

Supporting People in Suffolk

Annual report
2011



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Introduction from the Chair of Supporting People Commissioning Body Bob Prince



Welcome to our fourth Annual Report which clearly demonstrates how the Supporting People (SP) programme is really making a difference to the lives of vulnerable adults by enabling them to maintain their independence and remain in their own home or by developing the skills to become more independent.

The last twelve months has brought considerable challenges to the SP programme. To ensure the continued success of supported housing within Suffolk, we have reviewed many of the services we support and updated the Governance structure to reflect the new arrangements that are being undertaken by our new-look team. These changes are highlighted within this report and we would very much welcome your views as to how future service delivery might be improved.

In the new governance structure the Suffolk Strategic Housing Partnership, will promote housing and housing support throughout the County. This new Partnership will continue to maintain links with the Supporting People User Forum who will continue to champion the voice of our service users. Similarly, the Board will work closely with the Supported Housing Expert Provider Panel which will provide guidance and advice on how to provide the most appropriate mechanisms for supporting their clients.

The Supporting People team will now be working as an integral part of the Personalisation and Partnership Development Team and as such the expertise acquired by them over the years will be highly valued and sought after.

The Supporting People programme has made many achievements since its formation in 2003 and it is appropriate to express sincere thanks to all those members of the team who have played such a vital role in enhancing the life chances of countless service users over the years.

The Housing world is changing more profoundly than at any time over the last 30 years and the skills of the Supporting People team will be even more important as we roll forward.

What is the Supporting People programme?

Supporting People (SP) is a government funded programme which nationally supports over one million people to live independently. The Supporting People programme does this by commissioning other organisations to deliver 'housing related support' services, which help people to secure and maintain a home.

In Suffolk we work in partnership with county, district and borough councils, health, probation, voluntary organisations, housing associations, support agencies and service users.

Around 9000 vulnerable people currently benefit from Supporting People funding in Suffolk.

The New Governance Arrangements

During 2010 it was agreed by the Supporting People Commissioning Body (SPCB) that a new governance approach was required to reflect the changing public sector landscape and the part the Supporting People programme would play in the new environment. The importance of both housing and housing support is well documented and it was recognised that the way in which strategic decisions were made would benefit from a review.

For many years Suffolk has had strong partnership arrangements in the area of housing and has seen the benefits of working collaboratively. Over time, these partnerships have necessarily evolved and a number of supporting groups have been established. The range of organisations involved in these groups is wide ranging and diverse and involves, amongst others, the local housing authorities; social and private landlords; support providers (predominantly from the Voluntary Sector); Adult Community Services, Supporting People, Social Inclusion, Children and Young People; Probation; and Health.

These organisations were then involved in the process of review and in formulating the approach to be taken in the future. The outcome of many months of discussion and hard work were proposals presented to the SPCB in May this year of a number of options for the future.

The SPCB agreed to the formation of a new group called the Suffolk Strategic Housing Partnership (SSHP). This Board has a wider strategic housing role than the old Commissioning Body and also includes the housing role previously the responsibility of the Suffolk Housing Officers Group (SHOG). The new Board is the countywide stakeholder group providing a strategic co-ordination role and decision making process for housing and housing support issues in Suffolk.

Although the role and purpose of the new Board is different to the old Commissioning Body it will still maintain links to two of the existing Supporting People governance groups – the Supporting People User Forum (SPUF) and the Supported Housing Expert Provider Panel (SHEPP).

These new arrangements have been agreed for an interim period and the Board will regularly review its role and purpose.

Supporting People User Forum (SPUF)

Written by Forum member Scott Eadie and approved by SPUF.

The past year has been a busy one for the SPUF, we have expanded our membership with the addition of 6 new members and consider that we have a committed and well rounded membership with forum members from many area's and different service groups within Supporting Peoples remit. The 8 Forum meetings have seen us participate in 13 contract monitoring reports via feedback from the "service user survey " which has been further developed and simplified by the SPUF team. The contract monitoring duties of the SPUF team are always at the top of our agenda and we are pleased to report that Providers on the whole react quickly to comments from the Forum and respond when action points are completed. Action Points for Service Providers have resulted in:-

- Quicker response to heating and ventilation problems
- Residents being moved to more appropriate accommodation
- Service users being given the opportunity to be involved in staff recruitment
- The local Police and Safer Neighbourhood Team attending schemes to give advice and support on security



At a time of massive change and uncertainty within supporting People and Social housing as a whole, SPUF members have been involved and contributed to several events this year, including the Supported People Elected Provider Panel (SHEPP) Summit, at which the radio documentary promoting SPUF and including members' stories was played. Many thanks to Ipswich community radio for this. Members also attended the Supporting People Transformation event.

