



PLYMOUTH SUPPORTING PEOPLE PARTNERSHIP

ANNUAL PLAN 2009 - 2010



Annual Plan

Introduction

In March 2005, Plymouth Supporting People published its 5 Year Strategy and first annual plan “Delivering and Developing the Supporting People Programme”. The Strategy set out our direction of travel over the next 5 years with annual plans being developed setting out the key steps to be taken towards achieving these aims.

The Strategy highlighted the following priorities:

KEY IMMEDIATE PRIORITIES
HOMELESSNESS: Develop floating support provision.
VICTIMS OF DOMESTIC VIOLENCE: Develop accommodation and floating support provision.
LONGER TERM PRIORITIES
SUBSTANCE MISUSERS: Develop floating support provision.
EX-OFFENDERS: Develop floating support provision.
YOUNG PEOPLE: Develop floating support provision, increase supported placements, develop direct access provision.
TEENAGE PARENTS: Increase accommodation and floating support provision.
OLDER PEOPLE WITH SUPPORT NEEDS: Develop low-level floating support provision, increase extra care, home improvement agency and alarm provision.
REVIEW AND RESEARCH PRIORITIES
PEOPLE WITH PHYSICAL DISABILITY/SENSORY LOSS
PEOPLE WITH MENTAL HEALTH ISSUES
PEOPLE WITH DIFFERENT ABILITIES (LEARNING DISABILITY/DIFFICULTY)
REFUGEES
PEOPLE WITH HIV/AIDS
ROUGH SLEEPERS
GYPSIES AND TRAVELLERS

This plan therefore represents the fifth year of working towards achieving our strategic objectives. The plan is divided into three sections, with the first providing a backward look as to progress over the last 12 months. The middle section provides a position statement at the end of the fourth year and the final section provides a forward look to the intended actions in 2009/10 towards delivering the final year of the strategy and meeting the objectives of promoting inclusion, independence and choice.

Although a Supporting People Strategy post 2010 will not be required, in light of the continued focus on ensuring the provision of preventative services for vulnerable people it is likely that an Action Plan/Strategy refresh be developed locally.

Chapter One

Headline Achievements

Our 2008/09 Annual Plan outlined steps to be taken during the forth year of the 5 year strategy, working towards achieving the broader aims and objectives of the programme in terms of preventing homelessness, empowering people to rebuild their lives and promoting opportunities for independent living and social inclusion.

Several actions also sought to bring about improvements to the programme as a whole in terms of strategic relevance, quality, service delivery and value for money in all Supporting People services.

In partnership with stakeholders, providers and service users the programme over the last 12 months has achieved the following:

- The numbers of people being supported have improved over 2007/08 – 2008/09:
 - NI141** – People supported to achieve independent living
Average 2007/08 = 65.42%
Average 2008/09 = 83.77%
 - NI142** - People supported to maintain independent living
Average 2007/08 = 92.26%
Average 2008/09 = 98.61%
- A new jointly commissioned Domestic Abuse service has seen numbers of people supported increase from 55 to 109 people at any one time. In addition, positive outcomes for people moving on from the service have risen from 88% in 2006/07 to 98% in 2008/09.
- A substance misuse worker has been employed (jointly commissioned between DAAT, ASC & SP) to deliver support and advice within the single homeless hostels (January 2009). In addition, a stakeholder day (December 2008) was delivered to raise awareness of substance misuse services in Plymouth.
- An alternative to B&B for 16/17 year olds has been established providing 12 units of temporary accommodation in conjunction with the Homeless persons Team and Children's Services. (Commenced April 2009). In addition, mediation services for young people have been commissioned to support people to remain in their home environment.
- Advice and information sessions have been established at the Zone to provide additional information and improve accessibility to supported housing for young people.
- An additional 4 units of supported accommodation has been commissioned for people with mental health problems (completed January 2009)
- A new jointly commissioned service was commissioned in September 2008 for people with HIV/Aids, increasing contracted capacity.
- A Strategic Move-On Worker (part funded by Supporting People) commenced in post in October 2008. The worker's role is to implement the Move On Strategy, facilitating move on from supported housing to ensure successful outcomes and free up resources.
- Deposit Guarantee scheme extended to assist people moving on from supported housing, in part funded by Supporting People

- The numbers of people 50+ accessing floating support and befriending services has increased
- Increased extra care provision within the City

Detailed progress reports



The following table details progress against each action:




Abbreviations key:

RSL – Registered Social Landlord
DAAT – Drug & Alcohol Action Team
ASC – Adult Social Care
SP – Supporting People
PPO's – Priority & Prolific offenders
LAA – Local Area Agreement
NI – National Indicator
FACS – Fair Access to Care
ITT – Invitation to Tender
NHS – National Health Service
CBL – Choice Based Lettings
ASB – Anti Social Behaviour
LSP – Local Strategic Partnership
HC – Housing Corporation
DCPA – Devon & Cornwall Probation Area




Supporting People Annual Plan Action Plans 2007-2008


Annual Plan Action Plan 2008/09




Client Group	Target Outcome	Actions	Indicator of Success	Completion, Deadline or Milestone	Progress Action or Slippage	How well are we doing
Single Homelessness	Complete procurement of single homeless floating support service	Evaluate tenders for the single homeless floating support service in conjunction with the Project Board. Issue contract, facilitate service commencement and implement contract monitoring.	Newly commissioned service operational. Contract management process implemented.	October 2009	New service commissioned and operational September 2008	
Single Homelessness	Complete procurement of single homeless accommodation based service	Issue Invitation to Tender. Evaluate tenders for the single homeless accommodation based support in conjunction with the Project Board. Issue contract, facilitate service commencement and implement contract monitoring.	Newly commissioned service operational. Contract management implemented.	January 2009	New supported temporary accommodation service commissioned and operational December 2008	




