

# Devon

## ‘Supporting People’ Strategy

2005/06 - 2009/10

Devon County Council, Devon and Cornwall Probation Area, East Devon District Council, East Devon Primary Care Trust, Exeter City Council, Exeter Primary Care Trust, Mid Devon District Council, Mid Devon Primary Care Trust, North Devon District Council, Northern Devon Primary Care Trust, South Hams District Council, South Hams and West Devon Primary Care Trust, Teignbridge District Council, Teignbridge Primary Care Trust, Torridge District Council, West Devon Borough Council .....

**Working in Partnership across Devon**

## **CONTENTS PAGE**

<b>PART ONE</b>	<b>Executive Summary.</b>	<b>3</b>
<b>PART TWO</b>	<b>Introduction.</b>	<b>6</b>
<b>PART THREE</b>	<b>Strategy Development Process.</b>	<b>9</b>
<b>PART FOUR</b>	<b>Five Year Strategy</b>	<b>11</b>
<b>PART FIVE</b>	<b>Annual Plan 2005-06.</b>	<b>54</b>

<b>Annexe One</b>	<b>Service Review Programme Appendix One – Devon Service Review Programme 2004-2006</b>	
<b>Annexe Two</b>	<b>A Statement of Local Charging Policy</b>	
<b>Annexe Three</b>	<b>Strategic Development Planning Structure</b>	
<b>Annexe Four</b>	<b>Cross Authority Statement Appendix One - Client Record Form Analysis</b>	
<b>Annexe Five</b>	<b>Needs Analysis Framework</b>	
<b>Annexe Six</b>	<b>Needs Analysis Supporting Evidence</b>	
<b>Annexe Seven</b>	<b>Homelessness and Complex Needs Survey</b>	
<b>Annexe Eight</b>	<b>Vulnerable Young Adults and Families Strategy</b>	
<b>Annexe Nine</b>	<b>Housing and Support Needs of Substance Misusers in Devon</b>	
<b>Annexe Ten</b>	<b>Sheltered Housing Standards</b>	
<b>Annexe Eleven</b>	<b>Option Appraisal Methodology</b>	

## **PART ONE - EXECUTIVE SUMMARY**

### **What is Supporting People?**

In April 2003, the Government introduced a major new Programme called 'Supporting People' that has responsibility for commissioning, contracting, monitoring and reviewing eligible housing-related support services to promote and maintain independent living for a range of vulnerable people.

### **Who does Supporting People provide Services for?**

The Devon Supporting People Programme currently supports over 12,000 service users who receive housing related support through provisions like sheltered housing, homeless hostels, women's refuges, and 'visiting' or floating support services.

Devon County Council, as the Administering Authority for the Programme, receives a ring-fenced Grant of £20,750,507 to fund 640 housing-related support services delivered by 160 providers. The level of grant Devon receives is being reduced by central Government to £19,705,395 in 2005/06.

The Devon Supporting People Partnership clusters its services into 4 'sectorial groupings':

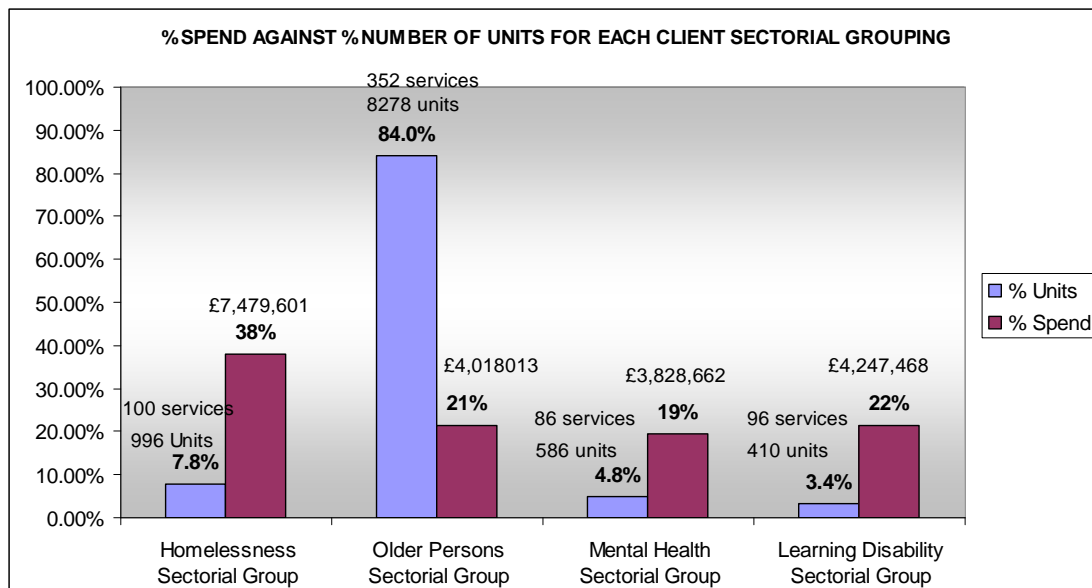
- Older People, includes services for older people with support, frail elderly and older people with mental health problems
- Learning Disability
- Mental Health, including those with complex needs
- Homelessness, includes services for single homeless, homeless families, rough sleepers, young people (including care leavers, teenage parents and young offenders), offenders, people fleeing domestic violence and people with drug and alcohol problems.

