based support



Weekly cost per unit to provide Floating Support



Accommodation Costs

Group	IOW Weekly cost per unit	Regional	National
People with Mental Health problems	£186.85	£150.07	£174.11

Floating Costs

Group	IOW Weekly cost per unit	Regional	National
People with Mental Health problems	£85.50	£58.60	£79.72

Current Supply and Costs – Comments and Issues

The housing related support services for people with mental health problems include a mixture of accommodation-based and floating support services.

Availability is driven by need and will inevitably fluctuate as demand dictates.

What has been identified as new need or changes to existing services?

Increased capacity of floating support and general needs accommodation.

How do the proposed strategic objectives affect this client group?

All services are designed to provide long term support for service users. However, the majority of current supply is in shared accommodation (sharing at least one facility such as kitchen, bathroom or living room). Evidence suggests that this is not suitable for someone to live in as a permanent home.

How does the reconfiguration of Floating Support, Hostel Based Services and Accommodation Based Services for Older People affect this service?

Knowledge of clients with mental health problems needs is relatively robust, given that clients are invariably known to the authority.

More (general needs) accommodation with support is a strategic objective for this client group in order to promote independence and social inclusion.

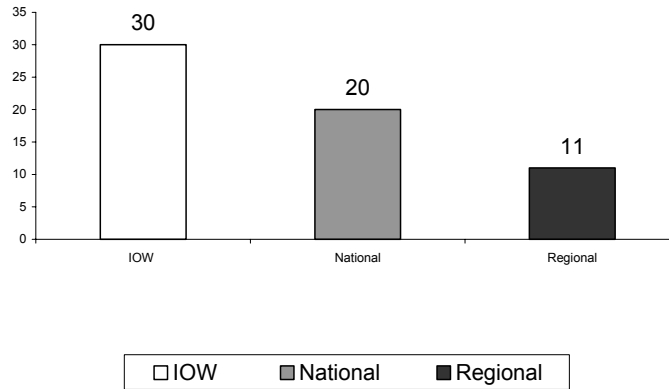
Services are accommodation based which makes it difficult to provide a flexible approach.

Increased joint working from 2005 is a strategic aim for these services

3.8 Services for Offenders and those at risk of Re-Offending

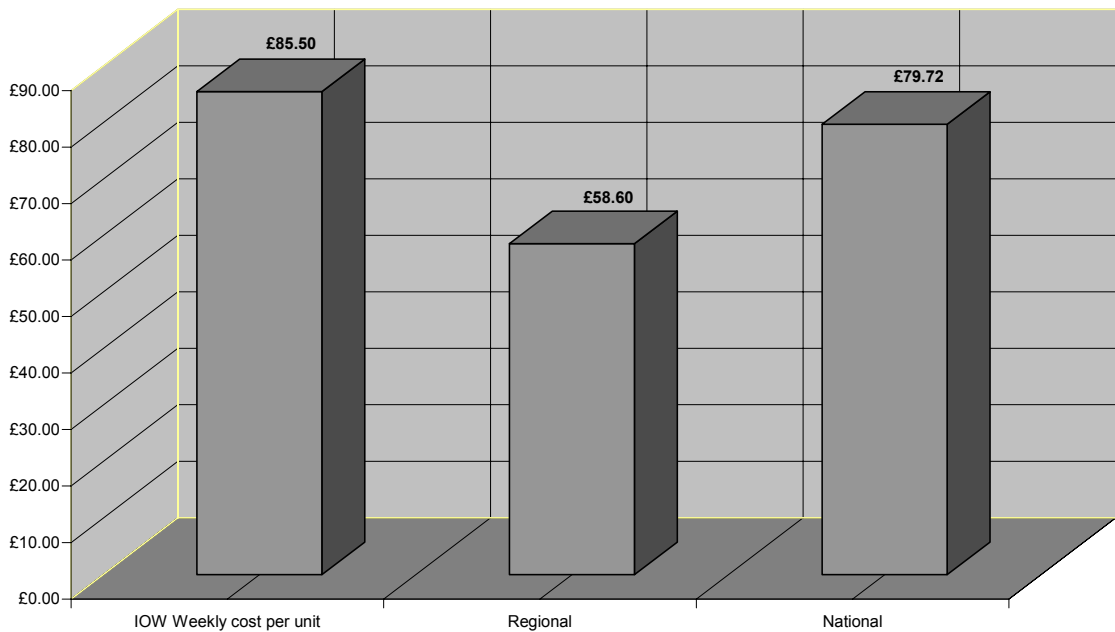
Local Provision

Total number of units supported per 100,000 compared to regional and national statistics

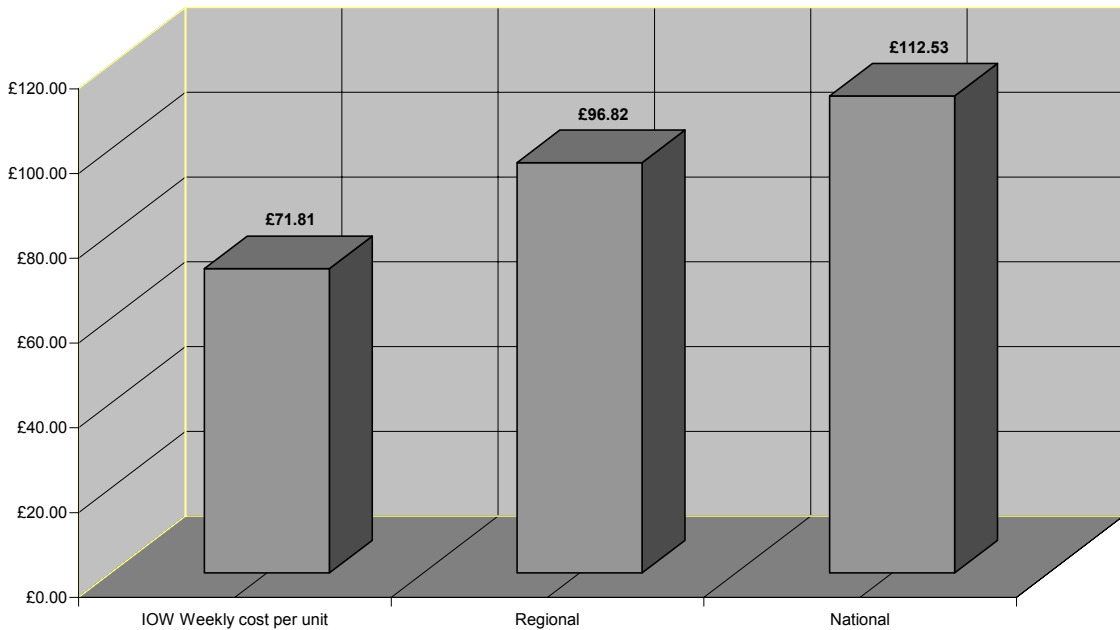


Local Expenditure

Weekly cost per unit to provide Floating Support



Weekly cost per unit to provide Floating support



Accommodation Costs

Group	IOW Weekly cost per unit	Regional	National
Offenders, Mentally Disordered Offenders & People at risk of Offending	£301.58	£189.21	£381.53

Floating Costs

Group	IOW Weekly cost per unit	Regional	National
Offenders, Mentally Disordered Offenders & People at risk of Offending	£71.81	£96.82	£112.53

Current Supply and Costs – Comments and Issues

The housing related support services that are available for this client group include a mixture of floating and accommodation-based support.

There are specific needs for offenders and ex-offenders on the Isle of Wight, in particular when released from custody, due to lack of appropriate and affordable housing. Many of the offenders released from prison are single males and even without being an offender/ex-offender, this is a group which experiences difficulties in finding housing on the Isle of Wight. In spite of having three prisons located on the Island, most of the offenders will go to other areas of the country when released, as responsibility for any supervision on licence, housing, etc, will be held by the authority in the area where the offender resided prior to sentence. Only offenders with previous connections to the Isle of Wight would normally be released to the Isle of Wight.

What has been identified as new need or changes to existing services?

Move on accommodation with support remains a strategic priority for the Isle of Wight and the Supporting People Programme

How does the proposed strategic objectives affect this client group?

Currently some ex-offenders are located within services whose primary and secondary client groups are not ex-offenders.

Present demand outstrips supply and the shortage of housing and support related services undermine some of the criminal justice and treatment interventions on the Isle of Wight.

Some services are not accessible to ex-offenders at the point of release from prison and are wholly inadequate for people with substance misuse, mental health problems or dual diagnosis.

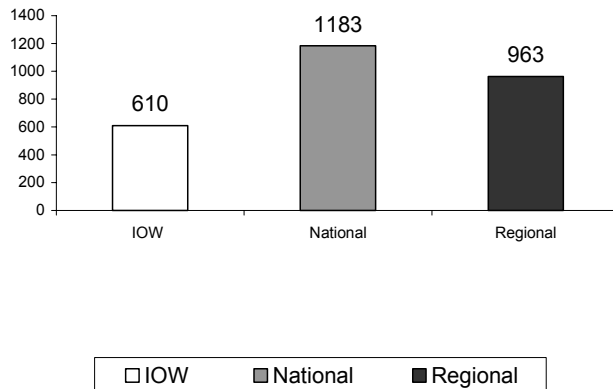
How does the reconfiguration of Floating Support, Hostel Based Services and Accommodation Based Services for Older People affect this service?

Consideration of excluded client groups into services is a strategic aim of the Programme and will be incorporated during the reconfiguration project(s)

3.9 - Services for Older People with Support Needs and/or Mental Health problems

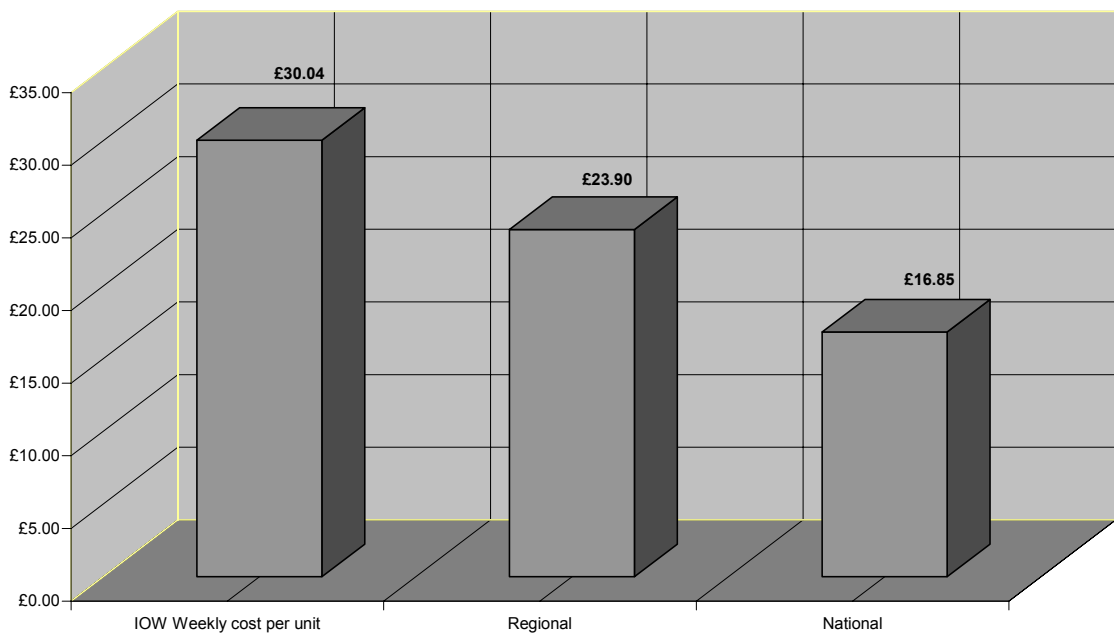
Local Provision

Total number of units supported per 100,000 compared to regional and national statistics

