



# **PLYMOUTH SUPPORTING PEOPLE PARTNERSHIP**

## **ANNUAL PLAN 2008 - 2009**



# Annual Plan

## Action Plan 2008/09

### 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 the annual plan setting out the key steps to be taken over a 12 month period towards achieving these aims.

The Strategy highlighted the following priorities:

<b>KEY IMMEDIATE PRIORITIES</b>
HOMELESSNESS: Develop floating support provision.
VICTIMS OF DOMESTIC VIOLENCE: Develop accommodation and floating support provision.
<b>LONGER TERM PRIORITIES</b>
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.
<b>REVIEW AND RESEARCH PRIORITIES</b>
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 forth 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 third year and the final section provides a forward look to the intended actions in 2008/09 towards delivering the 5-year strategy and meeting the objectives of promoting inclusion, independence and choice.

## Chapter One

### Backward Look – Progress against Annual Plan Targets

#### Headline Achievements

Our 2007/08 Annual Plan outlined steps to be taken during the third 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:



- ✓ **Implementation of the National Outcomes Framework**
- ✓ **Increasing Extra Care Provision**
- ✓ **Capital funding secured for the provision of a new homeless hostel**
- ✓ **Jointly commissioned service for survivors of Domestic Abuse**
- ✓ **Newly commissioned service for young people**
- ✓ **Extensive consultation with people 50+ in relation to the City Strategy and the future shape of service provision**
- ✓ **Development of a Move-on Strategy**
- ✓ **Increased number of people accessing Befriending Service**
- ✓ **Accommodation Support Worker based in Assertive Outreach Service (dual diagnosis) as part of the PAAS contract**
- ✓ **City wide mental health accommodation strategy**
- ✓ **Increased numbers of people supported via Refugee Floating Support Provision**

#### Detailed progress reports





The following table details progress against each action:




## Supporting People Annual Plan Action Plans 2007-2008



Client Group	Target Outcome	Actions	Indicator of success	Completion, Deadline or Milestone	Progress Actions or Slippage	How well are we doing
<b>Homeless</b>	Decision on future hostel provision	Consult widely on future hostel provision.  Support Homeless Manager in funding application	Success bid to CLG for funding	Dec 07	Places of change bid submitted to CLG for the revised Feb closing date. Capital funding allocated. Further funding now being sourced.	
	Procurement of single homeless sector	Prepare business case and Project Initiation Document (PID) and recruitment of project board including consultation with stakeholders and service users	New contracts and specifications in place	April 2008	Business case completed and agreed by CB. Project board established. Contracts in place for some services. ITT issued for floating support and temporary accommodation based services.	
<b>Homeless Families</b>	Service provision reviewed	Review existing provision	Completed service review	March 2008	Review delayed arising from internal issues	
<b>Domestic Violence</b>	Re procurement of domestic abuse services	Complete Business Case  Re procure Services and award Contracts	Business Case agreed and signed off  New services in place with three year contracts	July 2007  April 2008	Business case completed and agreed by CB. Project Board established. Services re procured via tendering. New service jointly procured with SSCF.	



	Collation of needs data in relation to minority and complex need groups	Continue to work with partner agencies to gather needs data.	Comprehensive data relating to the needs of people with complex needs and those from minority groups	July 2007	Additional needs data gathered in the development of the Business Case. Strategy Implementation Group also progressing to ensure information continues to be updated. Link with Devon Inclusive Housing Project – one of aims is to look at need of BME groups, incl. travellers and migrant workers – involved in strategy sub group.	
	Re-provision of the refuge	Development of specification based on alternative models and positive practice elsewhere in conjunction with working group	Submission of capital funding bid to the housing corporation	November 2007	Site identified. Specification has been developed in partnership, including service user engagement. Bid being prepared to submit to Housing Corporation. Planning application to be submitted.	





**LONGER TERM PRIORITIES WITHIN 5 YEAR STRATEGY**




<b>Older Persons</b>	Increased extra care provision within the city	Opening of new service	New service Operational	October 2007	New service operational providing 40 self contained flats for older people	
	Agreed standards of support for Sheltered Housing Provision	Supporting People to work with Sheltered Housing Providers towards defining standards	Agreed standards with implementation plan	December 2007	Consultation with service providers and stakeholders has commenced. New standards to be incorporated into the re-procurement of older people's services over the next 3 years.	
	Greater parity in funding linked into agreed SP roles should lead to a more constant approach to support within sheltered housing	Establish a working group to drive forward improvements and increased equality between sheltered housing provision. Negotiation with RSLs and PCC sheltered housing providers via SH forum and direct liaison with providers	Forward Plan to realign costs where achievable	December 2007	New pricing structure considered in Older Persons Business case. Working Group established to progress. To be incorporated into the re-procurement of older people's services.	
	Expand number of people accessing Befriending Service	Review existing scheme and consider extension of contract alongside achieving high utilisation levels	Increased numbers of older people benefiting from a Befriending Service	July 2007	Contract has been extended in line with the SP procurement timetable. Greater numbers of people accessing service as reported in performance monitoring.	