The team have also managed the SPUF budget to allow for the reduction in Supporting

People funding, a duty many within SP will be familiar with. Other contributions from the Forum have included:-

- Strategic review of Short term Accommodation based services, with emphasis on how to engage with service users during the review
- Equality Impact Assessments for the Anytime Response service
- Supporting People strategic statement

In November we were visited by Bob Prince, to speak about his position as chair of the commissioning body and also his role as head of housing for both Waveney and Suffolk Coastal District Councils. The Forum is now following the changes and recommendations made by the Governance Working Group with interest. In November Bob Prince requested that SPUF offer feedback on how Government funding cuts are affecting local service users and this has since been a regular item on our agenda, and SPUF like many within Supporting People are following the process closely and have asked Vince Gates to our July 7th meeting for an update on the outcomes on the Transformation Event and to respond to our own queries. We look forward to continuing our work with the Strategic Housing Partnership Board during this difficult time, having received assurance of the continuing existence of the Forum.

We were also pleased to welcome Helen Waters and Mark Adams from Suffolk Independent Living to our May meeting, many thanks to Helen and Mark for their talk and the information about direct payments.

Finally the SPUF team have responded to the SITRA consultation, on the data which is collected for housing related support. (SITRA is a membership organisation which champions excellence in housing care and support) If you are a service user or provider and would like your voice to be heard please contact Sara Spencer on 01473 581822 or e-mail sara.spencer@suffolk.gov.uk