Homeless Families	Review and remodel service provision	Meet with Housing Options Manager to identify emerging need and future service requirements	Service review and remodelling completed to meet need.	March 2009	Service remodelled in line with strategic requirements and re commissioned. Operational in February 2009.	
Domestic Abuse	Increased numbers of people supported and achieve improved outcomes for service users	Multi agency steering group established to support implementation of newly commissioned service Contract management processes established	Greater number of people supported to achieve successful outcomes.	February 2009	A new jointly commissioned Domestic Abuse service has seen numbers of people supported increase from 55 to 109 people at any one time. In addition, positive outcomes for people moving on from the service have risen from 88% in 2006/07 to 98% in 2008/09.	
Domestic Abuse	Capital funding identified and planning approved	To support partners to achieve successful HC bid. Facilitate consultation in line with planning. Support partners in submission of planning application. Facilitate multi agency project group to progress development of the new building.	Successful HC bid Planning application approved	December 2008	Difficulties with site availability and change of RSL partners have delayed progress. However, this action remains a priority for the Authority and will be progressed during 2009/10.	




LONGER TERM PRIORITIES WITHIN 5 YEAR STRATEGY



Drug & Alcohol	Improved access to drug services for people living in hostels	Identify level of need for people requiring drug advice living in hostels Work with the DAAT and Harbour to develop service delivery models	Drug treatment workers to work within hostel environment	March 2009	Substance misuse worker employed to deliver support and advice within the single homeless hostels (January 2009). Stakeholder day (December 2008) delivered to raise awareness of substance misuse services in Plymouth.	
Drug & Alcohol	Increase numbers of people supported through the alcohol floating support/outreach service	Work with ASC, the DAAT and harbour to identify funding.	Increase the number of people accessing specialist alcohol housing related support services by 50%.	May 2008	New service commissioned jointly with ASC and DAAT. However targets have not been achieved and the numbers of people supported has fallen.	
Older People	Increase the numbers of people accessing floating support and befriending services	Complete Business Case Liaise with current providers Develop service specifications in partnership with key stakeholders. Establish Project Board. Jointly commission services	Business case agreed and signed off. Service specifications developed. Newly commissioned service operational	April 2008 March 2009	Business case developed and agreed March 2008 Project Board operational Service specification for both befriending and floating	



		Issue contracts, facilitate service commencement and implement contract monitoring.	with increased numbers of people supported. Contract management implemented.		support services near completion Procurement process both services has commenced. New services to be operational by November 2009. Additional befriending service commissioned November 2008 increasing capacity by 300 people	
Older People	Pilot banded support in accommodation based services	Complete Business Case Seek internal authorisation. Establish steering group to progress piloting banded support. Work with service providers to pilot new methodology.	Business case agreed and signed off. Internal authorisation agreed. Banded support piloted	April 2008 March 2009	Business case developed and agreed March 2008 Project group operational. Three organisations have agreed to pilot to the new system. Methodology currently in development	


Older People	Increased extra care provision within the City	Remodelling of a former sheltered housing service to provide extra care in conjunction with partner agencies	New service operational Contract Management implemented	March 2009	New service operational	
Older People	Develop a 'Sure Start' service for older people	Commission pilot Sure Start Service in partnership with ASC.	Pilot 'Sure Start' service operational	September 2008	Sure Start pilot service operational November 2008	
Young People (including Teenage Parents)	Homeless Innovation Group – develop / remodel service provision to improve the outcomes for homeless 16 for 17 year olds	Explore alternative service solutions to the use of B & B Develop move on pathways into supported accommodation	Solution agreed by the innovation group Work commenced on delivering agreed solution Clear pathways established and publicised with key stakeholders	August 2008 March 2009 December 2008	Alternative to B&B established providing 12 units of accommodation for 16/17 year olds. Commenced April 2009 Pathway established in part but further development work required. In addition, mediation services for young people have been commissioned to support people to remain in the home environment. 52 people to be supported per year.	


					Stakeholder event (April 2009) facilitated to explore how the needs of young people can be met with as focus on access to supported housing. Multi agency work streams established to progress main issues highlighted.	
Young People (including Teenage Parents)	Set up advice and information session at Zone using RSL provider to improve access to supported accommodation	Negotiate with RSL and Zone	Sessions up and running	August 2008	Advice and information sessions operational from February 2009	
Young People (including Teenage Parents)	Develop an assessment bed at Alma Rd	Work with key stakeholders to develop model Develop implementation plan Establish a trial unit Review operational success	Assessment bed established and trialled	September 2008	Work underway with key stakeholders to develop model. Implementation plan developed.	
Mental Health	Develop additional supported accommodation	Visit potential site. Develop partnership with the owning RSL, ASC, the NHS Plymouth and the SP provider. Seek internal authorisation to pilot the new service. Develop service specification in consultation with stakeholders.	Preferred model agreed. Internal authorisation to pilot the new service secured. Work to establish the new service commenced.	January 2009	4 additional units of accommodation based support commissioned (completed January 2009)	