<b>Older Persons</b>	Outline plan of action for piloting Sure Start for Older people achieved	Consultation with key stakeholders to shape the outline plan to pilot Sure Start Model	Outline plan established and shared with key stakeholders	February 2008	Consultation with stakeholders has commenced. To be taken forward as part of the Older persons Business Case. Outline plan to be established by May 2008.	
<b>Young People (including Teenage Parents)</b>	Re procurement of young person services	Complete Business Case  Re procure Services and award Contracts	Business Case agreed and signed off  New services in place with three year contracts	June 2007  March 2008	Business case completed and agreed by the Commissioning Body. Services re-commissioned in line with recommendations contained in the Business Case.	
	Simplified and more efficient process for the referral and acceptance of young people into accommodation based supporting people services	Meet with providers and develop shared application form	Single application form developed and in use	March 2008	Supporting People now commissions accommodation based services for young people from one provider ensuring consistency regarding referral processes.	


<b>Mental Health</b>	City Wide Mental Health Accommodation Strategy	Complete strategy development plan  Complete consultation	Accommodation strategy.  Implementation Plan	December 2007  December 2007	Supporting People participated in the development of the Mental health Accommodation Strategy through the completion of focus groups and interviews with service users, providers and key strategic planners.  Completed March 08	
<b>Mental Health</b>	Develop short term and longer term crisis accommodation in partnership with PCT and Adult Social Care	Work with existing provider to produce short term solution  Work with partners to develop long term crisis accommodation service	Long term services in place	December 2007	Short term service piloted within an existing supported housing provision. Operation and effectiveness of provision monitored. A change in approach and strategic priority means the provision of a permanent service is no longer required.	

<b>Mental Health</b>	Re procurement of mental health services	Complete Business Case  Re procure Services and award Contracts	Business Case agreed and signed off  New services in place with three year contracts	January 2008  Oct 2008	The re procurement of mental health services has been delayed due to: <ul style="list-style-type: none"> <li>▪ Ongoing developments within the sector</li> <li>▪ Emerging partnerships with ASC</li> <li>▪ The Mental Health Accommodation Strategy, providing strategic direction, has recently been published</li> <li>▪ Opportunity to join up service provision in 18-24 months time to achieve better services and improved VFM</li> </ul> <p>However, two ASC mental health contracts have been re procured by SP in consultation with the PCT and ASC and are being contract managed by SP.</p>	
	Accommodation Support Worker based in Assertive Outreach Service (dual diagnosis) as part of the PAAS contract	Secure funding Complete contract	Worker in post	May 2007	Completed	

<b>Offenders</b>	Provide integrated support for offenders in order to prevent re-offending	Evaluate Gateway Service.  Contribute to Mainstreaming of Service	Gateway service mainstreamed	April 2008	Probation Gateway funded to continue for 08/09. Funding via ROM, DCPA and SP. Future provision to be reviewed during the procurement of offender services in 2008/09.	
<b>Learning Disability</b>	Re procurement of learning disability services	Complete Business Case  Re procure Services and award Contracts	Business Case agreed and signed off  New services in place with three year contracts	September 2007  April 2008	Business case developed in partnership with ASC. Agreed by CB. Procurement delayed to enable joint commissioning with ASC.	
<b>Physical Disability, Sensory Loss and Acquired Brain Injury</b>	Increased supported housing provision for younger physically disabled	Remodel existing services	New units operational	Dec 07	Service remodelled to provide floating support although no further accommodation based support has been secured to date.	
<b>Homeless Families</b>	Service provision reviewed	Review existing provision	Completed service review	March 2008	Remodelling of service is being explored with service manager.	