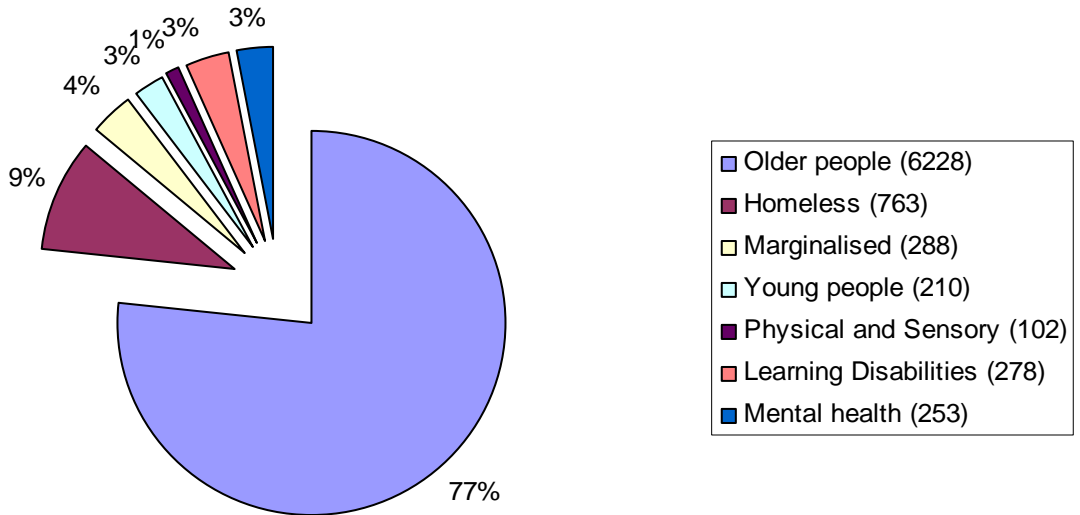


Supporting People annual plan

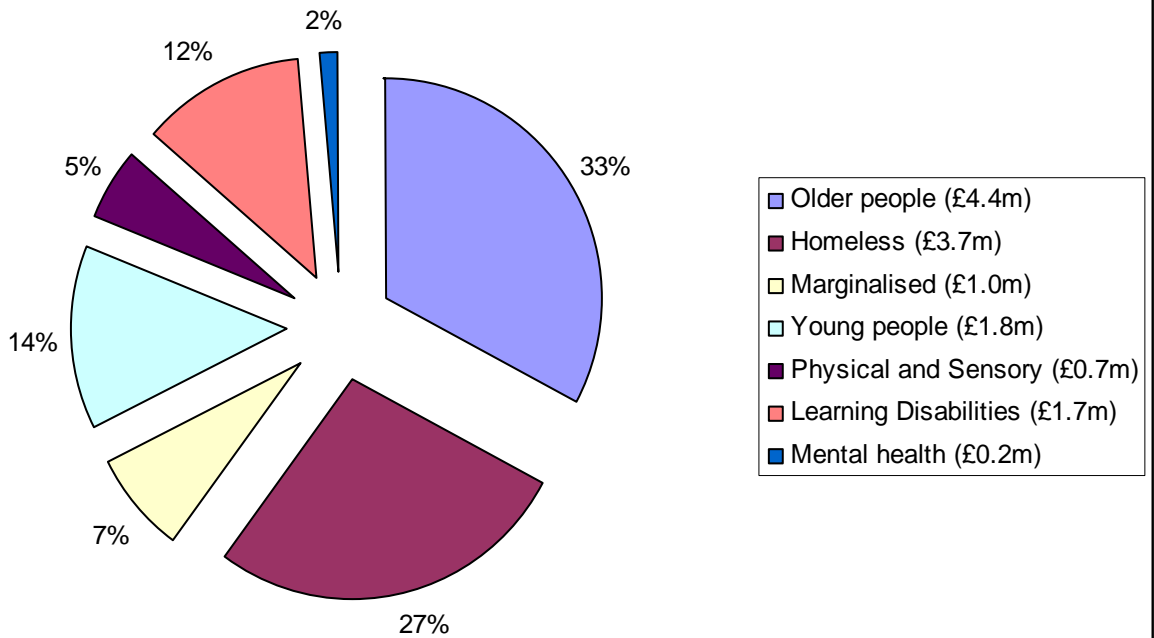
Client group	Units 09/10	£ 2009/10	Units 10/11	£ 2010/11
Frail elderly	670	£1,517,561	670	£1,506,263
Older People with Support needs*	5562	£3,136,285	5527	£2,869,150
Older People with Mental Health needs	15	£110,148	15	£84,327
Leaseholders	21	£3,839	16	£3,485
Single Homeless	660	£3,026,824	671	£3,068,686
Homeless Families with Support Needs	92	£682,802	92	£648,153
Offenders	34	£243,658	34	£331,264
People with drug problems	24	£64,535	24	£67,065
Women at Risk of Domestic Violence	66	£443,242	155	£545,932
Gypsies and Travellers	55	£21,669	75	£67,600
People with a Physical and Sensory disability	102	£694,522	102	£707,291
People with Learning Disabilities	278	£1,642,873	278	£1,660,154
People with Mental Health problems	215	£861,844	253	£204,221
Teenage parents	56	£303,118	56	£303,118
Young People at risk	138	£1,194,266	138	£1,322,431
Young People leaving care	16	£151,488	16	£225,095
Holistic Floating Support	608	£2,101,308	608	£2,174,814
TOTAL	8612	£16,199,982	8730	£15,789,049

* The number for Older People with Support Needs units is taken from contract numbers and may not reflect the true figure due to vacancies.