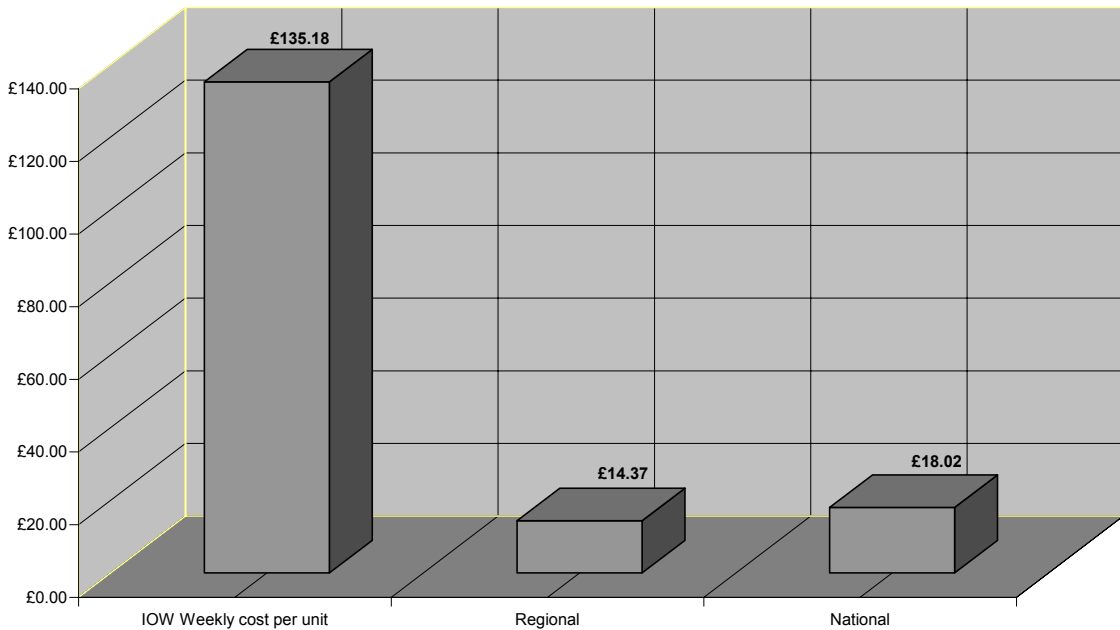


Local Expenditure

Weekly cost per unit for Accommodation-based support



Weekly cost per unit to provide Floating support



Accommodation Costs

Group	IOW Weekly cost per unit	Regional	National
Older People with Support Needs and/ or Mental Health problems	£30.04	£23.90	£16.85

Floating Costs

Group	IOW Weekly cost per unit	Regional	National
Older People with Support Needs and/ or Mental Health problems	£135.18	£14.37	£18.02

Current Supply and Costs – Comments and Issues

The housing related support services that are available for this client group are a mixture of floating and accommodation-based support services. This client group is the largest that is funded by Supporting People and currently consists of 780 units.

This client group is considered to be adequately provided for under the current structure.

What has been identified as new need or changes to existing services?

Reconfiguration of the whole sector of accommodation and support. Removal of the accommodation → support link. A move to a more flexible service via floating support.

How do the proposed strategic objectives affect this client group?

Our strategic priority is to develop a range of housing and support services. Supporting People envisage more housing and support options for older people with high needs (frail elderly) as an alternative to residential or nursing care.

Closer working with partner agencies and joint commissioning will assist us in achieving this.

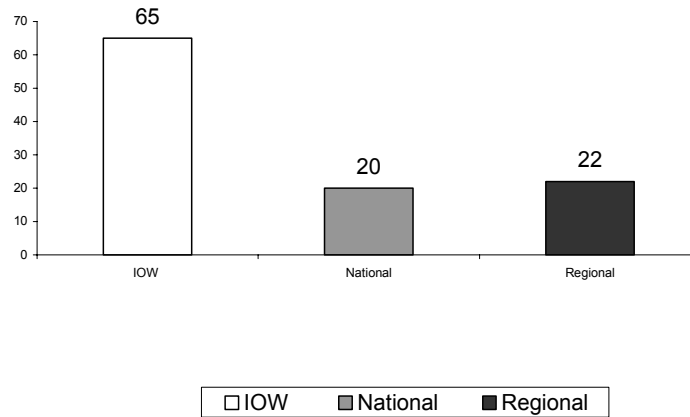
How does the reconfiguration of Floating Support, Hostel Based Services and Accommodation Based Services for Older People affect this service?

The services for this client group will be studied and an options appraisal developed for the accommodation usage in partnership with landlords and support agencies as part of the reconfiguration project.

3.10 - Services for People with a Physical or Sensory Disability

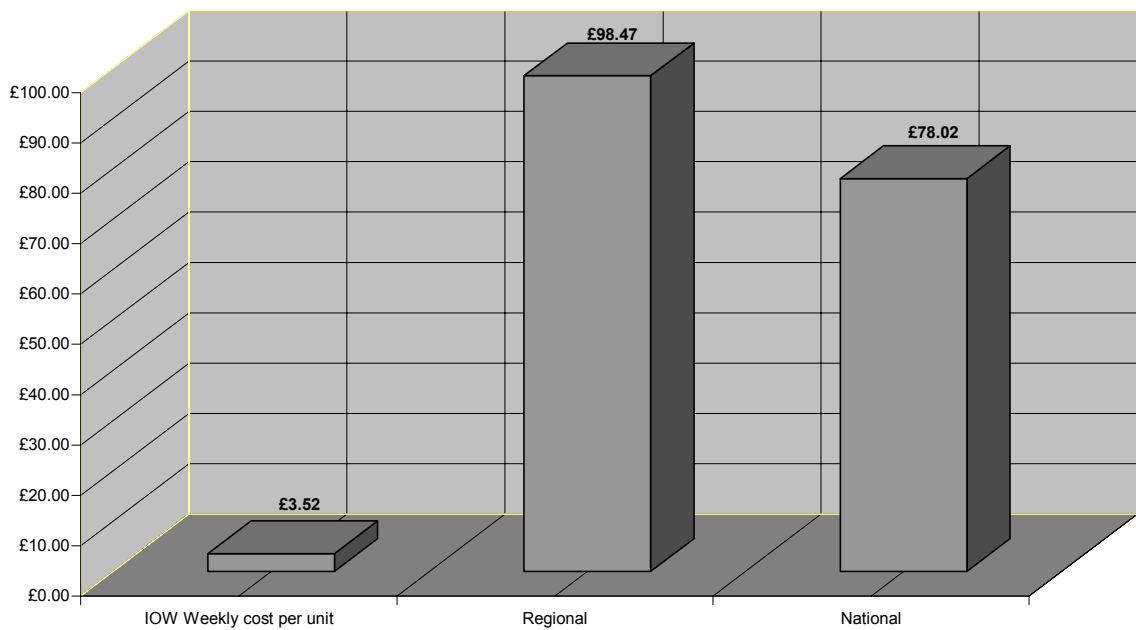
Local Provision

Total number of units per 100,000 compared to regional and national statistics



Local Expenditure

Weekly cost per unit for Accommodation-based support



No Floating support for this client group has been commissioned

Accommodation Costs

Group	IOW Weekly cost per unit	Regional	National
People with a Physical or Sensory Disability	£3.52	£98.47	£78.02

Floating Costs

Group	IOW Weekly cost per unit	Regional	National
People with a Physical or Sensory Disability	£0.00	£54.26	£64.22

Current Supply and Costs – Comments and Issues

Included in the costings for this client group are Abbeyfields who have a lower running cost due to a significant reliance upon volunteers. It is considered that this might be skewing the figures.

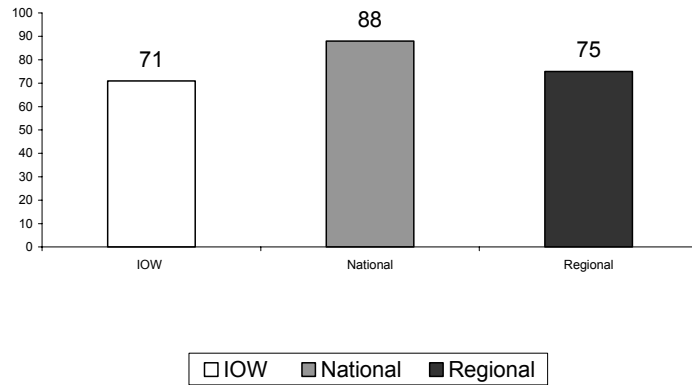
Much work needs to be done in order to fully understand the landscape of this client group. Supporting People need to work in partnership with providers and referrers in order to meet need. Need will be identified by the in depth needs study which will be commissioned as a key priority for 2005/06

Floating Support is being delivered effectively by one provider; however, it is as part of a contract, which specifies that it delivers supported housing. This issue will be resolved as part of the reconfiguration

3.11 - Services for Single Homeless People with Support Needs

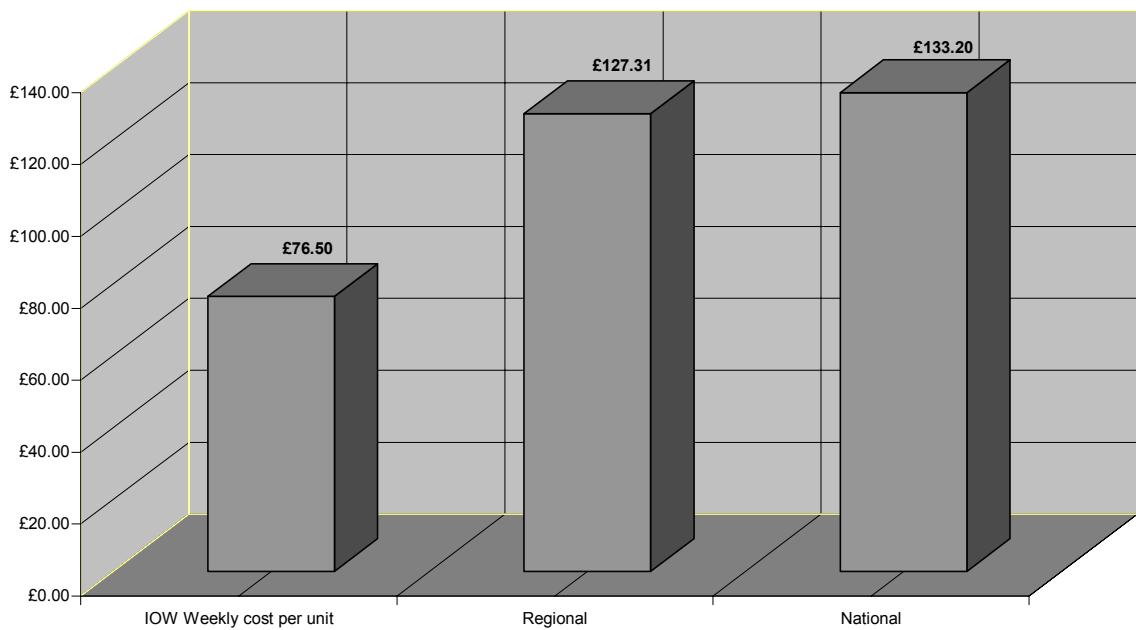
Local Provision

Total number of units per 100,000 compared to regional and national statistics

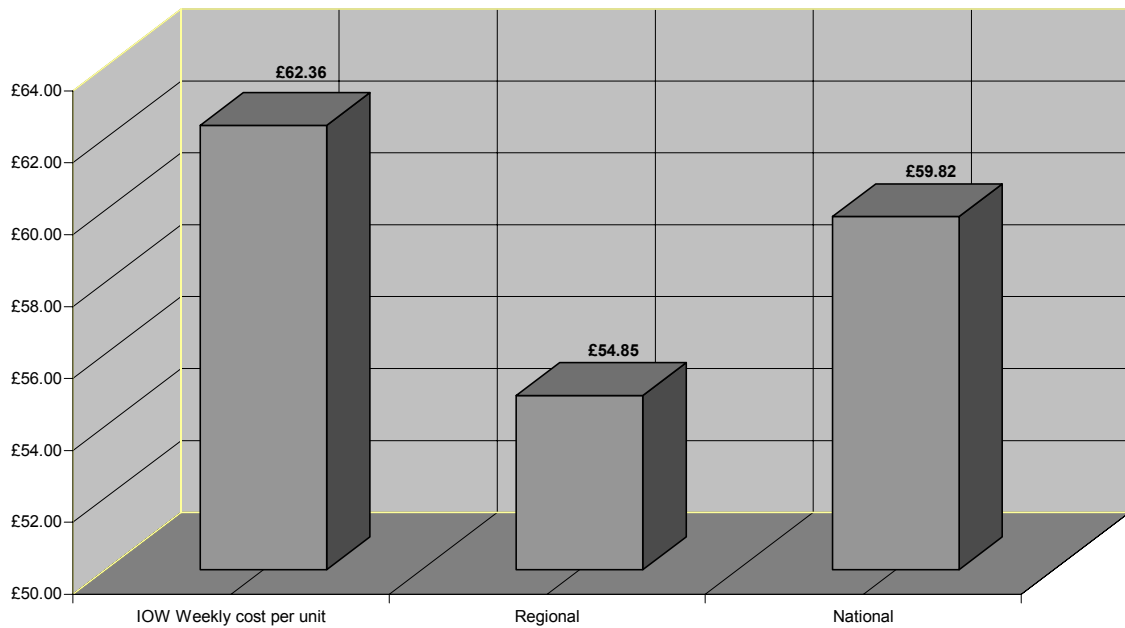


Local Expenditure

Weekly cost per unit for Accommodation-based support



Weekly cost per unit to provide Floating support



Accommodation Costs

Group	IOW Weekly cost per unit	Regional	National
Rough Sleepers, Single Homeless with Support Needs & Travellers	£76.50	£127.31	£133.20

Floating Costs

Group	IOW Weekly cost per unit	Regional	National
Rough Sleepers, Single Homeless with Support Needs & Travellers	£62.36	£54.85	£59.82

Current Supply and Costs – Comments and Issues

The housing related support services that are available for clients who are homeless include a mixture of floating and accommodation-based support.

