

## **ANNEXE FIVE**

### **NEEDS ANALYSIS FRAMEWORK**

## ANNEXE FIVE

### 1.0 Needs assessment toolkit

This toolkit is designed to aid in conducting a needs assessment for Supporting People services. The needs assessment is based on a population at risk driven approach where the total population at risk is calculated using various datasets and assumptions. Then local data sets and qualitative data is used to estimate the population of people that will require Supporting People services.

#### 1.1.1 Method

The total population at risk for each client group comprises the following:

1. those who do not need support services;
2. those who need support services but do not demand;
3. those who need and demand support services but do not receive;
4. those who need and demand support services and do receive; and
5. those who do not need support services but demand and receive.

For most client groups we can quantify with a reasonable degree of robustness the total population at risk. We can also quantify the people getting services (4 and 5 above) and those waiting for services (3 above). The rest we can make assumptions about (1 and 2 above).

#### 1.1.2 Data sources

##### Strategic context

- What are the relevant national policies and strategies which will affect SP provision in your county?
- What are the relevant local policies and strategies which will affect SP provision in your county?
- What are the SP current priorities, as set out in the SP shadow strategy?

*From national and local strategy documents.*

##### Population at risk

<b>Client groups where data is available at the local authority level</b>	<b>Data source to be used</b>
<i>Older people with support needs</i>	People 60+, 2001 (census, ONS) Index of need for elderly people (Matrix) <sup>1</sup>
<i>Homeless families</i>	Households accepted as in priority need, 2001 – 2003 (ODPM) Local data e.g. waiting lists

<sup>1</sup> Further details to follow

<i>Single homeless</i>	Applications and households in temporary accommodation, 2001 – 2003 (ODPM) Local data e.g. waiting lists
<i>Rough sleepers and those who lead a street based life</i>	Rough sleeper counts and P1E returns, 2001 – 2003 (ODPM) <i>Note: may only cover Exeter</i> Housing Investment Programme (HIP) count (ODPM)
<i>People with drug problems</i>	National drug treatment monitoring system, provisional data for 2003/04 (NTA) <i>Research by Marsden et al reports that this data should be uplifted by 1.15 and then by 1.67 to give a closer representation of the true figure of drug misusers in treatment<sup>2</sup></i>
<i>Travellers</i>	Count of gypsy families on 6th Jan 2004, last five counts (ODPM)
<i>Older people with dementia</i>	All dementia diagnoses for ages 60+, 2002/03 (HES, DH)
<i>People with physical / sensory disabilities</i>	Disability living allowance claimants, quarters 2003 - 2004 (DWP) <i>However this data only covers those with severe physical disabilities who probably wouldn't qualify for SP.</i> Local data

<b>Client groups where data is either poor or not available at the local authority level.</b>	<b>Options</b>
<i>Women at risk of domestic violence</i>	1. British Crime Survey regional rates from 1996 self-completion. Model and apply to Devon.
<i>People with mental health problems</i>	1. Use HES data on all psychiatric diagnoses to construct a proxy measure for people with mental health problems. 2. <u>Mental Illness Needs Index (MINI), Institute of Psychiatry</u>
<i>Offenders and those at risk of offending</i>	1. Use recorded crime data as a proxy for offenders and those at risk of offending. This is available at police force area and makes the assumption that each local authority within the area has the same rate of offending. 2. Use the probation statistics as a proxy for offenders and those at risk of offending. This is available at police force area level and makes the assumption that each local authority within the area has the same number of offenders on the various probation orders. 3. Use the criminal statistics data on number of people cautioned, proceeded against at Magistrate's court and Crown court as a proxy for offenders and those at risk of offending. This is available at police force area level. 4. Local data
<i>Refugees</i>	1. Use NASS/Home Office data to construct a proxy measure for refugees from asylum seekers data. This makes a number of assumptions about where, if granted asylum, refugees will finally settle. 2. Local data
<i>People with alcohol problems</i>	1. Use HES data to construct a proxy measure for people with alcohol problems of people requiring a hospital episode for alcohol related problems. 2. General Household Survey regional data 3. Local data
<i>Young people leaving care</i>	1. Use DfES data on young people aged 16 and over who ceased to be looked after during the year ending March 2003 by age,

<sup>2</sup> Marsden, J., Strang, J., Lavoie, D., Abdulrahim, D., Hickman, M., and Scott, S. (1994). 'Epidemiologically-based needs assessment: drug misuse' in Stevens, A., and Raftery, J., *Health Care Needs Assessment*. Oxford: Radcliffe.

	placement and duration. This data is available at the local authority level but is subject to quality problems at this level of interpretation. 2. Local data
<i>Teenage pregnant women</i>	1. Use HES data on all deliveries for age 16-25, 2002/03 (HES, DH) 2. Use conceptions data from the ONS for under 20s, 2000 (ONS) 3. Local data