Units per Client group 2010-2011



Funding per client group 2010-11

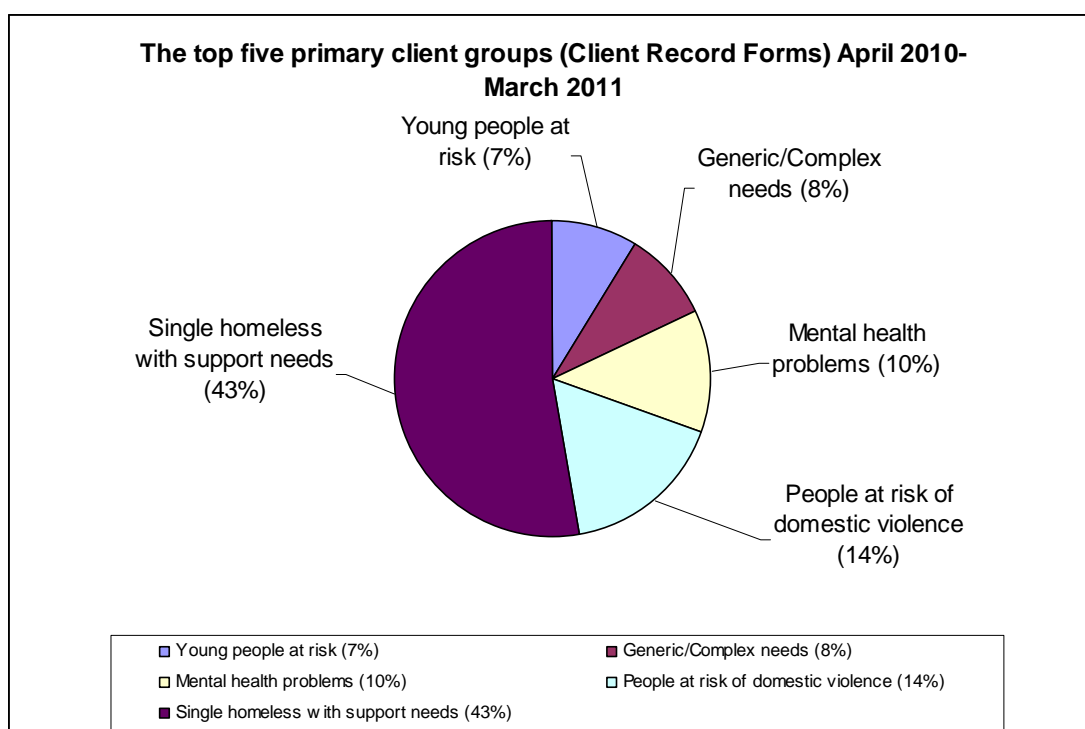


Client record and Outcomes data April 2010 – March 2011

Client Record Forms

Key findings

- Client Record Form information is collected when a client starts to receive housing related support.
- 1779 forms were completed by 31 providers in Suffolk from April 2010 to March 2011
- The most frequently occurring client group is single homeless with support needs. The following chart illustrates the breakdown of the top five client groups