Mental Health	Further explore the development of using direct payments within services.	<p>Arrange meeting between DP lead for mental health and with voluntary sector providers</p> <p>Support voluntary sector providers with organisational development</p>	Increased number of organisations registered as direct payment providers	March 2009	<p>Provider capacity building event has taken place and work streams have emerged as a consequence.</p> <p>Development work has also commenced to support small service providers into the market.</p>	
Offenders	Investigate housing options for Priority and Prolific offenders	<p>Meet with stakeholders to identify barriers and solutions to accessing accommodation.</p> <p>Work with floating support providers to facilitate access to the private sector and enable tenancies to be sustained.</p>	<p>A successful model for accommodating PPO's in the private rented sector developed and piloted.</p> <p>Increase in private sector housing for ex-offenders</p>	March 2009	<p>Pilot of shared accommodation in the private rented sector has been developed. Support to clients is delivered through floating support.</p>	
Offenders	Review offender sector services	<p>Identify accommodation needs in the city for offenders, including women.</p> <p>Complete Business Case.</p> <p>Commence process of re-procurement.</p> <p>Establish Project Board to oversee the procurement of services.</p>	<p>Business Case approved by the Commissioning Body.</p> <p>Services specifications developed & ITT issued if appropriate.</p> <p>Project Board established.</p>	March 2009	<p>Business case developed in consultation with partners and agreed by the Commissioning Body in October 2008. Services specifications developed and services re commissioned / new service jointly commissioned.</p>	

					Completed March/May 2009	
HIV/AIDS	Increase the numbers of people accessing support	Work with ASC, the NHS Plymouth and the Eddystone Trust to identify funding.	New service jointly commissioned. Increased support units available. Joint contract management implemented.	September 2008	New jointly commissioned service operational in September 2008. Increase in support capacity available Joint contract management implemented	
Learning Disability	Jointly re-procure services with ASC	Work with Strategic Procurement to complete the Business Case Establish Project Board. Develop service specifications. Re-procure services in conjunction with project board members. Issue contracts, facilitate service commencement and implement contract monitoring.	Business case agreed and signed off. Project Board established Service specifications developed. Newly commissioned services operational. Contract	April 2008 June 2008 April 2009 June 2009	Business Case agreed by CB in March 2008 Project Board established and meeting regularly to progress procurement options Draft specification agreed by project board May 2009 Existing contract extended to 31/03/10 in line with agreed exemption report to allow more time to model and jointly procure	

			management implemented.			
Learning Disability	Support the movement of clients from residential care to independent living with support	<p>Work with ASC / Learning Disability Partnership and service providers to identify housing and support opportunities to meet the needs of people moving on from residential care</p> <p>Work with existing support providers to identify accommodation and support options, and to free up places via facilitating move-on</p>	10 people supported to move out of residential care to supported independent living	February 2008	Working in partnership with the Learning Disability Team and service providers, in excess of 20 people have been supported to move from residential care to independent living	
Generic	Implementation of Move-on Strategy	<p>Identify resources to employ a staff member to work at a strategic level to support implementation of the strategy</p> <p>Support the development of a Community Lettings Agency for Plymouth</p>	<p>Worker in post to support the implementation of the Move-on Strategy Action Plan</p> <p>Community Lettings Agency established</p>	<p>September 2008</p> <p>March 2009</p>	<p>Strategic Move On Worker commenced in post in October 2008, part funded by Supporting People</p> <p>Deposit Guarantee scheme extended to assist people moving on from supported housing, in part funded by Supporting People Community Lettings Agency operational January 2009</p> <p>A 'Move On'</p>	

					conference for service providers took place in March 2009. The conference aimed to launch the strategy and progress the actions identified together	
Generic	Improved performance data for national Indicators NI 141 (number of vulnerable people achieving independent living) and NI 142 (number of vulnerable people who are supported to maintain independent living)	Work with contracted service providers to facilitate improved outcomes for service users	Quarterly performance data shows improved positive outcomes. This will be in line with the LAA target for N141	March 2009	<p>The numbers of people being supported have improved over 2007/08 – 2008/09:</p> <p>NI141 – People supported to achieve independent living Average 2007/08 = 65.42% Average 2008/09 = 83.77%</p> <p>NI142 - People supported to maintain independent living Average 2007/08 = 92.26% Average 2008/09 = 98.61%</p>	

<p>Consultation</p>	<p>Client engaged in the procurement process and decision making</p>	<p>Review processes with stakeholders and service users</p> <p>Pilot revised processes</p>	<p>Procurement processes revised and pilot planned</p>	<p>February 2009</p>	<p>Presentation to service user reference group is integrated into standard tender selection process.</p> <p>Revised process to be piloted as part of the Older persons floating support tender in July 2009.</p> <p>Effectiveness of this process will be reviewed once the contract has been awarded and results recorded in the SP Procurement Lessons Learned Log</p> <p>Process will be revised in line with recommendations of the review and rolled out to all future tender exercises where appropriate.</p>	
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Chapter Two

Position Statement

Financial Context

In 2008/09, the Supporting People Grant was allocated for allocated for a 3 year period. This is the second year of that period and the grant allocation remains static at £8.2 million.

Overview of existing provision

NB. This information provides a position statement as at the 31/03/07 and 31/03/08. This reflects the funding commitment for individual client groups on these dates and is not indicative of full year spend.

The table shows Supporting People Grant contribution towards contracts only; i.e. the table does not include contributions where services are jointly commissioned. The exception is a contribution of £48,632 contributed by Adult Social Care to meet the cost of a 1% inflationary award in 2008/09