There are an increasing number of homeless applications and an improved mechanism for assessing these applications in place (via Housing dept.). This is an issue of concern at present and has recently been highlighted to the relevant departmental teams within the Isle of Wight authority.

It is recognised that there a number of young people ‘sofa-surfing’ that may not be included in official homeless figures for the Isle of Wight.

Much of the provision for this client group is provided by services that have a strong focus on peer support and the use of volunteers, hence the low unit cost. Work is ongoing to ensure that the services meet the required quality and regulatory standards.

What has been identified as new need or changes to existing services?

The increasing number of homeless applications is being closely monitored. The situation is anticipated and appropriate measures are in place to deal with this client group.

How does the proposed strategic objectives affect this client group?

The Homeless Strategy sets out a new direction for homelessness services with more focus on prevention and early intervention.

The lack of move on accommodation silts up services for this client group. The development of a direct access hostel has been identified as a priority for this client group. However, the issues around move on will need to be tackled as part of this development.

How does the reconfiguration of Floating Support, Hostel Based Services and Accommodation Based Services for Older People affect this service?

More (general needs) accommodation with support is a strategic objective for this client group in order to promote independence and social inclusion.

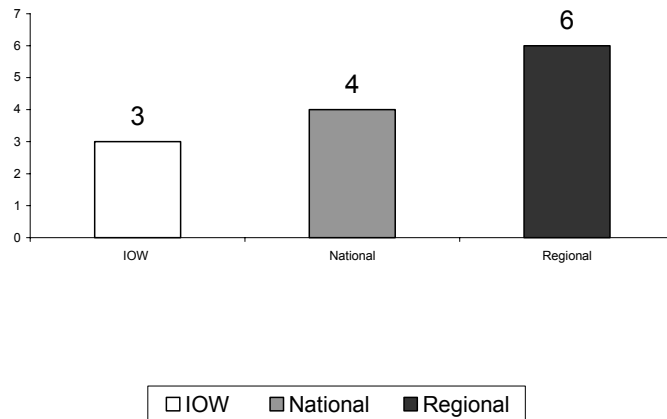
Services are accommodation based which makes it difficult to provide a flexible approach.

Increased joint working from 2005 is a strategic aim for these service

3.12 - Services for Teenage Parents with Support Needs

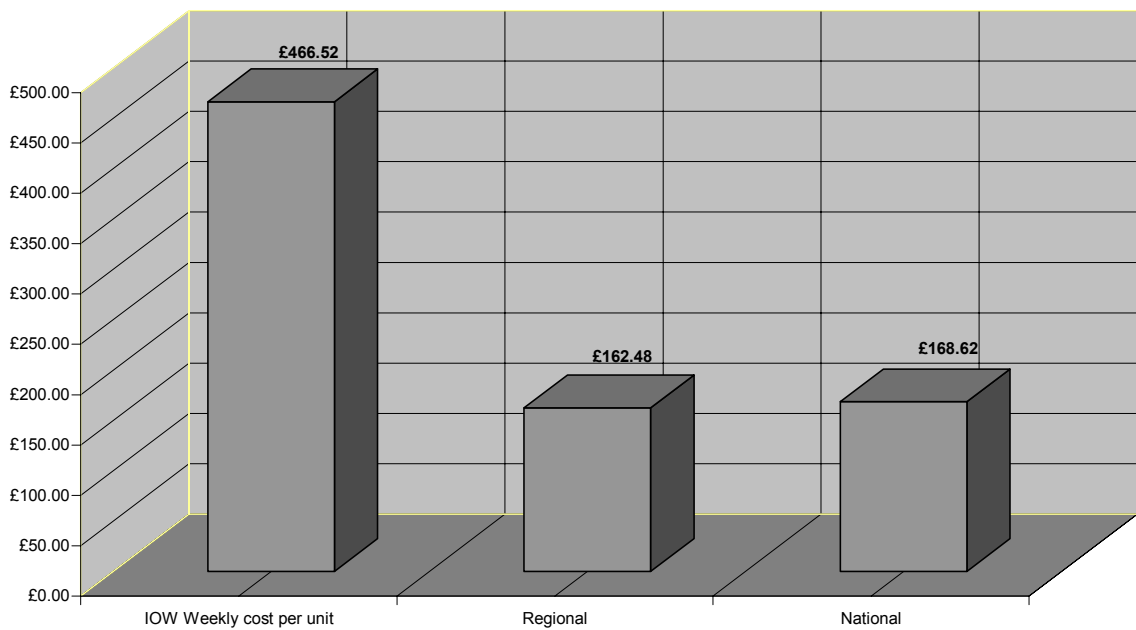
Local Provision

Total number of units supported per 100,000 compared to regional and national statistics



Local Expenditure

Weekly cost per unit for Accommodation-based support



The Isle of Wight has not commissioned any floating support for this client group

Accommodation Costs

Group	IOW Weekly cost per unit	Regional	National
Teenage Parents	£466.52	£162.48	£168.62

Floating Costs

Group	IOW Weekly cost per unit	Regional	National
Teenage Parents	£0.00	£92.27	£87.76

Current Supply and Costs – Comments and Issues

The housing related support services that engage with this client group are based around an accommodation-based service. Four units are funded through Supporting People.

There is no floating support specifically for this client group. This is due to the need for the service being driven by a lack of accommodation for mothers under the age of 20.

What has been identified as new need or changes to existing services?

Development/incorporation of floating support
Move on from the accommodation based service

How does the proposed strategic objectives affect this client group?

More (general needs) accommodation with support is a strategic objective for this client group in order to promote independence and social inclusion.

Services are accommodation based which makes it difficult to provide a flexible approach.

Increased joint working from 2005 is a strategic aim for these service

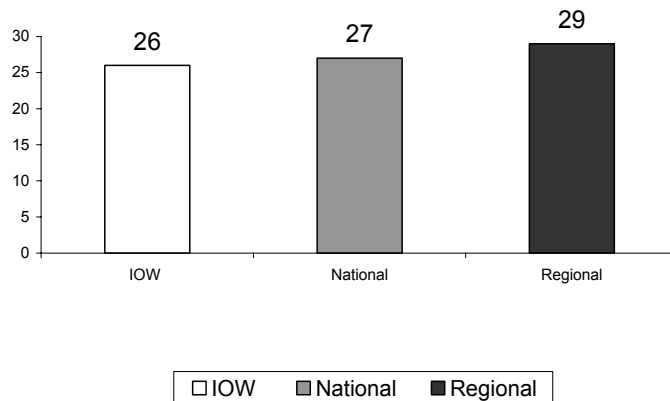
How does the reconfiguration of Floating Support, Hostel Based Services and Accommodation Based Services for Older People affect this service?

Consideration will need to be given to the level(s) of service within the service.

3.13 - Services for Young People with Support Needs – Young people at risk and care leavers

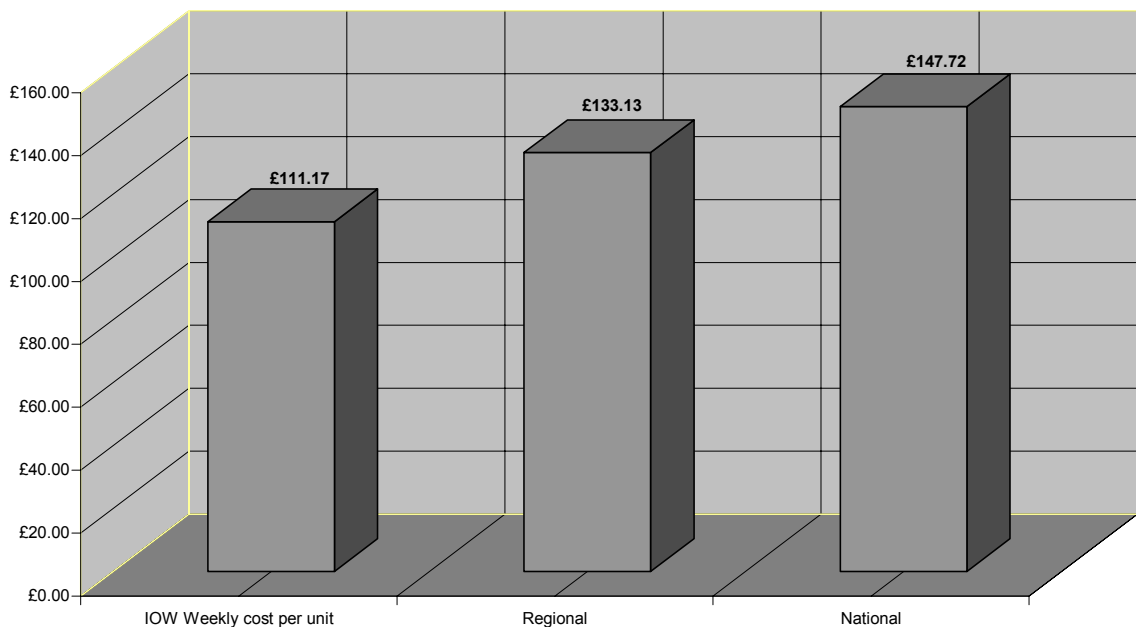
Local Provision

Total number of units supported per 100,000 compared to regional and national statistics



Local Expenditure

Weekly cost per unit for Accommodation-based support



*The Isle of Wight has not captured any floating support **specifically** for this client group.*

Accommodation Costs

Group	IOW Weekly cost per unit	Regional	National
Young People at Risk & Young People Leaving Care	£111.17	£133.13	£147.72

Floating Costs

Group	IOW Weekly cost per unit	Regional	National
Young People at Risk & Young People Leaving Care	£0.00	£78.76	£72.68

Current Supply and Costs – Comments and Issues

The housing related support services available for this client group include two providers and three services and a total of thirty-five units that are financially assisted through Supporting People.

There is no floating support for this client group at present.

It is difficult to be exact concerning the number of young people who are in need of assistance as they are often hard to engage with and many are technically homeless but staying with friends (sofa-surfers).

Clients from this group are frequently in a ‘crisis’ situation when they engage with services and are often exceptionally vulnerable. For these reasons, providing sufficient support for this client group remains a priority.

What has been identified as new need or changes to existing services?

There is a real need for floating support to help young people manage their tenancies. It is felt that this would be a good use of resources, as it would pre-empty the potential ‘crisis’ situation when a young person has lost their tenancy.

There is a need to actively engage with young people who often are unaware of the help that is available to them.

How does the proposed strategic objectives affect this client group?

Accommodation and support are key strategic priorities for homelessness and the Youth offending team, for the care leaver’s team.

With no current Supporting People funding available to establish new specialist services for these client groups (very little specific funding was captured during implementation) Supporting people needs to look at the existing provision as part of the reconfiguration project to ensure that provision is encompassed within existing provision.

The needs study will identify the level of need.

How does the reconfiguration of Floating Support, Hostel Based Services and Accommodation Based Services for Older People affect this service?

The reconfiguration will ensure that there is a clear understanding of all eligible tasks.

Ineligible tasks will be stripped out – alternative funding streams may be sourced to ensure a holistic approach.

Chapter 4. VALUE FOR MONEY

This section sets out the approach to Value for Money for Supporting People on the Isle of Wight

The Commissioning Body will ensure that the services it commissions provide value for money.