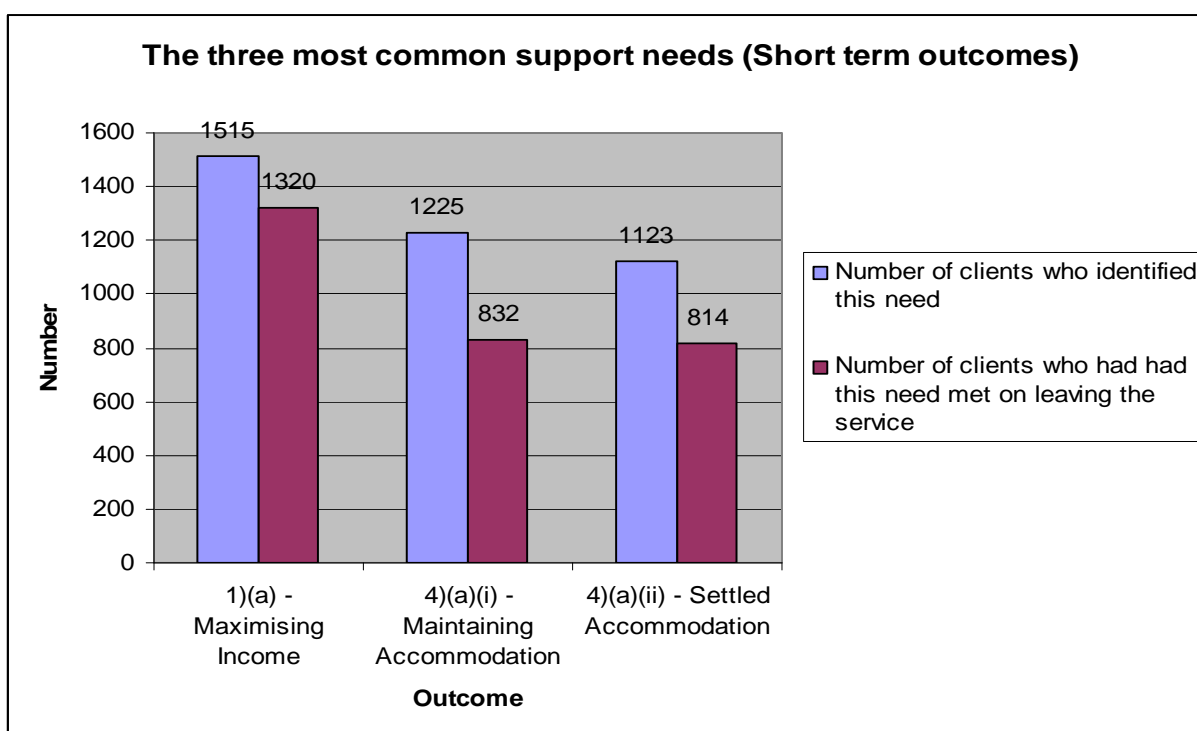
Outcomes for Short term services

Key findings

- Short term outcomes are collected when a client departs from or ceases to use the service, regardless of whether this departure is planned or unplanned.
- For the year April 2010 to March 2011 a total of 2028 forms were completed by 24 providers in Suffolk.
- Data is collected on five high level outcome domains for Suffolk the following table illustrates how these outcomes compare. Each of the five high level outcomes is comprised of five or six lower level outcomes, a client can express a need for more than one lower level outcome. Therefore the total number of clients expressing a need can be higher than the total number of outcome forms completed.

Short term Outcome	total number of clients with need	total number of clients who had these need met	%
1. Achieve economic wellbeing	2950	2197	74
2. Enjoy and achieve	2105	2060	98
3. Be healthy	1810	1217	67
4. Stay safe	3209	2291	71
5. Make a positive contribution	1118	878	79

These main outcomes can be analysed further and the following chart identifies the three most common support needs and the number of clients achieving these outcomes.



Outcomes for Long term services

For the purpose of collecting outcome information, the definition of a long term service is a service that provides support for a period of **2 years or more**. This includes both accommodation-based services and floating support services.

Sampling Approach

The sampling approach collects outcomes information from a sample of service users in each long term service once a year on a snapshot basis.

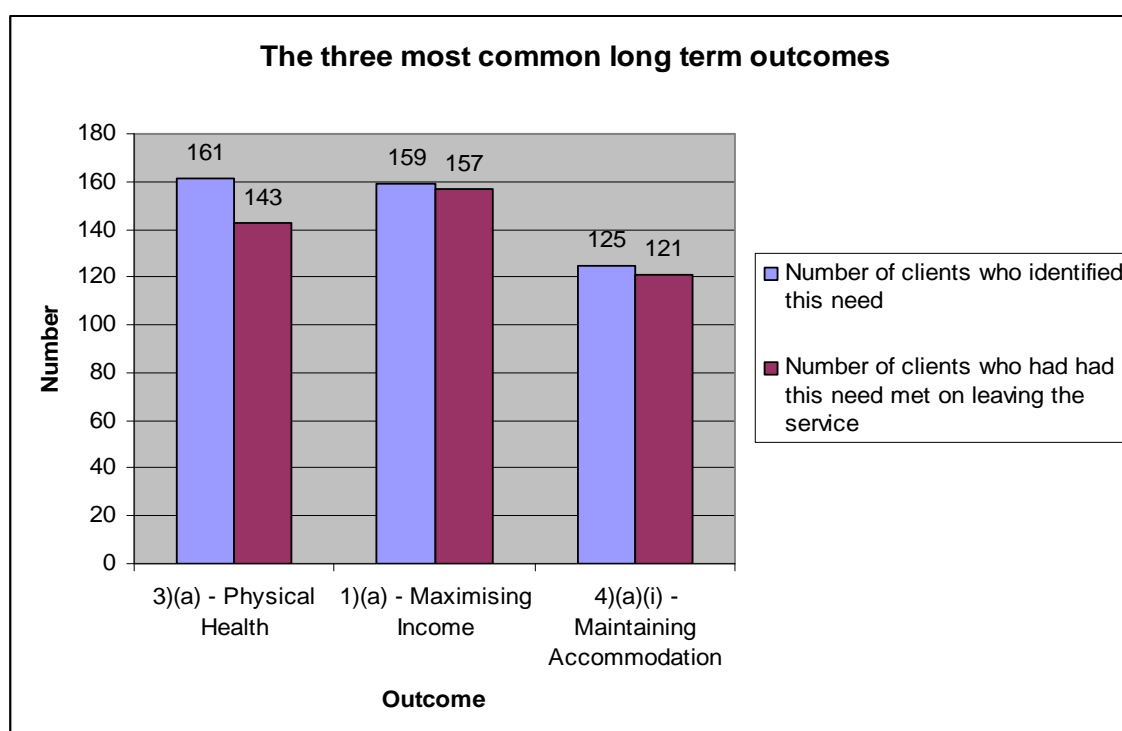
To obtain outcomes data that is representative of all long term service users, a sampling approach is used. This collects data from a smaller percentage of service users who are older people and a larger percentage of service users who are not older people. Therefore, the sample size is 10% of service users in each service for older people, and 50% of service users for all other services. The sample should be taken at the time of support plan review and submitted on a yearly basis within the current financial year.