<b>Gypsies and Travellers</b>	Identify whether there is a need for a specialist housing related support service	Make use of the Devon-wide Gypsy and Traveller Housing Needs Assessment and work with the Social Inclusion Unit, other Stakeholders and service users to establish a needs analysis	Data collected will indicate if specialised Supporting People provision is required, or whether generic services are more appropriate to meet this need.	March 2008	Delayed due to exploration of permanent site provision. Work has commenced in conjunction with the Devon Inclusive Housing Project to identify specialist need. Links made to REC. To be progressed in 200809.	
<b>Generic</b>	Improved Move On arrangements from Short Term Projects	Link to the work undertaken as part of the MOPP project in Plymouth and the research undertaken in conjunction with the Regional Housing Strategy Research models of good practice Consult with the Provider Forum Consult with the Core Strategy Group Link with the development of Choice Based Lettings and other initiatives such as the deposit guarantee scheme	Agreed and signed off Move on Strategy	January 2008	Project group established. Research undertaken. Training for front line staff piloted. Draft Strategy completed and out for consultation.	
	Greater service user choice and control over their support	Increase contract capacity within direct payments contract	Increased number of service users receiving direct payments	March 2008	Contract capacity levels maintained	

	Services and related spend to be aligned to the Local Area Agreement in order to identify how SP in Plymouth contributes to achieving city wide outcomes	Map SP funded services against LAA outcomes Contribute to government's outcomes monitoring framework to include performance indicators that capture data required for the LAA	Ensure SP programme is aligned to, and able to influence the LAA in future	January 2008	SP outcomes framework has been mapped against the national indicator set. NI141 (short term services) is included in the LAA.	
<b>Generic</b>	Implementation of CLG Outcomes Framework	Provision of training for service providers to implement the outcomes frameworks	Service providers utilising CLG outcomes framework for short and long term services	November 2007	Training provided for both long and short term outcomes framework. Delivered by a cross boundary team lead by Plymouth.	
<b>Generic</b>	Implementation of a new contract monitoring framework	Pilot revised contract monitoring framework and implement process across all services	Regular and structured contract monitoring processes employed across the sector	December 2007	Contract review framework agreed and timetable for monitoring established. Contract monitoring framework has been established for all re procured services, and is being rolled out for inherited services. Reviews also taking place as part of the re procurement process	
<b>Generic</b>	Revised Service Directory	Review Existing Service Directory Reissue widely updated version and post on Website	Up to date, accurate, accessible and widely distributed directory	November 2007	Service directory updated and posted on PCC web site	

<p><b>Consultation</b></p>	<p>Increase service user involvement in the programme</p>	<p>Social Inclusion Unit (SIU) and Tenant Participation Team (TP) looking at reward and recognition policy for consultation Produce draft Service User Engagement framework Consult on framework with Service Users, Provider Forum and Core Strategy Group</p>	<p>Publication of Service User Engagement Framework</p>	<p>March 2008</p>	<p>Draft Reward and recognition Policy has been produced.</p> <p>Extensive consultation has been undertaken with clients to inform both the Older persons Business Case and Strategy.</p> <p>Service user engagement in developing hostel bid &amp; specification for the new refuge.</p> <p>Links have been developed with the Torbay Regional Champion for service User Engagement. Tool kit to be published.</p> <p>Conference planned by the IPF and SP to pursue good practice.</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. The Grant allocation remains static at £8.2 million. This is positive news as although there has been no increase to reflect rises in the cost of living, the grant has no been reduced as in other Authorities. In addition, the 3 year allocation provides certainty and facilitates planning.

In addition to the Grant, PCC has identified revenue funding to jointly commission services and fund the cost of a 1% inflationary ward.

#### **Overview of existing provision**

NB. This information provides a position statement as at the 31/03/06 and 31/03/07. This reflects the funding commitment for individual client groups on these dates and is not fully indicative of full year spend

<b>Client Group</b>	<b>Funding level at 31 March 2007</b>	<b>Household units available at 31 March 2007</b>	<b>Funding level at 31 March 2008</b>	<b>Household units available at 31<sup>st</sup> March 2008</b>	<b>% increase or decrease in funding</b>	<b>% increase or decrease in household units available</b>
Frail elderly	76,909	98	97,196	197	26.38%	101.02%
Generic	257,086	105	260,948	97	1.50%	-7.62%
Homeless families with support needs	93,178	32	95,042	30	2.00%	-6.25%
Offenders/at risk of offending	253,846	59	337,022	102	32.77%	72.88%
Older people with support needs	1,142,931	3,415	1,110,286	3,366	-2.86%	-1.43%
People with physical/sensory loss	149,711	50	144,626	50	-3.40%	0.00%
People with alcohol problems	25,968	7	52,171	32	100.90%	357.14%
People with drug problems	85,600	32	100,372	61	17.26%	90.63%
People with HIV/AIDS	25,500	8	63,690	8	149.76%	0.00%
People with different abilities	1,994,390	168	1,747,865	170	-12.36%	1.19%
People with mental health problems	971,276	159	917,171	159	-5.57%	0.00%
Refugees	144,443	25	120,381	35	-16.66%	40%
Rough sleeper	156,001	10	159,121	10	2.00%	0.00%
Single homeless with support needs	1,603,410	298	1,606,927	274	0.22%	-8.05%
Teenage parents	152,988	17	156,047	17	2.00%	0.00%
Domestic abuse	273,529	52	346,613	55	26.72%	5.77%
Young people at risk	852,013	201	921,129	139	8.11%	-30.85%