<b>Client groups that are not possible to measure</b>	<b>Options</b>
<i>Offenders with mental health problems.</i>	1. Consider as part of offenders 2. Consider as part of people with mental health problems 3. Do not include
<i>Frail elderly</i>	1. Consider as part of older people 2. Do not include
<i>People with learning disabilities</i>	1. National prevalence for severe learning disabilities can be applied 2. Low / medium learning disabilities are linked to deprivation. Can apply the % of deprivation in each district in Devon compared to the national average deprivation to the national prevalence of low and medium learning disabilities.
<i>People with HIV / AIDS</i>	1. Use SOPHID data to construct a proxy measure for people with HIV/AIDS. This data will only distinguish between regional differences. 2. Do not measure 3. Suggest another data source
<i>Young people at risk</i>	1. Proxy measure of local applications for homeless aged 16-21 year olds 2. YOT data 16-18 year olds

#### Need

- What “drives” or “indicates” need for this client group in the county?
- On those indicators, how does your county compare to comparison areas (e.g. national, regional, local, peer)?
- Where is the need geographically located within the county, and how does this relate to the location of services?
- What factors might affect the need (intensity, location) for services in your county?
- What affect will these factors have in your county over the next five years?

*From deprivation/demographic statistics; and local qualitative interviews/focus groups with service providers & clients*

*Qualitative interviews/focus groups would include questions as outlined in the focus group tool already provided e.g.*

- Describe need for housing related support in Devon
- How does this vary across districts/boroughs
- What kind of housing related support do clients typically need (*need to define intensity as low, medium or high*)
- Barriers to accessing services
- Level of unmet need/hidden need
- How are people with multiple/complex needs supported? Is this adequate?

#### Demand

- What are the main barriers to accessing housing related support services in your county?
- What are the referral pathways in your county, and are they adequate?
- What are the assessment protocols in your county, and are they standardised?
- Is there a comprehensive set of services to offer a suitable package of care and support for all individuals?
- Are there systems and processes in place for move on and aftercare for those leaving services?
- Where are the gaps in supply?
- Are clients coming from other districts/counties or vice versa?

*From cross-authority data; local qualitative interviews/focus groups with service providers & clients; and supply data*

*Qualitative interviews/focus groups would include questions as outlined in the focus group tool already provided e.g.*

- Describe demand in Devon
- How does this vary across districts/boroughs
- What factors influence demand in Devon
- Linking to supply, how is this demand met
  
- How does the referral process work in Devon? Are there any problems
- How effective is it? Any improvements?
- How does the assessment process work in Devon? Are there any problems?
- How effective is it? Any improvements?
- How often is the support and care package of clients re-assessed?

## Supply

- How does the level of supply in your county compare to other comparison areas (e.g., national, regional, local, peer<sup>3</sup>)?
- How is the provision of housing-related support spread across the geography of your county?
- How are the resources for each client group spread between providers? Is this the most effective use of resources?
- Are the housing related support services in your county appropriate for the clients they serve?
- How are the resources for each client group spread between providers? Is this the most effective use of resources?
- What is the cost of service provision and how does this compare to comparison areas?

*From benchmarking supply data; knowledge of accuracy of data; cost data; and local qualitative interviews/focus groups with service providers & clients*

*Qualitative interviews/focus groups would include questions as outlined in the focus group tool already provided e.g.*

- Describe the current level of supply of housing related support in Devon
- How does this vary across the districts/boroughs?
- Any rural issues with access to services?
- What type of support is supplied? Is this adequate?
- Does support meet the diversity agenda?
- Are there any voids? How quickly are places turned around in accommodation-based support?
- Access to move on accommodation
- Flexibility of moving between services?
- Does the current supply of housing related support services meet the needs identified earlier? What should be improved? Where are the gaps?

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<sup>3</sup> A peer comparison area is one which is similar in many respects, perhaps including size, demographics and socio-economic situation, in this case Devon could be compared with Shropshire, Cornwall and Dorset.

### 1.1.3 Next steps

#### Key findings and interpretation

- What are the most clear messages arising from the analysis?
- What are the most important messages arising from the analysis?
- What are the most surprising findings arising from the analysis?
- Which issues need more investigation?
- Which issues are controversial?

#### Implications

- What actions could be taken to secure 'quick wins' for housing related support in the county?
- What actions could have the most effect on the quality of service in the county?
- Which issues necessitate the most immediate attention?
- Which issues are longer term projects?
- What are the first steps to be taken?
- What is the process for turning the findings into a local strategy for the county?
- What is the role for partnerships in implementing change?