Key findings

- For the year April 2010 to March 2011 a total of 261 forms were completed by 88 providers across Suffolk
- Similar to Short term outcomes data is collected of five high level outcomes the following table shows how these outcomes compare for Suffolk

Long term Outcome	total number of clients with need	total number of clients who had these need met	%
1 Achieve economic wellbeing	182	167	92
2 Enjoy and achieve	310	280	90
3 Be healthy	354	327	92
4 Stay safe	286	267	93
5 Make a positive contribution	122	117	96

As with Short term outcomes, this data can be analysed further the following chart identifies the three most commonly identified outcomes.



Strategic Reviews

Review of Short Term Services

From March to August 2010 a strategic review of Short Term Accommodation Based Services (STABS) was carried out. A findings report was published and from that some key principles were developed to inform the way services are delivered in the future. These principles were agreed at a number of key stakeholder events.

We have been developing a co-ordinated pathway model based on a 'whole system' approach which is responsible for and ensures:

- Access to accommodation and support for people in need
- Support for service users is personalised and based on that person's needs by matching them with the right service(s) through to independence.
- Support which can be flexible to enable people with the highest needs to access and maintain short term accommodation
- Multi agency involvement in managing resources and working jointly to promote positive outcomes for service users.

Over the coming months we will be implementing the key elements of the co-ordinated pathway with completion due by October 2012.

Review of Domestic Violence Refuge and Resettlement Services

A strategic review of accommodation-based Domestic Violence services in Suffolk was undertaken in 2010-11 and completed in January 2011.

The objectives of this Strategic Review were:

- To ensure that services demonstrate Value for Money, and that the support provided is of a high standard
- To ensure the buildings are 'fit for purpose'
- To plan and commission services that meet locally identified needs
- To provide the best range of support services for those needing to access these services
- To ensure there is adequate move-on accommodation and resettlement provision for those ready to leave the Refuges.
- To ensure that service user involvement is an integral part of service delivery which embraces the personalisation agenda

Findings:

- The support offered to women and their families by the three Refuge providers is very specialist, and generally of a high standard.
- The services represent an important, effective, and valued key component of a range of services provided to victims of DV in Suffolk. The Refuges make a meaningful contribution to homelessness prevention, Community Safety, Harm Reduction, and children and adult safeguarding.
- For the £.5 million SP invests in Refuge services, there is a saving of approximately £2m to other public services (such as the NHS, the criminal justice system, the police, Social Care, etc).

However, the review also concludes that;

- Lack of out-of-hours access and other issues of access (such as taking people with higher risk behaviours) result in many affected by DV not being able to access a Refuge service when they need it.
- The Supporting People Needs Survey indicates that countywide, Suffolk has a shortage of 60+ Refuge places/units.

Review of Community Support Services

“Flexible Futures”, the outcome of the strategic review of Non Accommodation Based Services (NABS) sets out the vision for such services. Community Support is the third and final part of this review and was completed in June 2011.

Community Support in this context is support given to people to enable them to gain, regain or maintain independent living skills. Support workers will work with people normally in their own homes or other community settings and will help with issues such as managing money, home management skills, using public transport and other facilities, staying safe, keeping well and social integration.

There are currently SP contracts for 11 community support services in Suffolk costing £962,198 per annum.