Client Group	Funding level at 31 March 2008	Household units available at 31 st March 2008	Funding level at 31 March 2009	Household units available at 31 st March 2009	% increase or decrease in funding	% increase or decrease in household units available	Comments
Frail elderly	97,196	197	119,319	137	22.76%	-30.46%	Reduction in 60 units results from the transfer of the alarm contract from SP to ASC
Generic	260,948	97	263,557	97	1.00%	0.00%	
Homeless families with support needs	95,042	30	67,494	30	-28.99%	0.00%	Change in value resulting from contract price realignment
Offenders/at risk of offending	337,022	102	381,962	96	13.33%	-5.88%	
Older people with support needs	1,110,286	3,616	1,168,178	3,862	5.21%	6.80%	
People with physical/sensory loss	144,626	50	136,853	50	-5.37%	0.00%	
People with alcohol problems	52,171	32	50,000	25	-4.16%	-21.88%	Service remodelled and incorporated into the 'offender' sector
People with drug problems	100,372	61	105,138	61	4.75%	0.00%	
People with HIV/AIDS	1,000	8	23,303	40	2230.30%	400.00%	Service now jointly commissioned
People with different abilities	1,747,865	183	1,711,918	170	-2.06%	-7.10%	
People with mental health problems	917,171	159	1,019,628	159	11.17%	0.00%	Remodelling of service provision in conjunction with ASC and NHS Plymouth
Refugees	120,381	35	159,964	70	32.88%	100.00%	Temporary increase in service provision to support 'legacy asylum seekers'
Rough sleeper	159,121	10	159,133	10	0.01%	0.00%	
Single homeless with support needs	1,606,927	274	1,632,788	331	1.61%	20.80%	Services re commissioned
Teenage parents	156,047	17	150,215	17	-3.74%	0.00%	
Women at risk of domestic violence	346,613	55	292,182	109	-15.70%	98.18%	Service now jointly commissioned
Young people at risk	921,129	151	882,377	139	-4.21%	-7.95%	Services in sector re commissioned

Emerging Need

Emerging needs:

During 2008/09 our development activity means that a range of emerging needs have been highlighted through service user and stakeholder consultations, and local and regional research has supplemented these local concerns:-

Lack of affordable housing options for young people: Survey based research carried out by the Youth Homelessness Innovations Group identified significant issues in relation to access barriers to 16/17 year olds accessing supported accommodation; and high levels of bed blocking as a result of barriers to accessing settled accommodation. This is a key issue as the survey also highlighted rising proportional numbers of young residents taking up supported accommodation spaces. These key issues are underlined by a wealth of national research – most recently the Joseph Rowntree Foundation¹ identified the chronic need to create affordable housing pathways, with support to ensure sustainability, for young people.

Rising alcohol consumption and associated harms: Local consultation with providers and service users accessing hostels (as part of Plymouth's 'Places for Change' funding to develop a new 'super hostel') continues to highlight alcohol abuse as a major contributory factor to homelessness and repeat homelessness. This issue is particularly challenging when linked with offending behaviour, risky behaviour of young people, and older age. This locally highlighted concern is supported by the recent South West Public Observatory report 'Reducing Alcohol Harm in the South West'² that there are rising rates of misuse and associated harms in the South West that reflect the national picture.

The implementation of Choice Based Lettings (CBL) in Plymouth: 2009 will see the full introduction of 'Devon Homechoice' – a regionally based Choice Based Lettings system that will include all social rented properties in Plymouth and could potentially extend to other properties, e.g. private rented accommodation. This new system of social housing allocation requires much more active participation on behalf of housing applicants – which brings many benefits but also creates significant challenges in terms of ensuring that vulnerable people are fully supported to exercise their choice of suitable housing. Learning from authorities who have already introduced CBL highlighted a particular need to develop partnerships with front line agencies (including supported accommodation providers and floating support) involved with vulnerable people to enable them to play an active role in supporting people to access CBL by raising awareness of the scheme; providing support to navigate systems; and additional advice and support to exercise choice and adopt a realistic home hunting strategy.

Anti-social behaviour rising as a cause of tenancy loss: Plymouth recently published an Anti-Social Behaviour Strategy for the city which identified local ASB issues, including the particularly high levels of action needed to sustaining housing of both perpetrators and victims. Plymouth has one of only 53 Family Intervention Projects in the Country, working with some of the most chaotic and dysfunctional families in the city who persistently cause ASB due to a combination of needs which could include substance abuse, mental health, physical disability and domestic violence as well as school absences and behaviour of children in the family. The approach is strongly multi-disciplinary, and combines support with enforcement and is assertive, persistent and challenging to help families to address ASB and their behaviour, and to maintain their tenancies.

A recent evaluation of the project highlighted the success of this approach – for example:

- Offending was reduced in 75% families

¹ Youth Homelessness in the UK, Joseph Rowntree Foundation, May 2008.

² Calling Time: Reducing Alcohol Harm in the South West, March 2008.

- The total amount of ASB incidents reduced by 45%
- 56% of families who were at risk of homelessness were able to stay in their homes.
- 50% of all families engaged effectively in parenting programmes.

Emerging Strategic Priorities – key change drivers:

National Drivers

'Living Well With Dementia: A National Dementia Strategy' (February 2009)

The purpose of the strategy is to:

- Provide a strategic quality framework within which local services can deliver quality improvements to dementia services
- Provide advice and guidance to health and social care commissioners in the planning, development and monitoring of services
- Provide a guide to the content of high-quality health and social care services for dementia

The objectives of the strategy that are important for Supporting People include:

1. Raise awareness of dementia and encourage people to seek help
2. Good quality information for people with dementia and their carers about dementia and services
3. Develop peer support and learning networks so that people with dementia and their carers can take an active role in developing local services
4. Implement the New Deal for carers
5. Consider how housing support, housing related technology and telecare can help support people with dementia and their carers
6. An informed and effective workforce for people with dementia

"Drugs: protecting families and communities - 2008-2018"

This strategy was informed by a public consultation launched in July 2007. The vision of the strategy is to produce a long term and sustainable reduction in the harms associated with drugs; helping to promote drug free streets for children, families and communities. To do this tough enforcement action will be combined with strong prevention and early intervention to address problems before they develop, and this vision will be achieved by:

- Protecting communities through robust enforcement to tackle drug supply, drug related crime and antisocial behaviour
- Preventing harm to children, young people and families affected by drug misuse
- Delivering new approaches to drug treatment and social re-integration
- Public information campaigns, communications and community engagement.