## **Emerging Need**

During 2007/08 our continued programme of service user consultation and links to research being undertaken within the authority has enabled the team to update our needs analysis in a number of important areas:

**Youth Homelessness:** Research and service user consultation highlighted a key service gap in terms of supported emergency/crisis accommodation for young people at the point of their homelessness – which actively hampers efforts to support young people to return home where this is appropriate. Access difficulties were also highlighted in relation to young people with multiple needs who need supported accommodation.

**Ethnic Minority People at risk of homelessness:** The ongoing CLG funded Devon Inclusive Housing Project is carrying out a needs analysis as a key component of the project, and to date has highlighted and addressed gaps in service provision in relation to advice and signposting for ethnic minority people.

**Gypsies and travellers:** Supporting People jointly commissioned a gypsy and travellers housing needs assessment with Housing and Supporting People teams across Devon, and this was completed during 2007. Issues were highlighted in relation to accessing mainstream services (for instance in relation to income maximisation, education and training, and aids and adaptations for older people).

**Older People:** The Supporting People team have played a key role in the needs analysis and development of the first Older People's Strategy ('All Our Futures') to plan for the needs of older people holistically. Among the housing related support needs highlighted were: the need to improve access and awareness of services with targeted advice and information provision; the needs of older homeless people with entrenched substance abuse and mental health issues who have difficulties in accessing support and accommodation provision; the need to address key causes of people losing their independence – isolation, access to community facilities and support within the home environment; needs were also highlighted in relation to equitable access to support within accommodation for people who have capital assets, and the need for a choice of supported living environments to meet individual needs.

**Move On:** Plymouth was a pilot area for Homeless Link's Move On Planning Protocol (MOPP) Tool, and as a result an audit of move on from supported accommodation for homeless people was carried out, and key barriers to move on analysed. Among the issues that will be addressed in the Move On Strategy are: the need to address barriers to accessing longer term or permanent housing solutions for people to move in to; the need to address affordability and income maximisation issues; to raise standards of move on work within the support planning process; and the need to identify specific floating support provision to support move on – with a particular emphasis on private rented accommodation.

**Female Offenders:** Work to analyse and disseminate learning from the Plymouth Offender Gateway pilot is ongoing – with the research report from this pilot project due in August 2008. However, interim results have pointed clearly towards service shortfalls in relation to high-risk offenders and female offenders.

**Learning Disability:** National evidence suggests that the number of adults with severe learning disabilities may increase by around 1% per year for the next 15 years. In addition, research indicates that increased life expectancy brings with it additional health problems which will have an impact on the accommodation needs of people with a learning disability living in Plymouth.

Overall people with a learning disability living in Plymouth are more likely to live in residential care than most other areas in the country with fewer people being supported to live in a home of their own. October 2007 figures showed that the Learning Disability Service (LDS) was supporting 323 people in residential care, 43 of whom are over 65 and approximately 25 people also had severe physical disabilities. Data also showed that there were 92 people in “supporting people” accommodation.

The Learning Disability Service (LDS) has recently completed a review programme for all people living in long term nursing, residential and supportive living placements and identified 15 clients as needing to move from residential care to supported living in 2007/2008. In addition, the Authority plans to repatriate the 15 people currently supported in out of area treatment placements.

In summary, there is not enough support for people who want to live in their own home, and there is evidence to show that a few people stay in hospital longer than they need to and that people are still admitted to residential accommodation in the absence of alternatives.

**Mental Health:** The recently published Plymouth Mental Health Accommodation Strategy identified a range of gaps in the provision of accommodation and support options for patients leaving inpatient services or returning to Plymouth from the Individual Patient Placement Programme. The Strategy made the following recommendations:

- The enablement of partnership with and between services in the Plymouth Primary Care Trust, Local Authority and Voluntary and Community supported and general needs housing sectors.
- Increase capacity within existing community based supported housing sector
- Services commissioned by Supporting People must provide the primary move on options for patients and service users who need to move on from acute inpatient care and residential rehabilitation and recovery services.
- That the mental health accommodation pathway is implemented in the form described in the mental health accommodation strategy.