Under the new (reconfigured) model for the provision for housing related support, it will be easier to assess the value of services as they will all be configured within the new framework which focuses on

- Service type (7 types)
 - Floating support
 - Intensive floating support
 - Direct access hostel
 - Supported housing
 - Intensive schemes
 - Integrated schemes
 - Hostel

- Service outcome (3 outcomes)
 - Crisis intervention
 - Stability and maintenance
 - Development of independence

The Commissioning Body endorses the governments concern that value for money (VFM) is achieved. The reviews of Supporting People services include an assessment of value for money, and benchmarking tools are available to supplement the analysis of providers' budgets. For example, the South East Region has a Value for Money/benchmarking club, which has developed methodology across the region to compare data on services, and the Isle of Wight made use of this resource and data when developing the reconfiguration model(s) Provider income and expenditure budgets are scrutinised as part of the accreditation process. Of particular interest are the explanations of management and overhead costs of existing services. The Commissioning body recognises that the judgements for VFM are complex and where appropriate, providers have been asked to explain why a comparative service is costing the programme less.

Chapter 5. THE LOCAL CHARGING POLICY

Long-term services (i.e. those which are expected to be needed for more than 2 years to help a service user maintain their independence) are subject to the Supporting People Charging Policy.

Providers are paid Supporting People subsidy only for those service users who are assessed as not having the means to pay for themselves.

The Isle of Wight's policy for charging for Supporting People services remains unchanged since the shadow strategy.

The government has determined that any service user in receipt of Housing Benefit should not have to pay for their own service, and has also determined that any service user receiving a Supporting People service prior to the start of Supporting People in April 2003 should not have to pay more than they previously paid under the old system (transitional protection).

In addition, service users who may not be in receipt of Housing Benefit may ask for a Supporting People Fairer Charging Assessment, which is carried out by the Fairer Charging Team. This assessment takes account of eligible income *and expenditure* and is therefore a more generous assessment than Housing Benefit.

The charging policy is appended to this strategy as Appendix C

Full details of the Isle of Wight's Charging Policy can be found in Appendix C

Chapter 6. Financial & Risk Issues

Financial Issues

The 2005/06 grant for the Supporting People Programme is £6,623,945. This is 6% less than last year's grant and we can expect further reduction of 5% for 2006/07 and 2007/08. Under the current proposed distribution formula, Supporting People of the Isle of Wight will face a cut of 37% from the original intended funding of £7.2m.

Unless positive, radical action is taken now in the form of service reconfiguration this would have a devastating impact on the supply of housing related support services. **More, not less, funding is required to increase the supply and meet the aims of the commissioning body.**

Risks

Supporting People funded housing related housing support services makes a vital and valuable contribution to the underpinning of the strategic priorities for all partner agencies by directly improving the quality of the lives of vulnerable people

- The total capacity of the contracts with providers is by value in excess of the Supporting People Grant. This is because 18 contracts are for '**chargeable services**'. People who receive housing related support from these services are means tested. The Supporting People grant level assumes there will always be service users who pay for their housing support. If benefit thresholds changed suddenly then many more people would not be charged and could claim subsidy. Any increase would have to be funded by the administering authority (Isle of Wight Council).

The extent of this issue is still being quantified. Referral policies do not determine a provider keeps a balance of service users that are charged for the service. So the financial circumstances of service users pose a risk to the programme.

- 20% of the programme is delivered by just **three providers**.
- The programme has a significant number of **individual providers** ('sole traders') and service reviews to date demonstrate they are more likely to have difficulties complying with the quality standards. Two have ceased operating this year and it is likely that more individual providers are commissioned.
- Major Incidents - There are existing measures in place across the Isle of Wight to respond to emergency situations, such as fire, flood etc. There is a designated officer responsible for co-ordinating and directing an appropriate response in Adult and Community Services. The police and health services also have planning structures for major incidents. We are confident, therefore, that in an immediate and major crisis, existing arrangements for the removal from danger, and securing temporary safe and secure accommodation are adequate.

- Where individuals or groups of people become homeless through a disaster such as fire/ flood, local authority housing departments have the duty to assist them. The Supporting People Team would work to link support providers to seek to ensure that vulnerable people were supported during such a time of upheaval.
- Regional housing Board – access to capital funding- The Supporting People Team is working with the organisations concerned to ensure that they provide the necessary information on evidence of capital and revenue match funding, and that the needs for the services are robustly evidenced.
- The risk for the Supporting People programme is that badly needed services do not secure the funding they need from central government, and are therefore not delivered.
- Provider failure – financial - Through the SP3 supply mapping process it was possible to identify services where funding is time limited. Providers are monitored to ensure they are able to secure alternative/ replacement funding to maintain the service. Where this is not forthcoming, we would expect the Housing Corporation (for RSLs) or the management committees themselves to alert us to the fact that they will be facing a funding shortfall.

Work will be undertaken with other Supporting People partners to explore alternative funding options or other ways of providing the service.

Where a small organisation faces financial difficulties, it is likely that an alternative provider, who would have economies of scale to reduce overheads, could be found to take on the service. Service users would need to be fully consulted and supported through this process.

Where a larger provider faced financial difficulties, we would expect to work with other statutory organisations and funders (such as the Housing Corporation) to develop an appropriate response. Again, where necessary, alternative providers would be sought. The work on supply mapping and accreditation processes as part of the review means the Supporting People Team is aware of the providers within the area, and their expertise and capacity to undertake such additional work.

- Provider failure – Quality - Where there are concerns about the quality of a service, the Supporting People Team will use the review process and reconfiguration process to explore the changes required with the provider, and agree and monitor an improvement plan. This should involve service users and other stakeholders.

Where improvements are not sustained, notice of withdrawal of funding will be given and alternative providers sought.

- The contracting process (contractual compliance) will enable the Supporting People Team to identify providers who may not meet basic quality thresholds. Contract review (and prior discussions of concerns) can therefore be scheduled.

The accreditation process will ensure that only providers capable of meeting acceptable quality thresholds are contracted with.

- Increased demand -There is a risk that some national providers of older person's accommodation have inaccurately costed their support services. Some very small charitable providers with few clients may take the decision to opt out of the Supporting People programme because of the bureaucracy and workload involved, and because their access to other means of funding support are adequate.

The risk for Supporting People is that these providers later approach the team for funding.

To manage/ minimise this risk, we have ensured that all providers are informed of the fact that the Supporting People pot will be cash limited, and any re-directed funds or new money will be targeted at services for that meet the strategic priorities. We have raised any concerns about the costing of support services with representatives of the providers concerned, and have ensured the consequences of not participating in or withdrawing from the Supporting People programme were understood and accepted.

- Contingency Funding - Subject to resources, a small contingency reserve may be kept to enable the Supporting People Team to consider supporting providers during a transitional period of reconfiguration as it is recognised that some providers will see a significant cut in their funding and will be expected to support the same number of clients, or who are asked to take on additional work because of the failure of another provider, or to "spot purchase" short term crisis intervention support services.

Any such monies not spent at the end of each year would be carried forward and used to fund new services in subsequent years (subject to ODPM approval).

- A full risk assessment will be completed as part of the service reconfiguration projects, details of the methodology for this is contained in the project initiation document (PID) and project plan. These documents are available on request.
- On completion of the reconfiguration risk assessment (see above) a robust contingency plan will be developed.

Chapter 7. PROPOSALS FOR THE 5 YEAR STRATEGY

This section sets out the overarching themes of the commissioning strategy, and the actions we will take in order to deliver them.

All services reviewed to date have been found to be strategically relevant and in **demand**.

There is unlikely to be many opportunities for large scale recommissioning.

Overarching Themes of the Commissioning Strategy

Objective	Action Required	Outcome Measures
Reconfiguration of Floating Support, Hostel Based provision and older persons accommodation based support service	<ul style="list-style-type: none"> • To move away from the accommodation → support link, residential and other accommodation based services to more flexible and cost effective floating support services, which reinforces the aims of independent living. • To consider changing, wherever possible and practicable, the use and development of hostels in favour of independent units of general needs accommodation with holistic commissioning of support and care service as identified as appropriate for the client group • To strengthen contract management processes by <ul style="list-style-type: none"> ❖ Carrying out annual assessments of all providers' compliance with QAF standards and ongoing monitoring of their continual improvement ❖ Monitoring and evaluating quality, performance and trends and by sharing this information with key stakeholders ❖ Taking remedial action where necessary to address breaches of contract, improve performance or to improve strategic relevance of services. ❖ To ensure the Supporting People Team use the appropriate expertise that is available to support them in fulfilling their contract and commissioning role 	<ul style="list-style-type: none"> • Increase in the percentage of Supporting people Floating Support schemes which are focussed on the identified priority client group areas. • fully integrate the Supporting People function within the Isle of Wight Commissioning and contracting framework.

Objective	Action Required	Outcome Measures
	<ul style="list-style-type: none"> ❖ To ensure Commissioners and providers understand the provider market and the strategic role services have in meeting needs. 	
Increase the provision of move-on accommodation	<ul style="list-style-type: none"> • To develop a clear Move-On Strategy for short-term services, recognizing that without sufficient move-on, services will not be able to meet strategic needs 	<ul style="list-style-type: none"> • Evidence of successful throughput of clients measured by performance indicators (KPI's) and evidenced by support plans.
Joint Commissioning	<ul style="list-style-type: none"> • Commissioning partners to agree to only develop new services following a clear evaluation that existing supply cannot adapt to meet an identified need • Ensure all key stakeholders are identified for each client group and SP service • Increase the accessibility of services for clients and referrers to SP funded services • Agree and publicise how information will be shared and how we will consult and be consulted. <p>Key areas:</p> <ul style="list-style-type: none"> ○ Strategy development and annual updates ○ Monitoring of achievement of objectives ○ Service Reviews – consultation and outcomes ○ New developments – consultation on plans ○ Evaluation of the effect of changes to services • To increase the accessibility of services for clients and referrers to SP funded services 	<ul style="list-style-type: none"> • Evidence of holistic care and support packages for clients across the client groups.
Making Best Use of Existing Provision and Pooling Resources	<ul style="list-style-type: none"> • Improve the way BME and hard to reach groups such as HIV/AIDS, mentally disordered offenders, travellers etc. needs are recorded on an ongoing basis and feed this into Annual update of Supporting People. 	<ul style="list-style-type: none"> • Agree targets and performance indicators for services to support traditionally excluded group

Objective	Action Required	Outcome Measures
	<ul style="list-style-type: none"> • Explore the opportunities available for independent living through jointly commissioned services and pooled budgets • Ensure all services promote independence and are accessible particularly for hard to reach groups, the disabled and the disabled and those from BME communities • To use the service review process to identify how services can adapt to meet the needs of those not accessing services and agree targets 	
In depth client group focussed needs analysis	<ul style="list-style-type: none"> • Commission specific in depth client focused housing related support needs research 	<ul style="list-style-type: none"> • Robust and evidenced data that will be used to develop the annual plan(s)
Improve the alignment of commissioned services with the priorities of the strategic partners	<ul style="list-style-type: none"> • Improve the availability of appropriate housing related support services • Extend housing related support services to owner occupiers and those in private rented accommodation • Improve the effectiveness of existing support services in preventing homelessness • Improved marketing and targeting of existing support services to focus on those who require them in order to remain independent • Refocus existing support services to offer service to those currently excluded from being able to access support services because of their need for high level support and/or their current accommodation • Commissioning partners to agree to only develop new services following a clear evaluation that existing supply cannot adapt to meet an identified need 	<ul style="list-style-type: none"> • PIE data (homelessness prevention) • Evictions/unplanned move on from supported housing/hostels etc • Reduction in delayed hospital discharge • Reduction in acute hospital admissions • Reduced tenancy (RSL and private sector tenancy) evictions • Increased access to appropriate housing related support services for partner agency clients • No necessity to commission support services within a clients care package (funded by community care)

Objective	Action Required	Outcome Measures
	<ul style="list-style-type: none"> • Commissioners are to agree protocols on changing the nature of services. • To ensure Commissioners and providers understand the provider market and the strategic role services have in meeting needs. 	
All providers will be level A (Quality Assessment Framework) by April 2007	<ul style="list-style-type: none"> • To work with providers in order to achieve the Commissioning Body vision that all providers will be level A (Quality Assessment Framework) by April 2007 	<ul style="list-style-type: none"> • Continued improvement in the quality of services via the action plans developed with the providers.
Increase service user, potential service user and carer/advocate involvement in service development and delivery.	<ul style="list-style-type: none"> • To commission service User reference Groups (SURG) to enable and facilitate service user involvement • To ensure through service review that service users are able to shape and be involved in the design of the services they receive • To ensure through the service review process that service users are able to be fully involved in the monitoring and review of their services • To improve service user consultation and involvement in the Supporting people commissioning and decision-making structure • To identify through the Supporting people Strategy key client groups not able to traditionally access existing supporting people services and to identify specific action plans to better meet their needs. 	<ul style="list-style-type: none"> • Increased number of service users participating in the monitoring and review of their services • Increase in client focussed “needs” groups – strategy focussed

Chapter 8. ANNUAL PLAN 2005/06

The annual plan was developed following consultation with

- The Strategic Core Group
- The Inclusive Forum
- Clients, their carers and advocates

Further in-depth needs research will underpin the annual plan.

