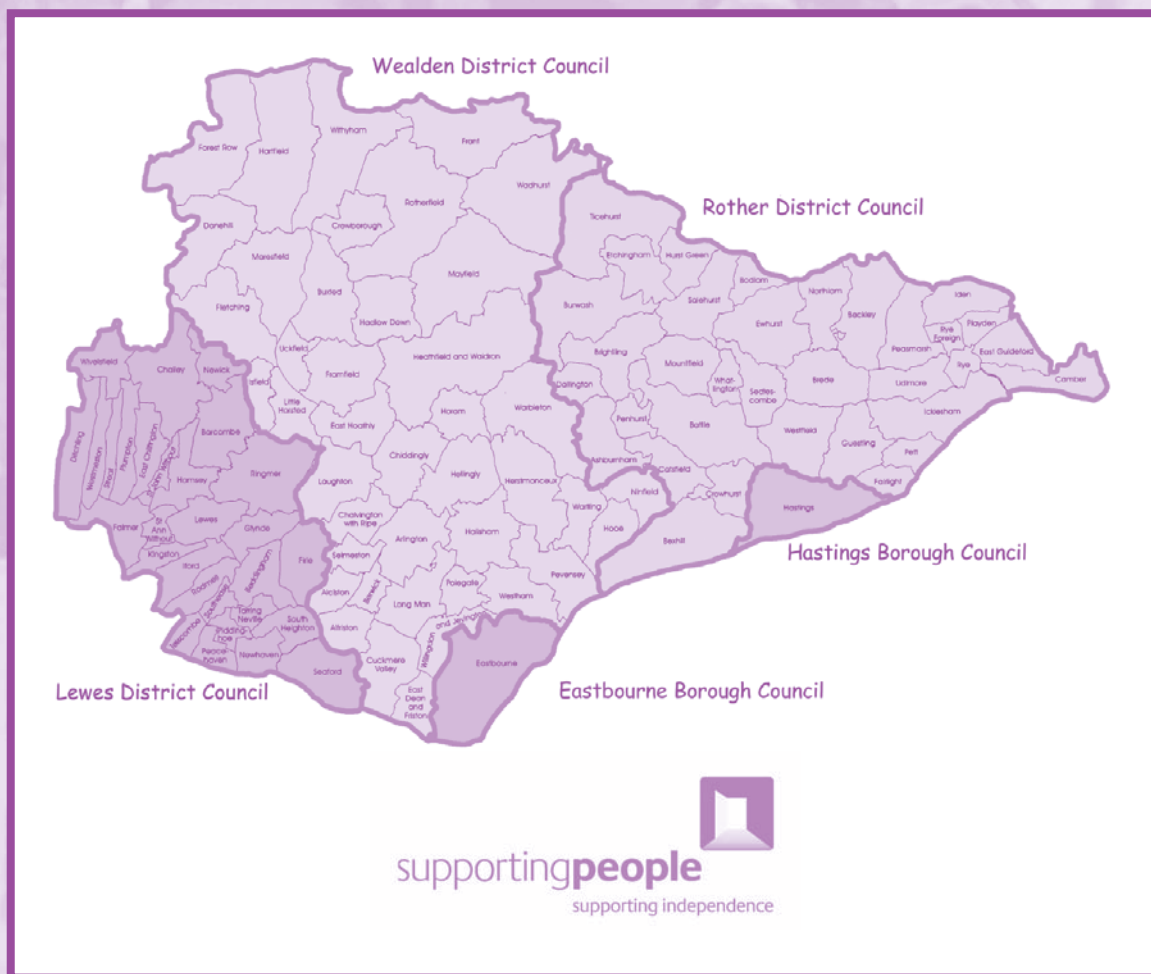


East Sussex

Supporting People Strategy (Summary)

2005 - 2010



Summary

1 Vision

The Supporting People programme aims to increase the opportunities and life chances of vulnerable people in East Sussex by offering them accessible, high quality and affordable housing-related support services that promote independence, prevent crisis and complement existing and new housing, health and social care services.

2 Introduction

The Supporting People programme funds, regulates and gives strategic direction to housing-related support services for vulnerable adults. '**Housing-related support**' is accepted as "those lower levels of practical or emotional support, that do not amount to personal care, that allow vulnerable people to obtain or remain in their own home".

The programme works as a **partnership** of local government, service users, health services, the probation service and support providers. At a local level a Strategic Forum, comprising senior managers from the six local authorities, four Primary Care Trusts and the Probation Service (Sussex), directs the programme which is administered on behalf of the partnership by East Sussex County Council.

The Supporting People Programme in East Sussex underpins the delivery of the wider **strategic aims** of central and local government. Services across the county are crucial to meeting the key priorities of prevention, promotion of independence, social exclusion, equalities, community safety and resettlement and help deliver the Council Plan.

East Sussex County Council (ESCC), as the 'administering authority', is required by the Office of the Deputy Prime Minister (ODPM) to submit a **five year strategy** by 31 March 2005. The East Sussex Supporting People Shadow Strategy (2003 to 2004), which achieved an 'excellent' rating from the ODPM, gives a strong foundation for this strategy. There has been wide-ranging consultation on the strategy development over a nine-month period through forums, the ESCC and ODPM Supporting People websites, newsletters and meetings including client group meetings facilitated by the voluntary sector.