## **Emerging Strategic Priorities- Key Change Drivers**

### **National Drivers**

#### ○ **Supporting people National Strategy: ‘Independence and Opportunity’**

In July 2007, the Department for Communities and Local Government (CLG) published its national strategy for Supporting People: ‘Independence and Opportunity’.

The Strategy provides a broad vision of the direction of the Supporting People programme in the coming years and focuses on 4 key areas:

- Keeping service users at the heart of the programme and the local delivery of the service;
- Building on the already successful partnerships with the Third Sector;
- Delivering effectively in the new local government landscape; and
- Working towards better efficiency and less bureaucracy.

In Plymouth work is already underway that will assist in meeting the aims of the national strategy. However, further progress is required particularly in relation to service user engagement and in preparing for the proposed pooling of the SP grant into the LAA in 2009.

○ **‘Strong and Prosperous Communities – the Local Government White Paper’**

The Local Government White paper said “We expect Supporting People to be delivered through the LAA framework at the earliest opportunity as part of an integrated service for the most vulnerable”.

The Local Government White paper also set out the different arrangements for LAAs from April 2008:

- A new national indicator set of 200 indicators (down from 1200) – from which 35 will be identified for inclusion in the local area agreement and targets set.
- The two SP national performance indicators (number of vulnerable people achieving independent living & number of vulnerable people who are supported to maintain independent living) are included in the 200 indicators.
- The Supporting People outcomes framework (capturing the complexity & diversity of the programme) will underpin the local government performance framework that is currently being developed and this approach will enable providers and local authorities to monitor outcomes.

○ **The Independent Living Strategy**

In July 2006, the Independent Living Review was set up to develop a five-year strategy for independent living.

The aim of the strategy is that:

- disabled people (including older disabled people) who need support to go about their daily lives will have greater choice and control over how support is provided
- disabled people (including older disabled people) will have greater access to housing, education, employment, leisure and transport opportunities and to participation in family and community life.

The strategy sets out a five-year plan that seeks to realise the Government's aim that all disabled people (including older disabled people) should be able to live autonomous lives, and to have the same choice, freedom, dignity and control over their lives as non-disabled people. It takes a life course approach, from young people in transition to adulthood and including older people.

The personalisation of services, or self-directed support, is a key element within the Strategy, giving disabled people greater choice and control over the support they need and resources available to them. This may be achieved through individual budgets and direct payments, development of user led organisations, access to advocacy and better information and support.

○ **Valuing people now: from progress to transformation - a consultation on the next three years of learning disability policy**

The white paper 'Valuing People' (2001) set out the Government's vision for people with a learning disability, across a range of services based on four key principles of rights, independence, choice, and inclusion. The white paper's vision covered a range of issues including health, housing and employment. 'Valuing People Now' reflects recent consultation on the priorities for the learning disability agenda over the next three years and includes:

- Personalisation and Self Directed support - choice and control, Individual Budgets, person centred plans, advocacy
  - What people do in the day
  - Better Health
  - Access to Housing
- **‘Putting people first: a shared vision and commitment to the transformation of adult social care’ (December 2007)**

Across Government, the shared ambition is to put people first through a radical reform of public services. It will mean that people are able to live their own lives as they wish; confident that services are of high quality, are safe and promote their own individual needs for independence, well-being, and dignity.

This holistic approach is set out in 'Putting people first: a shared vision and commitment to the transformation of adult social care', the ministerial concordat launched on 10 December 2007.

This ministerial concordat establishes the collaboration between central and local government, the sector's professional leadership, providers and the regulator. It sets out the shared aims and values which will guide the transformation of adult social care, and recognises that the sector will work across agendas with users and carers to transform people's experience of local support and services.

○ **Refocused Key Lines of Enquiry**

The Audit Commission's amendments to KLOE 10 for Supporting People include:

- A clear approach to continuous improvement – quality of services and value for money
- Better evidence of outcomes for service users – especially for those who have been poorly served in the past
- More sustainable involvement for service users – including in the governance of SP programmes
- Embedded commissioning and procurement of support services – in cooperation with other agencies
- Clarity about the future governance and delivery arrangements once Supporting People grant is paid through the area-based grant to support Local Area Agreements.