The strategy provides an overarching framework of objectives and aspirations, with a series of 3 year actions plans which run concurrently with the Governments comprehensive spending review cycles to ensure resources and priorities are aligned.

Valuing People Now (March 2008)

The strategy sets out key policy objectives for the next three years:

All people with learning disabilities and their families will:

- benefit from *Valuing People Now*;
- have greater choice and control over their lives and have support to develop person centred plans;
- get the healthcare they need and the support they need to live healthy lives;
- have an informed choice about where, and with whom, they live;
- have a fulfilling life of their own, beyond services, that includes opportunities to study, work and enjoy leisure and social activities;
- be supported into paid work, including those with more complex needs;
- have the choice to have relationships, become parents and continue to be parents, and will be supported to do so;
- be treated as equal citizens in society and supported to enact their rights and fulfill their responsibilities;
- have the opportunity to speak up and be heard about what they want from their lives – the big decisions and the everyday choices. if they need support to do this, they should be able to get it;
- be able to use public transport safely and easily and feel confident about doing so; and
- be able to lead their lives in safe environments and feel confident that their right to live in safety is upheld by the criminal justice system.

For services:

- Leadership, delivery and partnership structures are put in place that will make sure the outcomes set out in this strategy are delivered.
- effective commissioning in a way that best supports the right outcomes for people with learning disabilities and their families is ensured.
- The workforces across services are given the appropriate support and training to equip them with the values, skills and knowledge to deliver the *Valuing People Now* priorities for all people with learning disabilities.
- Learning disabilities will have a clear position in the new performance frameworks for the NHS and local authorities, and there will be a comprehensive range of data sets and reporting mechanisms.

'Putting people first: a shared vision and commitment to the transformation of adult social care' (December 2007)

Plymouth City Council continues to be committed to 'Putting People First' the Government's vision for the future direction of adult social care.

The aim of Putting People First is to put users of adult social care at the heart of decisions about their care, and promote independence, choice, and control.

Supporting People is working closely with partners to engage with the personalisation agenda.

Local Strategic Drivers

Locally there have been a series of policy initiatives by our partners, which will clearly shape the programme over the coming year and beyond.

Corporate Plan 2009 - 2012

The City Vision is to achieve “One of Europe’s finest, most vibrant waterfront cities, where an outstanding quality of life is enjoyed by everyone” by 2010.

Key drivers for the Corporate Improvement Priorities which relate to the Supporting People preventative agenda include;

- Improving customer service
- Informing and involving local residents
- Helping people to live independently
- Reducing inequalities between communities
- Improving skills and educational achievement
- Providing better value for money

Plymouth's Health, Social Care and Well-being Strategy 2008 - 2020

The Healthy Theme Group of the LSP has set the following vision for the strategy:

“That Plymouth is a city where effective partnership working enables services to be designed around the unique needs of individuals and communities to improve their well-being both now and in the future.”

A number of key priorities have resulted from a city-wide needs analysis relating to the well-being of Plymouth citizens:

- Health inequalities: To explicitly address inequalities in all plans through target setting, re-focussing investment and rigorous use of equality impact assessment.
- Health promotion and prevention: To shift the focus of investment to address prevention and health promotion.
- Mental health promotion: To work in partnership to develop a plan to promote health. Well-being and social inclusion across the city
- Access and take up of services: To directly address identified issues and take-up of specified services

‘**Tackling Anti-Social Behaviour – A Strategy for Plymouth**’ was published in January 2009, and identified the following key priorities:

- Confident communities that resist and don’t tolerate ASB.
- Multi-agency responses that are targeted, co-ordinated and effective.
- Preventing and deterring ASB.
- Enabling young people and their families to make a positive contribution and to fulfil their potential.

Plymouth’s ‘Tackling Homelessness’ Strategy was published in December 2008 following an extensive homelessness review of local homelessness levels and contributory factors. Key links and drivers as a result of the Strategy include:

- Facilitating access to the Private Rented Sector as a sustainable housing/move on option.
- Tenancy sustainment through floating support provision.
- Meeting the needs of homeless and vulnerable people through Choice Based Lettings.
- Implementing the Supporting People ‘Move On Plan’ through the development of housing options and support.
- Addressing holistic causes of repeat homelessness including training and employability; health and offending behaviours.

- Support and services to prevent youth homelessness and help young people to sustain housing.
- Integrated work to prevent homelessness of older people.
- Development of a 'Places for Change' direct access hostel to proactively address rough sleeping and homelessness.
- Integrated approaches to tackling BME homelessness.
- Specific work to target the housing and support needs of offenders.
- Developing a broad partnership approach to homelessness prevention to include Probation, Housing Associations and the 3rd Sector.

Draft Housing Strategy: priorities 2008 - 2011

The new Housing Strategy is built around five key strategic priorities with the aim to make Plymouth a better place to live. The Housing Strategy examines the housing and regeneration needs and challenges facing Plymouth and sets out our plans and ambitions for addressing them over the next three years.

- Places and communities - The aim of this priority is to lead and contribute to the regeneration of neighbourhoods, improve neighbourhood management and strengthen community cohesion to build safe, inclusive and vibrant communities.
- Affordable housing and housing needs - The aim of this priority is to increase the supply of affordable housing and improve delivery through the planning system to meet a range of identified housing needs
- Housing choice - The aim of this priority is to improve housing choice and increase access to housing. In particular it seeks to ensure that the housing needs of those that are most vulnerable are met, prevent homelessness and support independent living.
- Housing conditions in the private sector - The aim of this priority is to improve physical housing conditions in the owner occupied and private rented sectors and also to improve management practices in the private rented sector. Priority is given to ensuring that conditions are improved for vulnerable households, tackling energy issues and bringing empty dwellings back into use.
- Landlord role and stock transfer - The aim of this priority is concerned with delivering decent homes, improving the standard of housing management services, tackling antisocial behaviour and ensuring that residents are fully involved in both decisions regarding housing management and in wider community governance issues.