Main points on needs

General points

- There are still high levels of **unmet** housing related support need.
- Housing related support need is difficult to capture and quantify. **More research** needs to be done.

Census data 2001 and indices of deprivation 2004

- This data offers an indication of the potential support needs to be met
- The Isle of Wight has an increasing ageing population. The percentage of people over 75 is one of the highest in England and Wales.
- The **owner occupation** levels average 80% across the island this is above the national average.
- There are high levels of poverty and deprivation and a lack of affordable housing on the island
- The island has the lowest male average earnings in the UK
- is a need for services for owner occupiers, particularly older people
- There are high levels of chronically sick and **disabled people** of working age.

Client groups

- There are increasing number of **homeless families** (many of whom would benefit from housing related support).
- There is a countywide picture of a **single homeless** client group whose vulnerability is increased by complex multiple needs.
- The target to increase the number of people successfully completing **drug treatment** highlights a need for housing related support services.
- People with a **learning disability** in the county currently have few housing options. Many aspire to receive housing related support services on a permanent basis as an alternative to residential care or living with parents.
- There is potentially a huge need from people with a **physical disability** for housing related support. More research is needed into the specific needs of this group.

Supporting People Commissioning Priorities 2005 - 2010

ANNUAL PLAN 2005/06

CLIENT GROUP	SERVICE OBJECTIVE	ACTION REQUIRED TO MEET OBJECTIVE EXPECTED OUTPUT	EXPECTED OUTPUT	LEAD AGENCY / GROUP
Single homeless	Develop a direct access hostel in partnership with RSLs.	<ul style="list-style-type: none"> In partnership with RSLs and Salvation Army 	<ul style="list-style-type: none"> 18 – 24 bedded unit commissioned at Ryde 	<ul style="list-style-type: none"> Supporting People Team Salvation Army RSLs
Homeless families and single homeless	Maximise ability of accommodation based services to support high need clients through addressing move on issues and referral routes.	<ul style="list-style-type: none"> Develop more robust links to current established structures such as the homelessness teams and 16+ team in order to develop effective policies and procedures which take into account the reconfiguration of housing related support services Refocus resources as mapping exercise to realign with need and make necessary changes when reconfiguring floating support and hostel based provision Refocus of services toward floating support for those clients with a lesser need 	<ul style="list-style-type: none"> Lack of move on accommodation to be addressed to reduce blocking of services by people who no longer require the level of support provided. Services to be targeted more effectively, providing services to people who require them rather than services to people who require them rather than providing long term accommodation to people who should have moved on and therefore encouraging institutionalisation and repeating the cycle of need. Freeing up of services to enable more effective referral 	SP Team, Housing and sub groups.

CLIENT GROUP	SERVICE OBJECTIVE	ACTION REQUIRED TO MEET OBJECTIVE EXPECTED OUTPUT	EXPECTED OUTPUT	LEAD AGENCY / GROUP
Homeless families and single homeless	Improve the flexibility of commissioned services so that they work with people in their existing accommodation, in temporary accommodation in the public and private sectors and to help people resettle into accommodation following a period of homelessness.	<ul style="list-style-type: none"> • Use the outcomes from the homelessness service reviews and the reconfiguration of floating support and hostel to increase capacity and flexibility. • Explore peer support model and SURG model for service user involvement in supporting others. 	<ul style="list-style-type: none"> • To reduce the high prevalence of homelessness and repeat homelessness across the island • To enable people who have moved on to sustain their accommodation 	SP Team and providers. Service users ROCC
Homeless families and single homeless	Refocus funding away from services to support homeless people towards services that prevent homelessness occurring.	<ul style="list-style-type: none"> • Maintenance floating support model of accommodation when move on has been accessed to enable accommodation to be sustained. 	<ul style="list-style-type: none"> • To prevent the cycle of homeless by reducing time spent accessing inappropriate support levels and increasing institutionalisation and dependency. 	SP Team Providers
Homeless families and single homeless	Develop improved high support services for people with complex needs.	<ul style="list-style-type: none"> • Reassess current accommodation based services once move on issues have been addressed. 	<ul style="list-style-type: none"> • To meet the currently unmet need for high support services for people with complex needs, particularly those with mental health issues and dual diagnosis. 	
Older people	Improve the targeting of available funding to pay only for services to those who want them. Older peoples accommodation based support services will be reconfigured during 2005/06.	<ul style="list-style-type: none"> • Identify instances where providers receive funding for services provided to people who decline them at present • Quantify the amount of funding involved and reduce providers' contract values accordingly • Introduce a requirement for all existing services to be provided only 	<ul style="list-style-type: none"> • Funding is made available only for services provided to those existing sheltered housing users who want them • Released resources re-directed to address gaps in service provision 	<ul style="list-style-type: none"> • Supporting People team • Service providers • Local Authority Housing Department • Registered

CLIENT GROUP	SERVICE OBJECTIVE	ACTION REQUIRED TO MEET OBJECTIVE EXPECTED OUTPUT	EXPECTED OUTPUT	LEAD AGENCY / GROUP
		<p>to people who want them and develop procedures for monitoring providers' compliance with the requirement</p> <ul style="list-style-type: none"> • All existing services are provided to people ONLY with an evidenced need for housing support • Housing support services are provided to people across tenures via floating support • Introduce a requirement for all providers to undertake needs assessments before offering the service to people and monitor compliance through service reviews 		<p>Social landlords</p> <ul style="list-style-type: none"> • Inclusive Forum
Frail Older People	Ensure that all commissioned accommodation based support services are of an acceptable physical standard to be able to offer accommodation to physically frail older.	<ul style="list-style-type: none"> • All commissioned accommodation based services provide have acceptable physical standard required to offer accommodation to physically frail people 	<ul style="list-style-type: none"> • Standards of accommodation are examined through service reviews and as part of the reconfiguration, where they do not meet the decent homes standards a plan is agreed with providers which may involve redesignation of the accommodation to general needs, as appropriate. 	<ul style="list-style-type: none"> • Supporting People team • Service providers • Local Authority Housing Department • Registered Social landlords • Inclusive Forum
Older People/Frail Older People	Participate in the strategic reviews of all older people's accommodation based services on the Isle of Wight to	<ul style="list-style-type: none"> • Supporting People team drives the cross cutting reviews in partnership with the provider RSL and the 	<ul style="list-style-type: none"> • Strategic reviews of all older people's accommodation based services have been completed 	<ul style="list-style-type: none"> • Supporting People team • Service

CLIENT GROUP	SERVICE OBJECTIVE	ACTION REQUIRED TO MEET OBJECTIVE EXPECTED OUTPUT	EXPECTED OUTPUT	LEAD AGENCY / GROUP
	address issues of demand, stock condition and appropriate working structures across provider organisations.	<p>Housing Department and ensures that issue of demand, stock condition and appropriate working structures across provider organisations are addressed in the context of the Supporting People reconfiguration of older persons accommodation based support services</p> <ul style="list-style-type: none"> • Outcomes of these reviews are used to inform the Supporting People service reviews and commissioning processes. 	and have addressed issues of demand, stock condition and appropriate working structures across provider organisations.	<p>providers</p> <ul style="list-style-type: none"> • Local Authority Housing Department • Registered Social landlords • Inclusive Forum
Older People/Frail Older People	Improve the cost effectiveness of housing support services by integrating them with other community support services where appropriate.	<ul style="list-style-type: none"> • All existing services are reviewed to identify opportunities for increasing their cost effectiveness by integrating them with other community support services • Services are jointly commissioned with other community support services (eg Home Support services) where appropriate 	<ul style="list-style-type: none"> • Services are jointly commissioned with other community support services and their cost effectiveness is increased 	<ul style="list-style-type: none"> • Supporting People team • Service providers • Adult Services
People with mental health problems	Realign commissioned services with the needs of referring partners to place higher needs service users.	<ul style="list-style-type: none"> • Requires confirmation that this is a strategic need 	<ul style="list-style-type: none"> • More services able to respond to the support needs of service-users with long-term complex needs. • Prevent inappropriate use of acute services. 	<ul style="list-style-type: none"> • Supporting People team • Service providers • Adult Services

CLIENT GROUP	SERVICE OBJECTIVE	ACTION REQUIRED TO MEET OBJECTIVE EXPECTED OUTPUT	EXPECTED OUTPUT	LEAD AGENCY / GROUP
People with mental health problems	Maximise ability of accommodation based services to support high needs clients through addressing move on issues	<ul style="list-style-type: none"> • Co-ordinate referral and move on processes between the existing services to target nominations more appropriately • Use of private landlords as appropriate. • Effective move on from high support services to medium / low support services • Effective protocols for moving from accommodation based support provider to the floating support provider 	<ul style="list-style-type: none"> • Increase number of planned moves from services. 	<ul style="list-style-type: none"> • Supporting People team • Service providers • Adult Services • Service users/ carers/ advocated
Teenage parents	Ensure that existing accommodation based schemes are best utilised through addressing move on issues	<ul style="list-style-type: none"> • Re-assess the joint waiting list/allocation and nomination policies to prioritise move on from accommodation based schemes. • Utilise private rented sector for move on options. • Understand funding requirements and include in reconfiguration project. 	<ul style="list-style-type: none"> • Satisfactory move-on rates. • Blocking of services by people who no longer need the level of support provided will be prevented 	<ul style="list-style-type: none"> • RSL • SP Team • 16+ Team • Adult Services • Children's Services
Teenage parents	Improve the flexibility of existing floating support services so that they can work with teenage parents in their existing accommodation, in temporary accommodation in the public and private sectors and help parents resettle into accommodation when moving on from	<ul style="list-style-type: none"> • Development of existing floating support services 	<ul style="list-style-type: none"> • Teenage parents will be able to access flexible support services regardless of tenure. • More teenage parents will receive resettlement support when moving on. 	<ul style="list-style-type: none"> • RSL • SP Team • 16+ Team • Adult Services • Children's Services

CLIENT GROUP	SERVICE OBJECTIVE	ACTION REQUIRED TO MEET OBJECTIVE EXPECTED OUTPUT	EXPECTED OUTPUT	LEAD AGENCY / GROUP
Young People at Risk	Remodel existing services to ensure that a transparent and robust framework is established using the Combined Accommodation (CAS) team	<ul style="list-style-type: none"> • Work with 16+ team, CAS, clients and their advocates to develop a more robust model that allows for more direct and responsive commissioning 	<ul style="list-style-type: none"> • A more robust and transparent framework for the commissioning of services. There will be more units of accommodation based services able to meet high and complex needs of young homeless people. • Unmet need can be addressed. • Social exclusion will be prevented. 	<ul style="list-style-type: none"> • Supporting people Team • 16+ team • CAS team
Young People at Risk	Address move on and referral issues to ensure that most efficient use is made of available high support service	<ul style="list-style-type: none"> • Re-assess the joint waiting list/allocation and nomination policies to prioritise move on from accommodation based schemes. • Utilise private rented sector for move on options. 	<ul style="list-style-type: none"> • Lack of move on accommodation will be addressed to reduce blocking of services by people who no longer require the level of support provided. • Services will be targeted more effectively, providing support to people who require it rather than providing long term accommodation to people who should have moved on and therefore encouraging institutionalisation and repeating the cycle of need. 	<ul style="list-style-type: none"> • SP Team • 16+ Team • CAS • CAMHS Team • Adult Services • Children's Services
Young People at Risk	Reconfigure Eversleigh House	<ul style="list-style-type: none"> • Commission independent research in a Drug Action Joint Commissioning Board to report to JCB and Safer Communities Board(s) 	<ul style="list-style-type: none"> • Await outcome of report • Act upon recommendations 	<ul style="list-style-type: none"> • Eversleigh house Steering Group