**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.

**Plymouth's Mental Health Accommodation Strategy**

The strategy was produced from the need to develop an accommodation pathway that links acute inpatient and long term residential care with community based care and independent living. The need to work in partnership and develop an accommodation strategy for Plymouth is supported by the implications of population growth, the need to find alternatives to long term residential care and

government policy. The strategy recommends that a staged accommodation pathway that provides a clear vision and direction is managed and implemented by Plymouth’s tPCT, Adult Social Care and Supporting People programme.

Consultation was undertaken with service users using community health services, inpatient services and supported housing. Service providers across these sectors and senior executives within the PCT were also involved. The consultation process was overseen by a project board draw from a range of relevant services and agencies.

The findings of the strategy are outlined in the table below. The priorities for the three key partners are identified. They are not ranked in any form of priority order.

Primary Care Trust	Supporting People	Adult Social Care
<ol style="list-style-type: none"> <li>1. Crisis accommodation</li> <li>2. Joint commissioning</li> <li>3. Psychological therapies</li> <li>4. Community based psychiatric services</li> <li>5. Acute mental health inpatient services</li> <li>6. Low secure inpatient mental health services</li> <li>7. Residential and community psychiatric services</li> <li>8. Community and inpatient forensic services</li> <li>9. Personality disorder (community &amp; inpatient)</li> <li>10. Reduced accident and emergency waiting time for assessment</li> <li>11. Advocacy</li> <li>12. Eating disorders</li> </ol>	<ol style="list-style-type: none"> <li>1. Review all service provision and subject to procurement cycle</li> <li>2. Review and remodel existing supported housing provision</li> <li>3. Increase and target specialist provision following review</li> <li>4. Develop step down supported housing</li> <li>5. Increase levels of community based supported Housing</li> </ol>	<ol style="list-style-type: none"> <li>1. Develop commissioning strategies for individual client groups Including mental health</li> <li>2. Maximise joint commissioning opportunities</li> <li>3. Develop and create market efficiencies and increase service capacity</li> <li>4. Align commissioning to procurement and contracting</li> <li>5. Commission for outcomes that are linked to changing people’s lives</li> <li>6. Ensure commissioning is fair</li> <li>7. Inclusive and promotes equality</li> </ol>

### All Our Futures – Plymouth’s Strategy for Plymouth’s Over 50’s

The strategy has been developed to respond positively to Plymouth’s growing numbers of older people, in order to:

- Ensure that the city values the unique contribution that over 50s can make to our community as active citizens.
- Enable older people in need of support and care to get the help they require in positive and empowering ways.

Principles on which the strategy is based:

- The people of Plymouth should be able to look forward to leading a full and active life-style as they get older.
- Older people should be valued as active members of the community – who are able to contribute as well as be supported.

- Older people should be able to easily access a wide range of life opportunities and services such as leisure, transport, housing, employment, education, social activities, and health promotion.
- Older people and their carers should be assured that the City will provide flexible support and care services to respond to their individual needs when they or their family need them.
- Specialist help should be arranged within the community promoting independence and a return to active life as far as is practically possible.
- Older people will be treated with dignity and respect and be able to have a better quality of life.
- Keeping people safe.

Within the framework of the strategy, the city will continue to harness the ideas and commitment of local senior citizens over the next 3 years so that Plymouth can continue to design and deliver the right services for individual older people, responding at times of need, and prompting well-being throughout older age.

### **Learning Disability Commissioning Strategy 2008 - 2011**

The Commissioning Strategy focuses on services for adults (18 – 65 years), but also considers the needs of young people in transition to adulthood.

The strategy embodies the vision that people with a learning disability should be supported as ordinary citizens of Plymouth with all the rights, choices and independence that this implies regardless of the extent of individual disability.

There are eight person centred strategic objectives which focus on partnership working to achieve improved outcomes for clients:

- The a natural transition into adult life
- Enabling people to have more control over their own lives
- Having good Health
- Fulfilling lives Keeping Safe
- 
- Have interesting things to during the day
- Supporting family carers

And

- A place to live, including an increase in the range and availability of other supported accommodation options

### **Plymouth's Homelessness Review and the new Strategy for Tackling Homelessness**

The Homelessness Act 2002 and the subsequent central Government Strategy 'Sustainable Communities, Settled Homes, Changing Lives' placed a duty on Local Authorities to review homelessness and causes locally, and to develop a strategic response to key issues highlighted.

Plymouth's new Strategy for Tackling Homelessness will be published in July 2008 following an extensive review of local issues, in which Supporting People played a key role.

With an emphasis on tenancy sustainment and the prevention of homelessness, the new Strategy links closely with the Supporting People service planning process to specifically address

accommodation and support issues for people who are, or who may become homeless – or who need support from becoming homeless again.