Housing is central to Plymouth's vision, and new housing and regeneration programmes will help Plymouth grow in to a larger, thriving and more sustainable regional centre. Investing in the city's current housing will renew ageing neighbourhoods and our regeneration work will bring new life and improve people's quality of life in failing communities.

Delivering our new Housing Strategy will make a vital contribution to achieving our overall vision for Plymouth - delivering growth, health outcomes, narrowing the gap, promoting independent living, empowering communities, improving service delivery and raising people's quality of life.

Third Sector Strategy for Plymouth 2008 - 2011

This strategy was commissioned by the Local Strategic Partnership (LSP) Executive. It was identified that the city lacked a strategic approach in relation to working with the voluntary and community sector.

The strategy aims to set down and guide the public sector's relationship with the voluntary and community sector (known as the 'third sector') with a view to strengthening the Local Strategic Partnership approach.

Our vision, of being one of Europe's finest, most vibrant waterfront cities, where an outstanding quality of life is enjoyed by everyone, is at the centre of the Local Strategic Partnership's plans. We understand that local people need to be able and willing to involve themselves in decision making about services that affect them for this vision to become a reality.

A strong, independent and diverse third sector has a crucial role to play in helping us achieve our ambitions. Working with business and statutory partners, the sector has a unique contribution as an advocate for individuals and groups whose views need to be heard, in bringing people together to fight inequality, and increasingly in delivering services to citizens.

A great deal has already been achieved in working together to support a thriving third sector, and there is still much we can do to improve the way that we work together to achieve outcomes that would not be possible if our organisations were working alone.

This strategy is currently under review to ensure that Plymouth has an 'environment for a thriving third sector' and 'participation in regular volunteering' as set out in our Local Area Agreement (LAA) and will be informed by the independent research carried out to identify the support needs of frontline Third Sector Organisations in the city.

Plymouth Citywide Draft Strategy Sexual Health and Wellbeing of Children and Young People Plymouth 2009 - 2011

"The strategy aims to create a positive and supportive environment to enable young people to make informed choices about sex, relationships and reproduction, as well as have access to high quality, locally delivered and timely services and support that meets their sexual health and wellbeing needs and choices."

Key aims:

- Increase resilience and raise the aspirations of children and young people and their families to improve their sexual health and wellbeing.
- Help young people to engage with safe and responsible behaviours that promote sexual health and wellbeing.
- Make sure that young people have access to and utilise high quality sexual health and wellbeing support and services.

Independent Advocacy Strategy for adults in Plymouth 2008 to 2011 - this strategy aims to set down a unified and consistent approach to developing independent advocacy provision

Aims and Objectives

- The proposed aims and objectives of this strategy and implementation plan are:
- Agree a common understanding of advocacy
- Increase the awareness and understanding of citizens and professionals about how advocacy can help with making choices
- Improve access to advocacy services for vulnerable adults
- Increase the availability of quality independent advocacy services
- Improve the consistency and quality of advocacy services
- Develop organisational learning so that the PCC and PCT can improve as a result of the advocacy undertaken
- Strengthen Adult Protection and Safeguarding
- Improve coordination and networking of services
- Increase knowledge of demand and unmet need in order to inform future commissioning plans

Crime & Disorder Reduction Partnership Plan 2008 – 11

Actions highlighted within the Strategy seek to address the following issues:

- Criminal damage and anti social behaviour
- Violent crime
- Acquisitive crime
- Prolific and priority offenders
- Substance misuse
- Domestic violence and abuse
- Community engagement
- Diversity/community cohesion
- Families and young people

Plymouth Domestic Abuse Strategy and Action Plan 2009-2012

At the heart of the National Delivery Plan (2006) is the work of the Specialist Domestic Violence Courts Programme, the implementation of which forms a major basis for Plymouth's Domestic Abuse Strategy 2009-2012 Action plan.

The key objectives of this Strategy were agreed in 2007 following an analysis of local needs, extensive consultation with stakeholders about priorities for service delivery and development, and consideration of how local services can best meet local and national strategic aims and contribute to the delivery of the Government's National Action Plan for Domestic Abuse.

The partnership intends to retain these previously agreed key objectives in order to ensure continuity as we move forward with this refreshed strategy for 2009/2012.

- Improving agencies' responses to families affected by domestic abuse
- Ensuring appropriate access to services for children and young people affected by domestic abuse
- Developing targeted prevention initiatives
- Ensuring an appropriate civil and criminal justice response to domestic abuse incidents
- Establishing appropriate access to services for people with diverse needs
- Developing appropriate accommodation options

Chapter Three

Forward Look – Annual Plan 2009-10

Projected Spend and Units in SP for 2008/09

The following table identifies the projected spend and unit provision for 2008/09 and compares it with expenditure during the previous year.

Projections in the number of people supported by the end of 2009/10 are difficult to gauge. Services for both older people and those with a learning disability will have been reprocurd during the next 12 months, and it is hoped that as a consequence the number of people accessing these services increase.