CLIENT GROUP	SERVICE OBJECTIVE	ACTION REQUIRED TO MEET OBJECTIVE EXPECTED OUTPUT	EXPECTED OUTPUT	LEAD AGENCY / GROUP
		<ul style="list-style-type: none"> To act upon the recommendations contained within the report 		<ul style="list-style-type: none"> Plus all above
Ex-offenders	No Supporting People funded service will operate exclusion policies based on offence type by June 2007	<ul style="list-style-type: none"> All providers funded by SP, providing services for offenders will reassess their exclusion policies in order not to exclude by offence type but to use a risk assessment approach. To alter any policies and procedures which are impacted by these changes. To receive training and support from National Offender Management Service. Prison housing advice services to liaise with prisons to cascade information on availability to prisoners. 	<ul style="list-style-type: none"> Exclusion policies based on offence type in all SP funded services to be phased out by June 2007 and replaced by risk assessment based approaches. 	<ul style="list-style-type: none"> National Offender Management Service Supporting people team providers
Ex-offenders	Providers of services supporting offenders will be able to access specialist training from National Offender Management Service. to enable them to assess and manage risk effectively	<ul style="list-style-type: none"> Training by probation to be provided and shaped for providers needs in order to enable them to confidently assess and manage risk effectively. Rolling programme of training for new staff. 	<ul style="list-style-type: none"> All providers of services supporting offenders will be able to access specialist training on an ongoing basis from probation to enable them to assess and manage risk 	<ul style="list-style-type: none"> National Offender Management Service Supporting people team Providers
Ex-offenders	Offender specific projects will target their support services on offenders who are a priority for the criminal justice agencies	<ul style="list-style-type: none"> Exclusion policies to be altered to include this client group. Liaison with prison and prison housing advice services for network links and referral systems. 	<ul style="list-style-type: none"> Offender specific projects to target their services to high risk offenders and those with substance misuse problems who are a priority for support 	<ul style="list-style-type: none"> National Offender Management Service Supporting

CLIENT GROUP	SERVICE OBJECTIVE	ACTION REQUIRED TO MEET OBJECTIVE EXPECTED OUTPUT	EXPECTED OUTPUT	LEAD AGENCY / GROUP
		<ul style="list-style-type: none"> • Training to be provided by National Offender Management Service to enable providers to target their support services to high risk offenders and those with substance misuse problems. 	upon release from prison	<ul style="list-style-type: none"> • people team • Providers
Ex-offenders	If capital and revenue resources are available there is a need for additional offender specific accommodation that is able to meet the support needs of high risk offenders and those with substance misuse problems. This includes the need for 24 hours supported hostel accommodation and self contained accommodation with high level floating support	<ul style="list-style-type: none"> • Bids for more resources. • If resources in place, tenders for provision of new services. 	<ul style="list-style-type: none"> • Additional offender specific accommodation including 24 hour supported hostel accommodation and self contained accommodation with high level floating support – if resources are available. • Will improve service provision and targeting. 	<ul style="list-style-type: none"> • National Offender Management Service • Supporting people team • Providers
Substance Misuse	Maximise ability of accommodation based services to support high needs clients through addressing move on issues, access issues and referral routes.	<ul style="list-style-type: none"> • Existing services to develop nomination protocols with RSL and private sector Housing Providers • Exclusion policies and waiting list criteria reviewed in existing services 	<ul style="list-style-type: none"> • Referral and access routes into accommodation will be integrated with existing gateways to treatment for addiction 	<ul style="list-style-type: none"> • SP Team • Drug Action JCB • Provider • Adult Services • DAT
Substance Misuse	Ensure accommodation based services are short term and rehabilitative	<ul style="list-style-type: none"> • Strategic review to establish intensity of need 	<ul style="list-style-type: none"> • Accommodation services will be for those with greatest need 	<ul style="list-style-type: none"> • SP Team • Drug Action JCB • Provider • Adult Services • DAT

CLIENT GROUP	SERVICE OBJECTIVE	ACTION REQUIRED TO MEET OBJECTIVE EXPECTED OUTPUT	EXPECTED OUTPUT	LEAD AGENCY / GROUP
Physical and/or sensory disability	Establish joint monitoring and review of all physical disability and acquired brain injury services	<ul style="list-style-type: none"> Supporting people team to work with PCT and Adult Services relevant officers to establish joint procedures. To involve service-users fully and meaningfully in service review 	<ul style="list-style-type: none"> To enable true person centred services to be delivered. To reduce the demand on acute services. To reduce the demand on acute services Successful joint monitoring and review of services. Reduction in the bureaucracy of monitoring requirements for providers. To fund housing-related support to 'Supported Living' services. To fund services that promote independence and quality of life. 	<ul style="list-style-type: none"> Adult Services PCT SP Team Inclusive Forum SCG
Physical and/or sensory disability	Establish joint commissioning arrangements for all Supporting People funded physical disability and acquired brain injury services with Social and Health Care	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Successful joint commissioning arrangements. To commission services to meet the specific needs of hearing impaired and visually impaired service users. 	<ul style="list-style-type: none"> Adult Services PCT SP Team Inclusive Forum SCG
Domestic Violence	Utilise spare staff capacity in accommodation based services to support women moving on from refuge accommodation and to offer support to other local women experiencing domestic violence	<ul style="list-style-type: none"> Refocus service development of existing refuges, to include community support, via service review 	<ul style="list-style-type: none"> Services will be able to support women in a wider variety of locations. Staff based in refuges will support women experiencing violence in the community 	<ul style="list-style-type: none"> SP Team Adult Services Women's Refuge SCG

CLIENT GROUP	SERVICE OBJECTIVE	ACTION REQUIRED TO MEET OBJECTIVE EXPECTED OUTPUT	EXPECTED OUTPUT	LEAD AGENCY / GROUP
			<ul style="list-style-type: none"> • Staff based in refuges will offer support to women moving on from refuge • Women will be able to receive specialist support in non refuge accommodation 	
Domestic Violence	Address issues with the referral and access routes to ensure that women are able to access the services most appropriate to their needs in a timely manner	<ul style="list-style-type: none"> • develop robust linkages with support providers for substance misuse • develop mutual training on crossover issues 	<ul style="list-style-type: none"> • Women with substance mis-use problems, or mental health problems will be able to access support provided by refuges • Socially excluded women will be able to access refuge and floating support services • Assessments for services will be based on need 	<ul style="list-style-type: none"> • SP Team • Adult Services • Women's Refuge • SCG

Appendix A: How the Supporting People Strategy was Developed and Agreed.

The SP Strategy has been developed and approved through steps detailed below:

- **How the strategy was developed** – The development of the strategy was led by the Supporting people Commissioning Body and Strategic Core Group.

A sub group of the Strategic Core group and the Commissioning Body was formed – the Strategy Development Group and this was supported by the Strategy task group that looked at the elements of the strategy in more detail. These groups met throughout 2004 to agree the vision, values and objectives for the Supporting people Programme

The elements within this 5 year Supporting people Commissioning Strategy has Built on the Shadow Strategy framework by assessing need and critically examining supply through desktop review, analysing local and national information, performance indicators, Government returns, and meetings to review existing data and to fill information gap

- **How the strategy was consulted upon** - Throughout development, the document has been shared in stages with a request for feedback, at every consultation stage. Consultation has included statutory partners, identified stakeholders, service providers, and also publishing it on the web inviting wider service user and public feedback.

During the service reviews, Service review officers sought the needs and aspirations of service users via meetings with service users during visits to service providers.

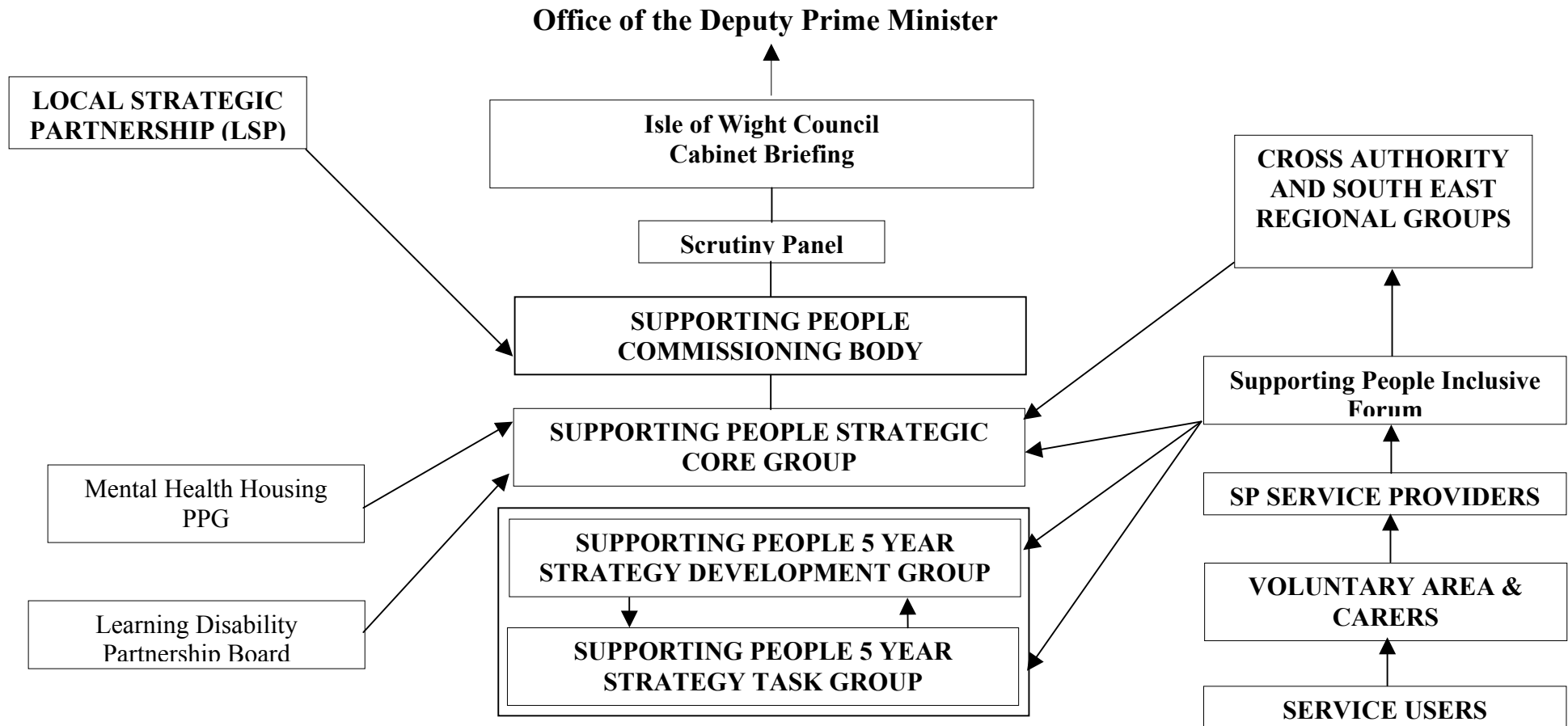
Service users have been and will continue to be involved in a variety of ways. The Service user reference Group (SURG) will further increase consultation with service users

The Supporting People team is in the process of drawing up a Communication and Consultation Plan to build on existing consultation.

- **How the strategy will be approved** – Through the Isle of Wight executive, Supporting people Commissioning Body, Supporting People Strategic Core group, the Strategy Development and task groups, the Inclusive Forum and specific needs groups, and via direct consultation with key stakeholders a

Appendix A sets out an organigram which details the strategy development led by the Commissioning Body through the other groups described above and in partnership with all other stakeholders. Supporting People are members of a wide variety of partnership boards and meeting groups, the majority of which are detailed by client group under wider strategic links.

Appendix B: How the Supporting People Strategy was Developed and Agreed - Organigram



Appendix C: Supporting People Charging Policy

1. BACKGROUND

Clients receiving Housing related Support for long-term services do not have to contribute to the cost of the service if they are in receipt of Housing Benefit. It is described as “passporting”.

If a client is not eligible for Housing Benefit, they may still be entitled to full or partial subsidy but the amount will be determined through a **FAIRER CHARGING ASSESSMENT**. Providers of support services should ensure that all clients are aware of their right to assessment.