### **Plymouth's Move-on Strategy**

A Move-On Strategy has been developed in conjunctions with service providers, service users and other stakeholders.

The strategy addresses the move on needs of people living in Supported or temporary accommodation, where input is urgently needed to maintain a flow through, but also includes broader move on issues in the longer term.

Aims:

1. Increase longer term or permanent housing options for people to move into.
2. Raise standards of move on work within support planning process.
3. Access to support to resettle, as well as accommodation.
4. Address affordability issues that prevent move on.

### **Local Involvement Networks (LINKs)**

Local Involvement Networks – known as LINKs – will be the new focus for people to have their say on the planning and improvement of local health and social care services.

The LINK will be a community-based network made up of individuals and groups with an interest on health and social care. It will cover the geographical area of the local authority and be concerned with all publicly-funded health and social care services and also with broader issues that impact on the health of the local community. The LINK will need to be inclusive and diverse, with a wide range of participants, representative of the whole community throughout the area it covers.

The role of the LINK will be to:

- promote and support the involvement of people in the commissioning, provision and scrutiny of health and social care services
- obtain the views of people about their needs for, and experiences of, health and social care services and make these views known to those responsible for commissioning, providing, managing or scrutinising those services
- enable people to monitor and review the commissioning and provision of care services
- make reports and recommendations about how health and social care services could be improved, to people responsible for commissioning, providing, managing or scrutinising those services.

## Chapter Three

### Forward Look – Annual Plan 2008-2009

Taking into account projections for 2008/09, funding for the priority areas of Homelessness and Domestic Abuse have increased since the implementation of the 5-Year Strategy by 36.16% in total. Other prominent trends include:

- 24% increase in funding for older people's services
- 38% increase in funding for services for teenage parents
- 44% increase in funding for offender services
- 38% increase in funding for HIV/Aids services

These increases have been achieved in spite of an overall Grant reduction via efficiency savings and ensuring that ineligible costs are met through appropriate funding streams. Where funding has reduced, the impact on the numbers of people supported has been virtually non-existent, supported by funding from partner agencies.

This data shows that the priorities identified within the Supporting People 5 Year Strategy are being achieved without impacting significantly on other areas.

In working towards further meeting local needs and priorities and responding to the strategic direction set out by Government, Plymouth Supporting people Partnership will face a number of challenges.

The Supporting People Partnership recognises however that more work is required to meet demand and strategic priorities, and will continue to work in partnership with clients, service providers and other stakeholders to ensure that resources are utilised effectively to enable vulnerable people to achieve greater inclusion, independence and choice.

A detailed breakdown of how we are going to achieve these aims and the effect on spend and units is detailed in the following financial table and action plans.

#### **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.

Projected Spend in Supporting People for 2007/08							
	2007-08			2008-09			
	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	-8,250,892.78			-8,213,292.00			
c/fwd underspend 2006-2007	-140,508.96			-217,484.86			
Other income	-732,462.35			-597,789.19			
<b>Total income</b>	<b>-9,123,864.09</b>			<b>-9,028,566.05</b>			
<b>EXPENDITURE (by primary client group)</b>							
<b>Homelessness</b>	1,701,969.00	20.76%	304	1,657,860.00	20.00%	-2.59%	304
<b>Domestic Violence</b>	346,613.00	4.23%	55	304,182.00	3.67%	-12.24%	109
<b>Substance Misusers</b>	152,543.00	1.86%	93	155,138.00	1.87%	1.70%	93
<b>Ex-offenders</b>	337,022.00	4.11%	102	365,001.00	4.40%	8.30%	102
<b>Young People</b>	921,129.00	11.24%	139	882,377.00	10.64%	-4.21%	139
<b>Teenage Parents</b>	156,047.00	1.90%	17	156,047.00	1.88%	0.00%	17
<b>Older People</b>	1,207,482.00	14.73%	3,563	1,331,454.00	16.06%	10.27%	4,107
<b>Physical Disability/Sensory Loss</b>	144,626.00	1.76%	50	144,635.00	1.74%	0.01%	50
<b>Mental Health</b>	917,171.00	11.19%	159	987,391.00	11.91%	7.66%	159
<b>Learning Disability</b>	1,747,865.00	21.32%	170	1,701,337.00	20.52%	-2.66%	170
<b>Refugees</b>	120,381.00	1.47%	35	159,080.00	1.92%	32.15%	35
<b>People with HIV/AIDS</b>	25,870.00	0.32%	8	26,010.00	0.31%	0.54%	8
<b>Rough Sleepers</b>	159,121.00	1.94%	10	159,121.00	1.92%	0.00%	10
<b>Generic services</b>	260,948.00	3.18%	97	260,948.00	3.15%	0.00%	97
<b>Total</b>	<b>8,198,787.00</b>		<b>4,802</b>	<b>8,290,581.00</b>		<b>0.39</b>	<b>5,393</b>