Projected Spend in Supporting People for 2009/10							
	2008-09			2009-10			
	Spend per annum £	% of total spend	No. of Units	Spend per annum £	% of total spend	% increase or decrease from previous year	PROJECTED No. of Units
SP Grant	-8,213,292.00			-8,213,292.00			
c/fwd underspend 2007-2008	-217,484.86			-155,398.76			
Other income	-813,863.20			-907,776.42			
Total income	-9,244,640.06			-9,276,467.18			
EXPENDITURE (by primary client group)							
Homelessness	1,700,282.00	20.43%	361	1,766,922.00	21.01%	3.92%	361
Domestic Violence	292,182.00	3.51%	109	254,597.00	3.03%	-12.86%	109
Substance Misusers	155,138.00	1.86%	86	158,290.00	1.88%	2.03%	86
Ex-offenders	381,962.00	4.59%	96	382,721.00	4.55%	0.20%	110
Young People	882,377.00	10.60%	139	774,455.00	9.21%	-12.23%	139
Teenage Parents	150,215.00	1.80%	17	154,233.00	1.83%	2.67%	17
Older People	1,287,497.00	15.47%	3,999	1,338,844.00	15.92%	3.99%	4,029
Physical Disability/Sensory Loss	136,853.00	1.64%	50	164,685.00	1.96%	20.34%	65
Mental Health	1,019,628.00	12.25%	159	1,068,094.00	12.70%	4.75%	189
Learning Disability	1,711,918.00	20.57%	170	1,689,466.00	20.09%	-1.31%	170
Refugees	159,964.00	1.92%	70	139,271.00	1.66%	-12.94%	35
People with HIV/AIDS	23,303.00	0.28%	40	46,941.00	0.56%	101.44%	40
Rough Sleepers	159,133.00	1.91%	10	159,136.00	1.89%	0.00%	10
Generic services	263,557.00	3.17%	97	313,577.00	3.73%	18.98%	97
Total	8,324,009.00		5,419	8,411,232.00			5,457

Annual Plan Action Plan 2009/10

Client Group	Target Outcome	Actions	Indicator of Success	Completion, Deadline or Milestone	Responsible Officer
Single Homelessness	Planning approval for the new single homeless hostel approved and build commenced	Work in partnership with stakeholders to support submission of planning application	Build commenced	February 2010	Nicola Rowley / Diane Charlton
Single Homelessness	Reduce entrenched rough sleeping	Review 'safe sleep' and rough sleeper service provision in conjunction with stakeholders Work with the Rough Sleepers Team to develop a 'case management' approach to entrenched rough sleepers	Reduction in number of repeat users of the rough sleepers service and 'safe sleep'	November 2009	Nicola Rowley / Diane Charlton
Single Homelessness	Ensure continuation of single homeless services delivered into hostel accommodation	Consult with existing service providers and stakeholders to ensure the continuation of service provision	Services re procured	March 2010	Nicola Rowley
Domestic Abuse	Capital funding identified and Planning application approved for the provision of a new refuge	To support partners to achieve successful HC bid. Facilitate consultation in line with planning. Support partners in submission of planning application. Facilitate multi agency project group to progress development of the new building.	Successful HC bid Planning application approved	March 2010	Kate Lattimore

Domestic Abuse	Secure additional funding to support the employment of further staff to support children and young people	Work in partnership with NHS Plymouth, Children's services and the service provider to secure additional revenue	Additional staff employed by the service provider to support children and young people	July 2009	Kate Lattimore
Homeless Families	Increase the numbers of people supported	Undertake gap analysis and consultation with stakeholders Review current service provision in line with revised needs data and strategic priorities Recommend course of action to the Commissioning Body	Service capacity increased	March 2010	Nicola Rowley
Drug & Alcohol	Current service provision reviewed and re commissioned as appropriate	Undertake gap analysis and consultation with stakeholders Review current service provision in line with revised needs data and strategic priorities Recommend course of action to the Commissioning Body	Drug and Alcohol provision re-commissioned according to need identified	Feb 2010	Katy Shorten
Drug & Alcohol	Co-ordinated access into supported move accommodation from abstinence based drug and alcohol treatment	Work with treatment providers and supported accommodation providers to develop a co-ordinated referral and access system into move on accommodation	Access system developed and implemented	September 2009	Katy Shorten

Older People	Re-procure and expand Advocacy services for Older People.	With joint funding from Adult Social Care and Supporting People the Older People's Housing Advocacy Service provided by Plymouth Age Concern will be expanded to provide advocacy across wide ranging needs associated with older age and vulnerability.	The new service will provide a single point for older people to access advocacy. Where other specialist advocacy is required the service will enable older people to access this also e.g. specialist Welfare Benefits Advocacy.	Sept 2009	Jane Cox
Older People	Delivery of housing advice within Older Person's 'Shop'.	In partnership with Adult Social Care the One Stop Shop will be established.	The One Stop Shop is well used and well-monitored. Evidence of meeting wide ranging needs.	Sept 2009	Jane Cox
Older People	Pilot banded support in accommodation based services – with a view to mainstreaming this across older people's Sheltered and Extra Care Housing.	In partnership with 3 Sheltered and Extra Care housing Providers the pilot will test the value of banding support charges.	Banding of support charges is successfully carried out in the pilot and more people are supported in the wider community as a result.	December 2009	Jane Cox
Older People	Sheltered Housing and Extra Care Housing work together in partnership in the 6 newly identified localities in Plymouth; to contribute to more localised community based activity and services for people over 50 years.	Service providers work together to create more effective and attractive localities for older people On-going developments which will need maintaining.	Older People living in Sheltered Housing, Extra Care Housing and the wider community report that services are improved and greater social inclusion occurs.	On-going – evolutionary process.	Jane Cox