The key aims of this strategy are:

- to set out the future direction of the Supporting People Programme in East Sussex;
- to help develop commissioning roles and processes in East Sussex; and
- to serve as a vehicle to obtain more revenue funding for the programme by demonstrating the lack of services to meet housing-related support needs.

EAST SUSSEX SUPPORTING PEOPLE STRATEGY 2005 - 2010

Given the uncertainties around funding for housing-related support services it has been difficult to plan a five-year commissioning strategy for Supporting People. We have a Government commitment to three years' funding.

However, the local grant for 2005/06 means a reduction in real terms of more than 7.5% and this is extremely disappointing. In East Sussex we need to find savings of at least £600,000 before an inflationary uplift can be paid to providers or new services are funded. Within this context the East Sussex Strategic Forum is committed to:

- **ensuring the current budget delivers as many high quality, value for money services as possible;** and
- establishing a programme for the development of new services should more money become available.

The strategy contains four case studies that give a flavour of the range of services funded by the Supporting People programme in East Sussex. They also demonstrate the benefit of the programme to vulnerable people.

3 Supply

When the Supporting People programme was introduced on 1 April 2003 East Sussex had **6449 units** of housing-related support available at any one time. The supply had increased by 43 units by 1 April 2004 and these changes were consistent with strategic priorities and the priorities set out in the Shadow Strategy. Overall, supply of housing-related support services is low and this is reinforced by comparative data.

A detailed analysis of supply on 1 April 2004 has identified:

- 87.8% of supply was for accommodation-based services.
- 10.7% of supply was for floating support services (that is, delivered to the household wherever they are living).
- 4936 units were for older people, the vast majority within traditional sheltered housing services.
- 1460 units were available for all other client groups.
- There were no specific services for people with alcohol problems or offenders.
- There were no specific services for people from a BME background.

4 Need

An analysis of need across the county concluded that there are many vulnerable people with **unmet housing-related support needs** across the whole of East Sussex and particular pockets of deprivation where the unmet need is extremely high. It is a challenge to capture and quantify specific housing-related support needs and more research needs to be carried out for all groups. In particular there is potentially a huge need from people with a physical disability and research is needed into the specific needs of this group. Likewise we need to review the need for services for people from a BME background.

EAST SUSSEX SUPPORTING PEOPLE STRATEGY 2005 - 2010

The **main points** are:

- There is a huge need for a range of services for **older people** across the county regardless of tenure.
- People with a **learning disability** have few options, there are young people leaving specialist school who come outside the remit of social services and wish to live as independent a life as possible and reach their full potential. Many people with a learning disability aspire to receive housing-related support services on a permanent basis as an alternative to residential care or living with family.
- People with a **physical disability** have particularly high unmet need.
- There is a countywide picture of **single homeless people** whose vulnerability is increased by a range of needs, including mental health needs. These needs are often complex and result in a chaotic lifestyle.
- There are a relatively large number of **travellers** in East Sussex and some receive a housing-related support service. However we know there are a number of travellers living in short-term sites who have an urgent need for housing-related support.
- The target to increase the number of people successfully completing **drug** treatments highlights a need for housing-related support to promote the social inclusion of this client group.

5 Commissioning

For the purpose of this strategy commissioning is defined as “a strategic view of services and resources set against needs and a plan to get the best fit from resources”. The Strategic Forum will continue to work in partnership to achieve the strategic and operational **commissioning aims** set out in the strategy. The main aims are:

- To **increase the overall supply** of housing-related support and the proportion of floating support to all client groups.
- To extend Supporting People services to vulnerable people in the **private rented and owner-occupier** sector
- To ensure services are of a **high quality**, achieve **value for money** and **positive outcomes** for service users who are actively encouraged to contribute to service developments.
- To ensure all services are **accessible to all** and appropriate to individual need including people from black and minority ethnic (BME) groups.
- To ensure all new and re-provisioned services are **jointly commissioned** through a clear **needs-led** process.
- To support the **diverse population** of providers whilst encouraging mergers where there are administrative benefits. Local authority providers will be treated in the same way as other providers in respect of best value and service developments and providers will be encouraged to contribute to service developments.

EAST SUSSEX SUPPORTING PEOPLE STRATEGY 2005 - 2010

A gap analysis has concluded that there is a severe lack of supply to meet the housing-related support needs of vulnerable people in East Sussex and all client groups are a priority for housing-related support services at the moment. Some groups however have less supply to meet their needs and the **client groups that have the highest priority** for new housing-related support services across East Sussex (not in priority order) are:

Older people
People with a learning disability
People with a physical disability
Single homeless people with complex needs

This chapter also analyses the factors that shape the market including the following:

- The nature of service **providers** (most are Registered Social Landlords).
- The impact of service **reviews**.
All existing services (there were 232 on 1 April 2004) must be reviewed, according to value for money and quality frameworks, by March 2006. The aim of monitoring and review within the county is 'to use best endeavours to ensure that services provide an appropriate balance between quality for service users and the cost of the provision within strategically relevant services'. To date, all reviewed services have been found to be strategically relevant and in demand.
- **Cross authority and regional issues**.
- **Resource issues and risk management** including the implications of the budget reduction.