Some of the findings from the review are:

- The majority of services indicated that the aim is where possible, to reduce support over time as people gain or regain independent living skills.
- For some people, for example older people with mental health problems such as dementia, support needs are likely to increase over time and the key purpose of the service is to maintain independence for as long as possible.
- Services can offer support in times of crisis. E.g. death or incapacity of carer/family member, homelessness, safeguarding issues, financial abuse, hate crime, deterioration in mental health, self neglect.
- The complexity of the needs of some customers in services is apparent. This includes mental health issues, communication needs, homelessness, drug and alcohol abuse, self neglect, very poor home conditions, hoarding, poor health and wellbeing, loss of a carer, financial abuse, lack of parenting skills, social isolation, debt, family breakdown, challenging behaviour
- Services overall are playing a number of roles: enabling, re-enabling, crisis intervention, prevention and early intervention and maintaining independence.
- The potential consequences for people if they did not receive community support services are homelessness, debt, social isolation, increased health interventions, increased admissions to hospital and/or residential care, increased incidences of family breakdown, deterioration in mental health and wellbeing, deterioration in home conditions, and increased incidences of financial abuse and other safeguarding issues. All of these consequences have an effect on the increased need for care, health and other services further down the line.

The next stage will be to make proposals about how Community Support could look going forward. This will be a strategic approach which will be about the future direction and provision of Community Support.

New Services

In the past year the Supporting People Investment Plan has enabled the introduction of a number of new services.

Older Persons Service

Since 2007 we have been working with providers to introduce the SP vision for older person's services.

Last year saw this come a step closer with the renegotiation of the sheltered housing contracts and the commencement of the floating support service known as the Independent Advisors Service.

Next year will hopefully see this continue with the start of the Suffolk Care-line and the introduction of personal budgets into Very Sheltered Housing.

Older Persons – Independence Advisors Service

Run by Age UK Suffolk this is a free county wide service for anyone over the age of 60 living at home or caring for someone at home.

Independence Advisors are able to visit older people in their homes, to discuss and identify areas where they may need further support. The advisor will provide information and advice as well as assistance to access other services.

Further information can be obtained from Age UK Suffolk:

<http://www.onesuffolk.co.uk/ageconcern/ourservices/independenceadvisorservice>

Suffolk Outreach Project for Children, Young People, and Adults affected by Domestic Abuse

This is a 3 year jointly funded (by SP and CYP) project run by Leeway which commenced in April 2010. The project provides support to children, young people and adults (including men) affected by Domestic Abuse. Support is outcome focused and personalised, and is provided individually and in groups. The aim of the support is to improve the safety, security, self-esteem and confidence of service users, reduce the likelihood of service users remaining in abusive relationships, prevent homelessness, and increase school attendance.

Supported Housing for Young People - Avenue Mansions, Lowestoft

This service was jointly commissioned between Waveney District Council and Supporting People Team. The aim of the service is to provide a flexible and responsive support service that meets the needs of young homeless people aged 16-24. Each young person accessing the service will have been through a successful period of support at another supported housing service and proved that they have the ability to work towards greater independence in a semi independent environment.

Suffolk Offenders Accommodation Project

A countywide SOAP (Suffolk Offenders Accommodation Project) service has been commissioned by Suffolk County Council Supporting People in partnership with Norfolk and Suffolk Probation Trust following on from a successful pilot service delivered by IHAG and St Johns Housing Trust. The new service will start in October 2011 and will be provided by

Anglia Care Trust. Settled and suitable accommodation is a key element in reducing the likelihood of re-offending and improving community safety. Appropriate housing is fundamental to the resettlement, rehabilitation and risk management of offenders in the community. A lack of suitable accommodation presents a major obstacle to offenders complying with the requirements of supervision (i.e. the terms of their order or licence) and affects their ability to undertake and complete activities designed to address offending behaviour (“accredited programmes”), tackle substance misuse problems, access training and employment and/or sustain education and learning. This service will provide support for offenders to enable them to access and subsequently sustain settled and suitable accommodation. It will work in close liaison with Offender Managers, Prison Resettlement staff and accommodation providers.

Suffolk Care-Line – 24/7 Monitoring & Visiting Response Service

The establishment of a 24/7 responder service was identified as part of the Supporting People Older Persons Vision and with the support of a wide range of partners such as Adult & Community Services, the Corporate Business team, the Suffolk Primary Care Trust and the East of England Ambulance Trust, it will be launched in Summer 2011. This new county-wide response service will be able to send first-aid trained Responders to the home of registered users needing emergency help twenty four hours a day, 7 days a week. Responders - who will also be equipped with special lifting equipment – will be trained to tackle a variety of unforeseen emergencies or crisis events, with a target response time of just 45 minutes.

The response service should not be confused with a more traditional nursing or social care service. Instead it focuses on providing emergency or unplanned help, with Responders able to undertake rapid assessments on arrival; give vital life-saving first aid; perform manual handling using special lifting cushions; provide all-important reassurance and also notify other agencies of additional help that may be needed.