Older People	Re procure floating support services for older people.	New single service to be procured to replace 4 smaller existing services.	The new service will be both effective and efficient in supporting people over 50 years of age. Innovative approaches to wide ranging support needs are established.	November 2009	Jane Cox
Older People	Increase the numbers of people 50+ accessing direct payments	Within the new floating support service contract for older people (above) a requirement will exist for a % of service users to be helped to access direct payments.	The new service will establish procedures and practices to enable people to access direct payments.	March 2010	Jane Cox / Kate Lattimore
Older People	Re-procure and expand befriending services to ensure city wide coverage	A single befriending umbrella/consortium will be established across the city via a negotiated contract with the two existing providers as the leads.	The new umbrella will ensure that befriending type services for older people exist across the city. The new umbrella will work with other smaller organisations to support them to achieve standards and processes to satisfy requirements in order that they also can contribute to this city wide coverage.	November 2009	Jane Cox
Young People (including Teenage Parents)	Review floating support services for young people	Undertake gap analysis and consultation with stakeholders Review current service provision in line with revised needs data and strategic priorities Develop a Business Case recommending a course of action to the Commissioning Body	Business Case approved by the Commissioning Body. Services specifications developed/remodelled as appropriate	September 2009	Jo Bussell

Young People (including Teenage Parents)	Increase positive outcomes for young people in relation to outcomes achieved for improving physical health and well-being	Work jointly with services providers, NHS Plymouth, Children's Services to establish drop in sessions within supported housing schemes.	Drop in sessions established Positive outcomes in relation to health & well being increase	December 2009 May 2010	Jo Bussell
Young People (including Teenage Parents)	Increased access to Supported Accommodation by 16/17 year olds (and development of clear pathways for young people presenting with a housing related need).	In partnership with stakeholders, establish a common referral process including paperwork, panel and pathway approach	Increased numbers of young people accessing support services Improved outcomes for young people moving on from support services	December 2009	Jo Bussell
Young People (including Teenage Parents)	Development of support and advice specifically targeted at young people.	Working jointly with Children's and housing services to commission an early intervention/preventative services. Reconfigure existing provision to target homelessness prevention, support for young people accessing emergency accommodation, and move on of young people from supported accommodation.	Reduce numbers of presentations to Children's and Housing services in relation to Youth homelessness. Increase in planned move ons from supported accommodation for young people.	March 2010	Jo Bussell/ Diane Charlton
Refugees	Refugees are continued to be supported effectively	Encourage continued flexibility and responsiveness to changing circumstances for Refugees in the city	The service continues to support Refugees to establish settled living arrangements and achieve social inclusion.	On-going	Jane Cox

Mental Health	Current service provision reviewed through the development of a Business case	Review strategic relevance, gap analysis, and joint commissioning arrangements	Business Case developed	September 09	Katy Shorten
Mental Health	Continued provisions of housing related supported services for people with mental health issues beyond current contract end dates in March 2010	Implement recommendations of the Business case	Recommendations implemented and provisions that meets the identified needs is commissioned	March 2010	Katy Shorten
Mental Health	Ensure co-ordinated provision of move on accommodation for people leaving hospital and returning to independent living	Work jointly with providers of NHS and Supporting People provision to identify need and develop an accommodation pathway	Accommodation pathway developed	March 2010	Katy Shorten
Offenders	Improved outcomes for offenders	Work with DCPA, Housing Advice Service and service providers to facilitate clear pathways into support services	Improved planned move-on for ex offenders (NI 141) Reduction in re offending (NI 118)	April 2010	Nicola Rowley

Offenders	Explore the need for specialist provision for vulnerable females	Work in partnership with stakeholders to undertake gap analysis to determine need for female only provision. Identify potential funding streams and options for remodelling existing provision	Need for specialist provision determined	January 2010	Nicola Rowley
Offenders	Improved standard of accommodation provision	Support RSL in bidding for capital funds to modernise supported accommodation	Accommodation upgraded with en-suite room and self catering facilities	March 2010	Nicola Rowley
Sensory Impairment	Jointly procure a service to increase support available to people with a sensory impairment	Work in partnership with stakeholders to identify funding, develop a service specification and identify a suitable service provider	Pilot service operational	May 2009	Sophie Harris
Long Term Conditions	Increase advocacy support to people with physical disabilities, sensory impairment and long term conditions.	Complete Business Case. Develop service specification. Run tender. Issue contract, facilitate service commencement and implement contract monitoring.	Service operational	June 09	Sophie Harris

Long Term Conditions	Secure future service provision to support 250 people per year who are not FACS eligible to access support	Evaluate pilot, secure funding and re procure service	2 year contract established	October 09	Sophie Harris
Long Term Conditions	Increase support provision to people who have experienced a stroke, their families and carers to reduce social isolation, promote emotional well being and increase choice and control	Work in partnership with stakeholders to identify funding, develop a service specification and identify a suitable service provider	Pilot service operational	May 09	Sophie Harris
Learning Disability	Jointly re-procure services with ASC	Re-procure services in conjunction with project board members. Issue contracts, facilitate service commencement and implement contract monitoring.	Newly commissioned services operational. Contract management implemented.	April 2010	Kate Lattimore
Learning Disability	Support the movement of clients from residential care to independent living with support	Work with ASC / Learning Disability Partnership and service providers to identify housing and support opportunities to meet the needs of people moving on from residential care Work with existing support providers to identify accommodation and support options, and to free up places via facilitating move-on	40 people supported to move out of residential care to supported independent living	March 2010	Kate Lattimore

Learning Disability	Accessible Housing Strategy published	Accessible housing strategy developed in consultation with stakeholders and service users	Strategy published	April 2010	Kate Lattimore
Generic	Explore options to increase floating support provision to cater for unmet need	Work in partnership with stakeholders to undertake gap analysis to determine need for a generic floating support service	Business Case written and approved by the Commissioning Body	June 2009	Nicola Rowley