The chapter gives a framework for the procurement of services which includes the following:

- The proposed **service** must be deliverable, strategically relevant, meet a strategic priority need and have a cost within appropriate benchmarks.
- The **provider** must be experienced, endorse partnership working, be accredited, have an in-depth understanding of quality and contribute to market management aims. Existing providers must also have a positive outcome to all service reviews.

Finally the chapter concludes with an **annual plan** of action that sets out key strategic tasks arising from the strategy for 2005/06 and a five year development plan should funding become available.

The strategy will be reviewed annually.

6 Glossary of terms

AA	Administering Authority. In East Sussex, this is the Social Services Department of East Sussex County Council.
Accommodation-based service	A housing-related support service, which is specifically linked to identified accommodation, where loss of occupancy means loss of support service.
Accommodation-based service with floating support	A housing-related support service, which is linked to specific accommodation but also offers a floating support, resettlement or outreach service, as part of the overall package. For example, a hostel or supported housing with intensive on-site support, which also offers a move-on or resettlement service.
Accreditation	A process for assessing the viability and competence of an organisation and formally recognising their ability to provide services.
BME	Black and Minority Ethnic Groups.
Best Value	Central Government's value and quality policy.
CAG	Cross Authority Group.
Client group	A classification applied to a person according to their support needs. A person may fall into a number of classifications.
DAAT	Drug and Alcohol Action Team
Extra care housing	A concept rather than a housing type covering a range of specialist housing models. It can cover a wide range of different models in terms of function, size, and tenure. The emphasis is on independence in a safe, secure environment enhanced by good design features enables people to age in place.
Floating support service	A housing-related support service that is not tied to any specific accommodation.

EAST SUSSEX SUPPORTING PEOPLE STRATEGY 2005 - 2010

HIA	Home Improvement Agency, often also known as 'Care and Repair' services. These are floating support services available across different tenures designed to enable people to remain in their own homes for as long as they wish and to promote independent living. HIA services are usually focused around practical support related to the accommodation – such as maintenance and adaptations – but often also provide a wider range of services such as advice, advocacy and signposting to other support services.
Interim contract	A short term agreement which was entered into by Supporting People teams and service providers from the 01/04/03. It reflected changes made by the Government to the funding for the provision of housing-related support services; minimised the disruption to the support services which were being provided at that time; and ensured that providers were paid for doing so, subject to future satisfactory reviews, accreditation and due process.
Lifeline	An alarm system that can be used to call for help.
ODPM	Office of the Deputy Prime Minister
PCT	Primary Care Trust
Performance Indicator (PI)	Specific information used in a planned way to measure and assess performance.
Pipeline service	A service that was planned to come online after 1 April 2003, but which had a firm funding commitment before then.
Provider	Organisation providing a Supporting People service.
QAF	The Quality Assessment Framework for Supporting People. The QAF defines service objectives (core and supplementary) against which providers can carry out self-assessments.
Registered care service	A service that is registered with the Commission for Social Care Inspection (CSCI).
RSL	A Registered Social Landlord registered with the Housing Corporation as a housing association. Most but not all RSLs are housing associations and not all housing associations are RSLs.
Service review	A review of the strategic relevance and the quality, performance and cost-effectiveness of a Supporting People service prior to the expiry of its contract.

EAST SUSSEX SUPPORTING PEOPLE STRATEGY 2005 - 2010

Service users	The term 'service users' is used throughout to refer also to carers and advocates where applicable. It is important that, in consulting and involving service users, providers also seek the views of carers and advocates where service users may not be able to participate fully.
Sole traders	Sole traders are individual support providers who are not working for a charity, housing association, limited company or other type of organisation but are working for themselves, often in their own home, and not employing any housing-related support staff. Examples of sole traders are supported lodgings or adult placements where there is no overarching organisation.
Steady state	The state where service providers have been accredited and services have been issued with a longer term contract.
Stakeholder	An individual or organisation with an interest in the Supporting People programme.
Supporting People	A programme to deliver housing-related support services to vulnerable people through a single funding stream, administered by local authorities according to the needs of people in their area.
Supporting People grant	The grant provided to local authorities to pay for the costs of support services from April 2003.
Telecare	Telecare is the use of a combination of communications technology and sensing technologies to provide a means of manually or automatically signalling a local need to a remote service centre, which can then deliver or arrange an appropriate care response to the telecare service user. (Association of Social Alarms Providers).
Transitional Housing Benefit	The transitional system for the payment of support costs through the housing benefit system. This system ends on the introduction of Supporting People.



NATIONAL PROBATION SERVICE
for England and Wales

Sussex



Produced by:
Jude Davies, Independent Consultant
Email: jude.davies100@ntlworld.com

and

Karen Sedgwick and Candice Miller
Supporting People team
East Sussex County Council

Date produced:
March 2005

E-mail: supportingpeople@eastsussex.gov.uk
Website: www.eastsussex.gov.uk/supportingpeople