### **What services are currently being provided for these groups?**

Over 84% of vulnerable people currently receiving services are older people, although only 21% of the Supporting People grant is spent on this sector.

There is a significant level of provision for people with a learning disability, people with mental health problems, single homeless and young people. There is currently no service provision for travellers, refugees, people with HIV/AIDS, mentally disordered offenders and older people with mental health problems, although some people from these groups do access current support service provision.

In addition, Devon has full Home Improvement Agency (HIA) coverage with agencies based in the eight District Council areas. Over 820 cases were competed in 2003/04, in addition five HIAs also provide a Handyperson service that undertakes minor repairs to an individuals own home.



Supply Profile 2004

### What are the shared benefits of Supporting People?

Housing-related support services play an integral part in complementing support services to keep people safe at home and to reduce the risk of more intensive or acute services such as hospital admission and residential care. Supporting People has a number of benefits to the individual service user, the wider community and all of the Supporting People partner agencies. Many of these can be found within Devon's Local Area Agreement including:

- Finding solutions to the housing and support needs of an increasingly vulnerable population
- Improving the health and well being of vulnerable people
- Reducing levels of homelessness and repeat homelessness
- Helping people to feel and be safe
- Promoting inclusion for our most vulnerable children, young people and their families
- Providing a Home for All and increasing choice to vulnerable people

### What will be happening over the next five years?

The Devon Supporting People Partnership will need to make changes to the way services are provided because:

- The need for services by different groups in our community is changing
- The amount of money we receive from central Government is going down
- There are some services that need improving
- There are some people in need who cannot access services at the moment

The Devon Supporting People Partnership has developed a five Year Supporting People Strategy that describes in some detail how services should

develop over time and includes the main priorities for change for each of the main client group areas.

### **Key Themes in the Strategy**

A number of key themes run throughout the Strategy and form the basis for actions within the Annual Plan for 2005/06. These are:

- to promote independence and choice for vulnerable people in Devon
- to create more flexible services in the form of floating 'visiting' support or outreach services
- to use accommodation based services to provide short term intensive support or specialist, high level support for complex needs.
- to develop a 'whole system' of joint commissioning and performance monitoring of complementary services to improve the experience of service users and providers.
- to develop new eligibility criteria and assessment process based on outcomes and ensure these are implemented within the Single Assessment Process as far as possible.
- to review current access and referral arrangements with a view to simplifying the process and develop county-wide policies and protocols aimed at delivering a 'great customer experience'.
- to develop 'move on' policies and protocols that are owned by District Council and housing providers to ensure best use is made of current service provision.

### **How will the five year Strategy be delivered?**

The Government has made it clear that there will be continuing funding reductions for the Supporting People programme in Devon and this will mean changes to services will be undertaken through decommissioning services that are no longer strategically relevant and/or re-modelling existing schemes. Opportunities for the development of new schemes may be limited.

No service will be decommissioned unless every reasonable effort has been made to ensure that there is suitable alternative provision to meet the needs of those service users affected.

The Devon Supporting People Partnership is determined to move towards equitable resource distribution based on national benchmarks and local assessments of need. At present, it is acknowledged that increased investment is indicated over the 5 years of the strategy into services for older people; services for those suffering domestic violence (including prevention); offenders; and services to HIV/AIDS sufferers.

The Devon Supporting People Partnership will adopt a sensible and pragmatic approach to re-shaping the supported housing sector, working in partnership with providers of services and current and future service users. The current programme of service reviews, together with the second round of reviews due to commence in April 2006 will be the main vehicle for implementation of the Strategy.