## Annual Plan Action Plan 2008/09

<b>Client Group</b>	<b>Target Outcome</b>	<b>Actions</b>	<b>Indicator of Success</b>	<b>Completion, Deadline or Milestone</b>	<b>Responsible Officer</b>
<b>Single Homelessness</b>	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	Katy Shorten
<b>Single Homelessness</b>	Complete procurement of single homeless accommodation based service	Issue Invitation To tender.  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 implemented.	January 2009	Katy Shorten
<b>Homeless Families</b>	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	Rachel Cruise
<b>Domestic Abuse</b>	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	Kate Lattimore

<b>Domestic Abuse</b>	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	Kate Lattimore
<b>Drug &amp; Alcohol</b>	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	Katy Shorten
<b>Drug &amp; Alcohol</b>	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	Katy Shorten
<b>Older People</b>	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 Issue contracts, facilitate service commencement and implement contract monitoring.	Business case agreed and signed off.  Service specifications developed.  Newly commissioned service operational with increased numbers of people supported.  Contract management implemented.	April 2008          March 2009	Jane Cox

<b>Older People</b>	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	Jane Cox
<b>Older People</b>	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	Jane Cox
<b>Older People</b>	Develop a 'Sure Start' service for older people	Commission pilot Sure Start Service in partnership with ASC.	Pilot 'Sure Start' service operational	September 2008	Jane Cox
<b>Young People (including Teenage Parents)</b>	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	Rachel Cruise & Diane Charlton

<b>Young People (including Teenage Parents)</b>	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	Rachel Cruise
<b>Young People (including Teenage Parents)</b>	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	Rachel Cruise
<b>Mental Health</b>	Develop additional supported accommodation	Visit potential site.  Develop partnership with the owning RSL, ASC, the PCT 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	Rachel Cruise
<b>Mental Health</b>	Further explore the development of using direct payments within services.	Arrange meeting between DP lead for mental health and with voluntary sector providers  Support voluntary sector providers with organisational development	Increased number of organisations registered as direct payment providers	March 2009	Rachel Cruise

<b>Offenders</b>	Investigate housing options for Priority and Prolific offenders	Meet with stakeholders to identify barriers and solutions to accessing accommodation.  Work with floating support providers to facilitate access to the private sector and enable tenancies to be sustained.	A successful model for accommodating PPO's in the private rented sector developed and piloted.  Increase in private sector housing for ex-offenders	March 2009	Katy Shorten & Diane Charlton
<b>Offenders</b>	Review offender sector services	Identify accommodation needs in the city for offenders, including women.  Complete Business Case.  Commence process of re-procurement.  Establish Project Board to oversee the procurement of services.	Business Case approved by the Commissioning Body.  Services specifications developed & ITT issued if appropriate.  Project Board established.	March 2009	Katy Shorten
<b>HIV/AIDS</b>	Increase the numbers of people accessing support	Work with ASC, the PCT and the Eddystone Trust to identify funding.	New service jointly commissioned.  Increased support units available.  Joint contract management implemented.	September 2008	Katy Shorten
<b>Learning Disability</b>	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	Business case agreed and signed off.  Project Board established  Service specifications developed.  Newly commissioned services operational.	April 2008  June 2008  April 2009	Kate Lattimore

		members.  Issue contracts, facilitate service commencement and implement contract monitoring.	Contract management implemented.	June 2009	
<b>Learning Disability</b>	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	10 people supported to move out of residential care to supported independent living	February 2008	Kate Lattimore
<b>Generic</b>	Implementation of Move-on Strategy	Identify resources to employ a staff member to work at a strategic level to support implementation of the strategy  Support the development of a Community Lettings Agency for Plymouth	Worker in post to support the implementation of the Move-on Strategy Action Plan  Community Lettings Agency established	September 2008  March 2009	Claire Hodgkins & Diane Charlton
<b>Generic</b>	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	Claire Hodgkins

<b>Consultation</b>	Client engaged in the procurement process and decision making	Review processes with stakeholders and service users  Pilot revised processes	Procurement processes revised and pilot planned	February 2009	Sandra Stanton, Jane Cox & Claire Hodgkins
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