2. HOW TO APPLY FOR AN ASSESSMENT

A document entitled Social Services & Housing Directorate, Supporting People Charges (Housing Related Support Services) – April 2003 explains the process of assessment and gives the Supporting People address for applications.

Any requests for assessments need to be completed on form: Request for Subsidy (FC 1.2). The client must sign this form.

This form is available from the SP Team.

Once the Supporting People Team has received the form, the information is verified and if all is correct, it is passed to the Fairer Charging Team and a letter is sent to the Client.

The letter will be accompanied with an explanatory leaflet.

If all the information is not available, or is not verified, a letter is sent to the client requesting further information.

3. PASSING THE REFERRAL TO THE FAIRER CHARGING TEAM

A Referral for Financial Assessment in Respect of Housing Related Support Charges (FC 2.2) should be completed and E-mailed as an attachment to PAT DAY or MANDY KING for action.

4. NOTIFICATION PROCESS

- Once the Fairer Charging Team have carried out the Financial Assessment notification is sent with the full details and a cover sheet showing Client Contribution and date of commencement.
- This information is then entered into the SP financial system to activate the Provider payment.

- A letter is then sent to the Client informing them of the amount of subsidy.
- A letter is also sent to the Provider informing them of the outcome.

Appendix D: Supporting People Services December 2004

Provider	Service	Contact Number	Accommodation	Floating	Client Groups Supported														
					Older People with Support Needs	Older People with Mental Health Problems	Frail/Elderly	People with Mental health Problems	People with Learning Disabilities	People with Physical or Sensory Disabilities	Single Homeless with Support Needs	People with Alcohol Problems	People with Drug Problems	Offenders or people at risk of offending	Young People at Risk	Women at risk of Domestic Violence	Homeless families with Support Needs		
Abbeyfield Cowes Society Ltd	Abbeyfield House	01983 - 295038	▪	▪															
	Clifton House		▪	▪															
Abbeyfield Newport Society Ltd	Avondale	01983 - 524124	▪	▪		▪													
	Clifton		▪	▪		▪													
Abbeyfield Ryde Society Ltd	Abbeyfield Ryde - Lodge	01983 - 563094	▪	▪		▪													
	2 Queens Road		▪	▪		▪													
Abbeyfield Shanklin Society Ltd	18 Victoria Avenue	01983 - 863825	▪	▪		▪													
	14 Queens Road		▪	▪															
Abbeyfield Ventnor Society Ltd	Abbeyfield Ventnor Society Ltd	01983 - 730865	▪	▪															
Abbeyfield West Wight Society Ltd	West Wight Abbeyfield	01983 - 299660	▪	▪															
Cross Keys Support Group	Cross Keys Support Group	01983 - 562627	▪										▪	▪					
D-Care Support	D-Care Support	01983 - 863288		▪	▪	▪													
Hampshire Deaf Association	East Hill Home for the Deaf	01983 - 564068	▪								▪								
Housing 21	Evans Williams Court	01285 - 652298	▪		▪	▪													
Independence Support Project	Combined Accommodation Scheme	01983 - 823340	▪									▪					▪		
Independent Housing Advice Centre	Peripatetic Support Project	01983 - 524715	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪
Island Women's Refuge	Island Women's Refuge	01983 - 825981		▪														▪	

Provider	Service	Contact Number	Accommodation	Floating	Client Groups Supported																
					Older People with Support Needs	Older People with Mental Health Problems	Frail Elderly	People with Mental Health Problems	People with Learning Disabilities	People with Physical or Sensory Disabilities	Single Homeless with Support Needs	People with Alcohol Problems	People with Drug Problems	Offenders or people at risk of offending	Young People at Risk	Women at risk of Domestic Violence	Homeless families with Support Needs				
	IWR - Outreach			■																■	
Islecare 97 Ltd	1 Heath Road	01983 – 865888	■						■												
	17 Newport Road		■						■												
Isle of Wight Housing Association	Argyll Street	01983 – 528275	■						■	■											
	Bucklers View		■		■	■															
	Byrnhill Grove		■		■	■															
	Bucklers View		■		■	■															
	Carisbrooke Road		■						■	■											
	Columbus House		■		■	■															
	Dispersed Service Long Term			■					■	■											
	Domestic Support Service			■	■		■														
	Domestic Support Service Short Term			■	■		■														
	Eversleigh		■																■	■	
	Farriers		■		■	■															
	Feek House		■		■	■															
	Furze Brake		■		■	■															
	Hannah House		■						■	■											
	Hillview			■						■											
	Milligan House		■						■	■											
	Parent and Baby Unit		■																■		

Provider	Service	Contact Number	Accommodation	Floating	Client Groups Supported													
					Older People with Support Needs	Older People with Mental Health Problems	Frail Elderly	People with Mental health Problems	People with Learning Disabilities	People with Physical or Sensory Disabilities	Single Homeless with Support Needs	People with Alcohol Problems	People with Drug Problems	Offenders or people at risk of offending	Young People at Risk	Women at risk of Domestic Violence	Homeless families with Support Needs	
	Rope Walk		▪		▪	▪												
	Sandham House		▪					▪							▪			
	Sherbourne Avenue		▪					▪	▪									
	Solent View		▪					▪	▪									
	St Helena		▪						▪	▪								
	Young Persons Accommodation Scheme		▪												▪			
Isle of Wight Society for the Blind	Isle of Wight Society for the Blind	01983 – 522205		▪							▪							
Jan White	Jan White	01983 – 296799	▪					▪	▪									
Jig Saw	Jig-Saw Floating Support	01983 – 868380		▪				▪				▪						
Julie Clift	St Peters Flats	01983 – 400447	▪					▪	▪									
Leonard Cheshire Homes	Leonard Cheshire Care at Home Service	01983 – 533255		▪	▪						▪							
Medina Housing Association	Adelaide Court	01983 – 822811	▪		▪						▪							
	Coburg Court Flats & Bungalows		▪		▪						▪							
	Crocker Street		▪		▪						▪							
	Foyer for the Island		▪												▪			
	Gobles Close		▪		▪						▪							
	Gordon Lodge Flats & Bungalows		▪		▪						▪							
	Holyrood Street		▪		▪						▪							
	Malthouse Court		▪		▪						▪							
	Park Court		▪		▪						▪							

Provider	Service	Contact Number	Accommodation	Floating	Client Groups Supported													
					Older People with Support Needs	Older People with Mental Health Problems	Frail Elderly	People with Mental health Problems	People with Learning Disabilities	People with Physical or Sensory Disabilities	Single Homeless with Support Needs	People with Alcohol Problems	People with Drug Problems	Offenders or people at risk of offending	Young People at Risk	Women at risk of Domestic Violence	Homeless families with Support Needs	
	St Cross Court		▪		▪					▪								
	The London		▪		▪					▪								
	Wallace Court		▪		▪					▪								
Mr M Sallam	Brencliff Care Home	01983 – 867277	▪					▪										
Mr T & Miss A Delannoy	Milford Del	01983 – 866055	▪					▪	▪									
	Milford Del Support Agency			▪	▪					▪								
New Horizons IOW Ltd	New Horizons IOW Ltd	01983 – 861555		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪
People off the Streets	People off the Streets	01983 – 533205		▪							▪							
R L & J White	R L & J White	01983 – 564969	▪						▪	▪								
RNID	Sound Advice-Floating Support Service	01983 – 529533		▪						▪								
Ryde House	Ryde House	01983 – 611324		▪					▪									
Sound Service	Sound Service	01983 – 852047	▪		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪
South Wight Housing Association	Ainsworth Court	01983 - 407463	▪		▪		▪											
	Carita House		▪							▪	▪							
	Knights Court		▪		▪		▪											
	Porter Court		▪		▪		▪											
	St Marys Court		▪								▪							
	Worsley Court		▪		▪		▪											
	Yarborough House		▪															▪
Stonham Housing Association Ltd	HAAS Floating Support	01983 - 520805		▪										▪				

Provider	Service	Contact Number	Accommodation	Floating	Client Groups Supported															
					Older People with Support Needs	Older People with Mental Health Problems	Frail Elderly	People with Mental health Problems	People with Learning Disabilities	People with Physical or Sensory Disabilities	Single Homeless with Support Needs	People with Alcohol Problems	People with Drug Problems	Offenders or people at risk of offending	Young People at Risk	Women at risk of Domestic Violence	Homeless families with Support Needs			
	Housing Accommodation & Advice Service			▪																
	Mental Health Resettlement			▪				▪			▪									
	Stonham Housing B&B Support			▪																▪
	Supported Housing		▪								▪									
	Supported Housing		▪					▪			▪									
The Lantern Retreat	Seahorses	01983 - 752574	▪							▪										
The Real World Trust	Butler Gardens	01983 - 868681	▪										▪	▪						
	Positive Engagement Team			▪									▪	▪						
	PET – Alcohol and Drug Service			▪									▪	▪						
	PET – Dual Diagnosis Service			▪				▪					▪							
	PET – Family Support Service			▪																▪
	PET – HIV Service			▪										▪						
	PET – Self Harmer Support			▪					▪				▪							
The Scott Community Ltd	Christian Respite Centre	01983 - 408086	▪						▪				▪							
Wight Home Care Ltd	Wight Home Care Ltd	01983 - 812211		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪

Appendix E: Supporting People Glossary of Terms and Jargon Buster

ADP	Approved Development Plan – this list of capital projects approved by the Housing Corporation
BME	Black Minority Ethnic
CAMHS	Children and Adolescent Mental Health Team
CAS	Combined Accommodation Scheme
CB	Commissioning Body; meeting of senior housing social services health and probation officers which has overall responsibility for the Supporting People programme on the Isle of Wight
DAJCB	Drug Action Joint Commissioning Board
DAT	Drug Action Team
DoH	Department of Health
DTTO	Drug Treatment and Testing Order
DV	Domestic Violence
Floating Support	Support provided to people in their own homes by mobile support workers – including outreach and resettlement. The use of the word “floating” indicates that the service can move to other users when it is no longer needed by the initial user
Frail Elderly	Sheltered housing specially designed for frail older people, and with 24 hour care available. Also known as housing with care and extra care sheltered housing
HIA	Home Improvement Agency
HImP	Home Improvement Plan
JCB	Joint Commissioning Board
JIP	Joint Investment Plans – multi agency plans required by the Department of Health for some client groups
LSVT	Large Scale Voluntary Transfer
NHS	National Health Service
ODPM	Office of the Deputy Prime Minister, which has taken over responsibility for Supporting People and other housing functions from the Department of Transport Local Government and the Regions
PCT	Primary Care Trust

RSL	Registered Social Landlord, a technical term for housing associations
SCG	Strategic Core Group; meeting of Supporting People lead officer representatives of health and national offender management service, elected members, finance, audit etc to manage the Supporting People programme at an operational level
SHMG	Supported Housing Management Grant, a revenue funding for 'intensive housing management' provided by the Housing Corporation for housing association supported housing schemes
SP	Supporting People
SP Team	Full time team based at Innovation Centre, Newport, which is responsible for the day to day operation of the Supporting People programme
SPINTLS	Supporting People Interim Local System, a ODPM computer system for managing Supporting People data and finance
SPLS	Supporting People Local System, which on the Isle of Wight has been purchased from computer software firm Oxford Computer Consultants
THB	Transitional Housing Benefit, a payment linked to Housing Benefit to pay for Support Services to the recipient
Very Sheltered Housing	Sheltered housing specially designed for frail older people, and with 24 hour care available. Also known as housing with care and extra care sheltered housing
YOT	Youth Offending Team, an interagency team to reduce young offending

Appendix F: Comparison to Similar Local Authorities

These have been selected by matching councils that are the closest in terms of deprivation levels and demography. We have received some supply data from these authorities.