Customers of the service are likely to pay about £6 per week for a combined monitoring and response service, which includes rental of the equipment and maintenance.

Although the service is likely to be particularly beneficial to older people or people with disabilities, it will be available to anyone over the age of eighteen. Next-of-kin also benefit with increased peace-of-mind knowing that help is always on hand and arrangements can be made for them to fund the service on behalf of customers.

If preferred, an alarm monitoring only service – where-by other nominated people are contacted if a home visit is required - can be provided at a lower charge, around £3 per week. Tenants living in sheltered accommodation will also be able to sign-up for the service.

To ensure high service standards the service will be registered with both the Care Quality Commission (CQC) and the nationally recognised Telecare Services Association (TSA).

Assistive Technology / Telecare (AT/T)

The short-term telecare alarm monitoring service provided free-of-charge by Suffolk County Council and funded from the Government’s Preventative Technology Grant finished during the autumn of 2010. Since then work has been undertaken to review progress and focus on what we need to do in order to embrace and embed greater usage of AT/T in order to benefit people; their carers and professionals across the care and health professions, as

well as ensuring care and health funding is used as efficiently as possible through innovative solutions.

Work to date has included extensive networking with both internal teams and external organisations to share needs; knowledge and facilitate joint-working which culminated in a highly successful AT/T Workshop in June which helped to positively promote benefits; increase understanding and identify other issues flagged by front-line services.

A number of positive initiatives are already under-way or about to be launched soon including a new SCC AT/T Strategy and associated Action Plan; Formation of a new “AT/T Link Officers Group” to share best practice; Compilation of an AT/T Practitioners Guide for front-line staff; On-going training and support for front-line staff across Suffolk; Undertaking research in to innovative/cost-effective solutions for individuals and landlords; Promotion of Suffolk Care Line and also identifying funding streams/opportunities for technology by working in partnership with other organisations.

The focus remains on ensuring that the needs of people and their carers are not only listened to but considered at all stages when planning care. Through informed and appropriate assessment, the increasing provision of assistive technology and telecare services/equipment can help to ensure and enable greater numbers of people to remain living safely and independently in their own homes, thus both the promotion and embedding of it remains a key priority.

News Hot Off the Press!

At its first meeting the Suffolk Strategic Housing Partnership endorsed the commitment of funding to commissioning a **Gypsy and Traveller Floating Support accommodation** service following on from a successful and valued pilot service.

The purpose of the service is to enable the Gypsy and Traveller community to become aware of and access accommodation related services, thus impacting on their educational, health and well being needs. By supporting the Gypsy and Traveller community, through floating support workers, the service contributes to addressing the Suffolk Gypsy and Traveller Strategy outcomes with regards to: Accommodation, Community Cohesion, Community Safety, Children & Young People and Health & Wellbeing.

The service was developed to provide short term floating support to Gypsies, Roma and Travellers with accommodation related support needs. This includes people who are on unauthorised encampments, authorised private and local authority sites, in temporary accommodation and in bricks and mortar

In the first year of pilot service operation the Accommodation Support Workers received a total of 60 referrals.

Contacting Us

We are always pleased to receive your feedback.

If you would like to make any comments about this publication or any of the services we commission please contact

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Web-site: <http://www.suffolk.gov.uk/CareAndHealth/SupportingPeople.htm>

If you need help to understand this information in another language please call **08456 066 067**.

Se precisar de ajuda para ler estas informações em outra língua, por favor telefone para o número abaixo.

Portuguese

بەم زانیاریەشیتنی ئە ب ت گەهتە دە یارمەر پ ویستیت بەگەئە
بکە.وەی خواریەم ژمارەندی بەیو بەهزمان کی تر تگایە

Kurdish

Jeżeli potrzebujesz pomocy w zrozumieniu tych informacji w swoim języku zadzwoń na podany poniżej numer.

Polish

如果你需要其他語言來幫助你了解這些資訊，請撥以下電話。

Chinese

এই লেখাটি যদি অন্য ভাষাতে বুঝতে চান তাহলে নিচের নম্বরে ফোন করুন

Bengali

اگر شما نیاز دارید که این اطلاعات را به زبان دیگری دریافت کنید لطفاً به شماره زیر تلفن کنید.

Farsi

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