Accommodation Information

<i>Unitary Authority + Population Count ---></i>	<i>IOW - 132,741 people</i>	<i>Torbay - 126,000 people</i>	<i>Poole - 137,500 people</i>
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*Units available per 10,000 people
for each client group listed*

*Units available per 10,000 people
for each client group listed*

*Units available per 10,000 people
for each client group listed*

All Relevant Client Groups

	<i>IOW - 132,741 people</i>	<i>Torbay - 126,000 people</i>	<i>Poole - 137,500 people</i>
Mental Health	9.12	11.11	8.58
Learning Disabilities	11.75	4.37	11.27
Physical and Sensory Disability	2.94	2.54	8.43
Single Homeless with Support Needs, incl. Rough Sleepers & Travellers	7.61	3.17	4.15
People with Alcohol problems	7.01	0	0
People with Drug Problems	0	0	0
Offenders or those at risk of offending	0.98	0.16	0.95
Young People at risk or leaving care	7.38	1.43	4.29
Women at risk of domestic violence	0.45	0.4	1.16
People with HIV / Aids	0	0	0
Homeless families in need of support incl. teenage parents	4.14	2.86	2.98
Refugees	0	0	0
Generic	2.26	4.6	4.72
Older People with Support Needs incl. Mental Health and frail elderly	86.03	84.92	203.64

Accommodation (contd)

Unitary Authority + Population Count --->	Bournemouth - 163,400 ppl	North Somerset - 188,556 ppl	Bath & N.E Somerset - 169,140 ppl
	<i>Units available per 10,000 people for each client group listed</i>	<i>Units available per 10,000 people for each client group listed</i>	<i>Units available per 10,000 people for each client group listed</i>
<u>All Relevant Client Groups</u>			
	Bournemouth - 163,400 ppl	North Somerset - 188,556 ppl	Bath & N.E Somerset - 169,140 ppl
Mental Health	29.57	2	4.14
Learning Disabilities	13.79	4	6.62
Physical and Sensory Disability	6.18	0	4.2
Single Homeless with Support Needs, incl. Rough Sleepers & Travellers	21.96	0.4	7.86
People with Alcohol problems	1.37	0.8	0.3
People with Drug Problems	9.8	6	1.77
Offenders or those at risk of offending	0.94	0	1.24
Young People at risk or leaving care	4.18	2	6.38
Women at risk of domestic violence	1.12	0.7	0.47
People with HIV / Aids	0	0	0
Homeless families in need of support incl. teenage parents	1.37	3	2.72
Refugees	4.24	0	0
Generic	0	0	0.35
Older People with Support Needs incl. Mental Health and frail elderly	287.35	90	138.35

Accommodation (contd)

Unitary Authority + Population Count --->	York - 181,131 people	East Riding - 314,113 people
	<i>Units available per 10,000 people for each client group listed</i>	<i>Units available per 10,000 people for each client group listed</i>
<u>All Relevant Client Groups</u>		
	York - 181,131 people	East Riding - 314,113 people
Mental Health	4.47	2.2
Learning Disabilities	29.98	19.13
Physical and Sensory Disability	1.77	0.13
Single Homeless with Support Needs, incl. Rough Sleepers & Travellers	14.3	0.88
People with Alcohol problems	0	0
People with Drug Problems	0.33	0
Offenders or those at risk of offending	2.15	0
Young People at risk or leaving care	1.44	0.63
Women at risk of domestic violence	0.44	0
People with HIV / Aids	0	0
Homeless families in need of support incl. teenage parents	4.86	0.13
Refugees	0	0
Generic	1.05	0.28
Older People with Support Needs incl. Mental Health and frail elderly	528.35	151.4

Floating Provision

<i>Unitary Authority + Population Count ---></i>	<i>IOW - 132,741 people</i>	<i>Torbay - 126,000 people</i>	<i>Poole - 137,500 people</i>
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*Units available per 10,000 people
for each client group listed*

*Units available per 10,000
people
for each client group listed*

*Units available per 10,000 people
for each client group listed*

All Relevant Client Groups

	<i>IOW - 132,741 people</i>	<i>Torbay - 126,000 people</i>	<i>Poole - 137,500 people</i>
Older People with Support Needs incl. Mental Health and frail elderly	27.87	1.59	0
Mental Health	22.22	3.57	0.72
Learning Disabilities	2.64	1.75	0
Physical and Sensory Disability	64.03	0.71	0.43
Single Homeless with Support Needs, incl. Rough Sleepers & Travellers	0	2.14	0.72
People with Alcohol problems	9.79	0.71	0
People with Drug Problems	0	0	0
Offenders or those at risk of offending	7.53	0.95	0
Young People at risk or leaving care	0	1.19	0
Women at risk of domestic violence	1.51	0	0
People with HIV / Aids	4.52	0	0
Homeless families in need of support incl. teenage parents	7.53	1.59	0
Refugees	0	0	0
Generic	61.77	3.88	0

Floating (contd)

Unitary Authority + Population Count --->

Bournemouth - 163,400 ppl

North Somerset - 188,556 ppl

Bath & N.E Somerset - 169,140 ppl

*Units available per 10,000 people
for each client group listed*

*Units available per 10,000 people
for each client group listed*

*Units available per 10,000 people
for each client group listed*

All Relevant Client Groups

	Bournemouth - 163,400 ppl	North Somerset - 188,556 ppl	Bath & N.E Somerset - 169,140 ppl
Older People with Support Needs incl. Mental Health and frail elderly	0	42	0
Mental Health	3.24	3	2.13
Learning Disabilities	0	1	0.86
Physical and Sensory Disability	0	0	2.13
Single Homeless with Support Needs, incl. Rough Sleepers & Travellers	8.11	1	6.27
People with Alcohol problems	0	1	0
People with Drug Problems	1.62	0	11.23
Offenders or those at risk of offending	0	0	0.95
Young People at risk or leaving care	0	1	1.78
Women at risk of domestic violence	0	1	0
People with HIV / Aids	0	0	0
Homeless families in need of support incl. teenage parents	0	0	0
Refugees	2.5	0	0
Generic	5	8	0

Floating (contd)

Unitary Authority + Population Count --->

York - 181,131 people

*Units available per 10,000 people
for each client group listed*

All Relevant Client Groups

	York - 181,131 people
Older People with Support Needs incl. Mental Health and frail elderly	2.76
Mental Health	3.86
Learning Disabilities	2.26
Physical and Sensory Disability	0
Single Homeless with Support Needs, incl. Rough Sleepers & Travellers	0
People with Alcohol problems	0
People with Drug Problems	0
Offenders or those at risk of offending	0
Young People at risk or leaving care	0
Women at risk of domestic violence	0
People with HIV / Aids	0
Homeless families in need of support incl. teenage parents	0.66
Refugees	0
Generic	25.23

Appendix G: Consultation Strategy

CONSULTATION STRATEGY FOR ISLE OF WIGHT 5 YEAR SUPPORTING PEOPLE STRATEGY 2005 – 2010 **(revised December 2004)**

December 2004 – March 2005

TIMETABLE FOR FORMAL CONSULTATION AND APPROVAL

CONSULTATION AND APPROVAL STAGE	TIME FRAME	COMMENTS
Launch 5 year Strategy consultation draft	December 2004	Full document will be: a) circulated to stakeholders listed in appendix 1 b) made available on the Supporting People k-web c) made available on the Isle of Wight Council web site.
Consult with main stakeholders listed in section 3	December 2004 – 14 th February 2005	Extra-ordinary meeting of SCG required in order to consider amendments
Incorporate agreed amendments	February 2005	Supporting People Team to produce incorporating key themes from consultation responses
Submit final draft of the Strategy to Core Strategy Group for discussion and recommendations	February 2005	Extra-ordinary meeting of SCG required in order to consider amendments
Submit amended document to the Commissioning Body for discussion and approval	21 February 2005	Document amended as necessary and approval gained
Submit approved Isle of Wight 5 year Strategy to Isle of Wight Council executive	By 31 st March 2005	
Submit approved Isle of Wight 5 year Strategy to ODPM Isle of Wight Council executive	By 31 st March 2005	

METHODS OF CONSULTATION

Stakeholders and other interested parties will be formally invited and actively encouraged to take part in this consultation by using methods listed below:

- Written comments on draft Strategy through a standard response form
- Copy of draft Strategy posted on Isle of Wight area of spkweb
- Copy of draft Strategy posted on the Isle of Wight Council web site
- Discussion at regular meetings of Strategy sub-group
- Discussion at Inclusive Forum
- Discussion at regular meetings of other stakeholder groups
- A programme of planned visits to key partners and local service user/carer groups to discuss the draft Strategy
- Discussion by phone and/or in person
- Launch of pre-approved strategy at conference on 10th February 2005

Appendix H: List of Consultees

This section lists main stakeholders that will be consulted on the draft 5-year Strategy document. This list is not exhaustive and will be updated by the members of the Supporting People Team during the consultation period in preparation to formal consultation. A full list of stakeholders that took part in consultation will be produced in March 2005 and will be made available on request.

1 Commissioning Partners

Isle of Wight Council
National Offender Management Service/National Probation Service –
Hampshire and the Isle of Wight
Primary Care Trust

2 Housing Providers

Isle of Wight Supporting People Inclusive Forum
Registered Social Landlords operating on the Isle of Wight
Independent and voluntary sector providers
Private sector landlords
Abbeyfield Societies

3 Voluntary Sector

The Real World Trust
RNID (Sound Advice)
Jig-Saw
Leonard Cheshire
People Off the Streets
Hampshire Deaf Association

4 Charitable Organisations

Abbeyfield Societies
Island Woman's' Refuge
The Law Centre
Isle of Wight Society for the Blind

5 Service providers – not for profit

Medina Housing Association
Housing 21
South Wight Housing Association
Isle of Wight Housing Association.
16+ Team
The Scott Community

6 Service Providers - Private Sector

Ryde House
Jan White
RL & J White
Cross Keys Support Group
Mr M Sallam
Milford Del Support Agency
Julie Clift
Islecare 97 Ltd
Wight Home Care Ltd
New Horizons IOW Ltd
D- Care
Sound Service

7 Service User and Tenant Groups

Stonham Housing Association
Isle of Wight Housing Association
Medina Housing Association
Housing 21
The Real World Trust
RL & J White
Ryde House
Abbeyfield Societies
Isle of Wight Society for the Blind
Jigsaw

8 Other Groups & Individuals

The Supporting People Inclusive Forum
Strategic Core Group
Supporting people Strategy Development Group
Supporting People Strategy Task Group

Appendix I: Supporting People and Service Users – Case Studies

In order to gauge the effectiveness of the Supporting People programme on the lives of service users, a random selection of providers has been contacted. Provider details have been removed to ensure confidentiality. Providers were made aware of this and thanked in advance for any contribution they could make.

We asked:

How has the Supporting People programme benefited Service Users?

The responses were overwhelming and very encouraging. All the feedback was positive and the lives of many vulnerable people have been improved, often radically. Below are some of the examples that were received.

Example 1

Lady with Learning disability/ mental health/ behaviour problems, if not with supporting people would still be in residential care where, prior to arriving at [Provider X], she had lived from the age of 2. She maintains her independence with lots of support via Supporting People. Without this support she would lose her independence and the cost of accommodation in residential care has been quoted as in excess of £1100.00 per week.

Example 2

Gentleman with undiagnosed mental health issues – this gentleman lived in isolation after the death of his elderly parents by social services. Because he is undiagnosed, social services had asked for him to be monitored and any following deterioration in his mental health state for them to be notified immediately. This service user now has regular conversations with other service users and staff, feels comfortable, safe and secure within his accommodation, with the added knowledge ‘he is not on his own’. Without Supporting People he would have probably been in hospital/residential care.

Example 3

Elderly lady has feared men for the past fourteen years following the abuse of her mother.

Following the Supporting People review visit, the ‘potential for abuse’ elements were incorporated into the Support Plan. This led to [Support Worker Y] asking new questions that uncovered this issue. [Support Worker Y] then realised that the lady had gone to visit family during the refurbishment of her flat so that she would not be left alone with the (male) builders. Although the lady still has concerns relating to being left alone with a man, or small groups of men, this issue has been highlighted due to

the implementation of Supporting People. It is now highlighted on her support plan and [Provider X] is able to respond to her concerns appropriately.

Example 4

Service User (40) suffering mental health issues with a history of serious, continual, sexual abuse from family relatives when he was a small boy. He had problems with paranoid thoughts that people did not like him and were gossiping about him and at times felt in total isolation. In time he learnt to trust and socialise with help from staff and other service users at [Provider X]. After having increased his life skills and independence following support for a two year period, he felt able to move to another district to be closer to his brother. [Provider] provided ongoing support to prepare him for the move. We have since been notified he is settled and in a relationship and is now working.

Example 5

An elderly lady who had lived her entire life in residential care and had been abused badly in her younger life by her carer. She is now 80 and has her own flat in a sheltered scheme. She stated during a review visit that these are the happiest days of her life.