

Think family

Family Services



Supporting People Strategy 2005 – 2010

Refresh 2008



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1.0 Introduction

The Supporting People programme provides housing related support to over 1.2 million vulnerable people nationally and over 14,000 people in Wakefield. The services provided by the programme enable an otherwise vulnerable person to live independently within their community. Each Administering Authority is required to produce a Five Year Strategy through consultation and based on reliable, timely information that provides a road map for delivery. Nationally the Supporting people programme falls within the remit of the Department for Communities and Local Government (CLG)

The current Wakefield Supporting People Strategy is effective from 2005 to 2010. It sets out the broad strategic framework that informs the Supporting People Strategy and represents a shared commitment of all the key organisations involved in the delivery of housing support to vulnerable groups. It plays a vital role in the wider local agenda of reducing health inequalities and reducing social exclusion for vulnerable groups. It uses consultation and accurate information to drive the SP programme and also measures the success of the programme. In order to measure the success so far and to ensure the programme is kept on track it is vital to review the progress so far and make any necessary changes.

Changes in the health and social care agenda impact on the Supporting People programme particularly the move towards a personalisation agenda focuses on needs and choice. Housing support commissioning needs to reflect and help drive the changes in the strategic direction for the health and well being of vulnerable people. The increased drive towards floating support is only the start of this process, future commissioning needs to stay within the line of sight of local strategic priorities as well as national developments.

Although the Commissioning Body partners conducted a review of the strategic priorities for the Wakefield programme, this is the first review of the five-year strategy and it recognises the importance of taking stock at regular intervals and so it will examine what the programme has achieved so far and outline the approach and direction for future commissioning of housing support services.

This Strategy Refresh is intended to be viewed along side the first Five Year strategy and should be seen as an addition to, rather than a replacement for the original Strategy. However, it can be read as a single document without the need to reference the original document for clarity.

2.0 Changes in the Supporting People strategic landscape

Since the launch of the Strategy in 2005 there have been a number of strategic, administrative and legislative changes that impact on the programme.

2.1 Nationally

A National Strategy for Supporting People, "Independence and Opportunity", has been launched in June 2007 which sets out what the Government will do to achieve the aims of the service and ensure the continuing improvement of Supporting People programme.

There are four key areas that the national strategy focuses upon: -

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

To underpin this the national CLG outcomes model was launched in 2007 and implemented in Wakefield from May 2007 for Short Term and June 2007 for Long Term and provides a framework for service monitoring and development and enables benchmarking both nationally and regionally

2.2 Regionally

Wakefield Supporting People programme participates in the Yorkshire Regional Cross Authority Group. Work has been ongoing on a Yorkshire and Humberside regional outcomes model as an addition to the CLG outcomes model. In addition to this the group are in discussions with Oxford Computer Consultants to supply SPOCC provider across which will incorporate ROSYH outcomes as well as CLG outcomes and enable providers to manage and submit outcomes data in a more efficient and timely way particularly for providers with contracts with more than one authority. The Wakefield SP team also feed into the Regional Supporting People Strategy via consultation and information sharing.

2.3 Locally

The Wakefield partnership for the Supporting People programme has included the active participation of the Council, the probation service and health. Since the 2005 – 2010 strategy was produced the 2 PCTs within the Wakefield area have merged into one PCT covering the entire district and in 2006 the entire council housing stock was transferred to a new Registered Social Landlord.

The Wakefield *Fast Forward* Community Strategy sets out a strategic vision for the district along with challenges that need to be met by stakeholders in order to deliver this vision. As a result of this 3 priority client groups have been identified for the Wakefield SP programme: -

- Families at risk of domestic violence
- Offenders with complex needs
- People at risk of homelessness

Although change is a constant in modern Local Government, Wakefield has changed more than many. Wakefield MDC has progressed from a Comprehensive Performance Review (CPA) of 'Poor' in 2002 to 'Fair' in 2004 and finally to 'Most Improved Council' in 2006. The Wakefield SP programme was also assess as being 'Fair with Promising Prospects for Improvement' in 2005.

The Wakefield SP programme fits in with, and contributes to, the Council's vision and expectations for improvement and excellence in addressing the needs of vulnerable adults in the district. The SP programme is delivered to make a positive contribution o the Councils aspiration to become a 3-Star council following the CPA inspection in September 2008. This will be the last CPA inspection before they are replaced by the Comprehensive Area Assessment (CAA) in April 2009. The CAA will look at all the public services provided in the area by the council and their partners including the private and voluntary sectors.

The Supporting People Programme in Wakefield is situated in Wakefield Council's Family Services and therefore delivers support within the framework of 'Think Family' that integrates front line services and aims to provide support tailored to individual needs.

2.4 LAA

Wakefield District Partnership is the Local Strategic Partnership responsible for the coordination of the key agencies working to improve social, economic and environmental well-being in the district since.

The future landscape of the LAA will see changes in the funding and progress indicators from 2008 onwards; these changes will have a significant impact on the Supporting People program.

Firstly, new progress measures will be chosen from a reduced set of 198 national indicators. As part of central governments commitment to reducing locally imposed performance requirements, the new LAA's will be able to negotiate a maximum of 35 targets from the list of national indicators. These indicators arise from Public Service Agreements (PSA) and Departments Strategic Objectives (DSO) and will be the only method used by central government to monitor performance in local government.

The two existing KPI indicators for Supporting People are included in the national indicator set –

- *NI 141 Number of vulnerable people achieving independent living*
- *NI 142 Number of vulnerable people who are supported to maintain independent living*

Secondly, funding will change to an Area Based Grant meaning that the Supporting People grant will be pooled along with a number of other grants that are currently ring-fenced. From 2008 the Supporting People administration grant will be awarded within the area based mechanism, it is planned the ring fence will be completely removed in 2009.

These developments hold both opportunities and risks for housing support providers, Local Authorities and other Commissioning partners for the delivery of housing support through the Supporting People programme. However, vulnerable people remain in the Wakefield area and still require housing support services, only the funding mechanism will change. Government has recognised the levels of need among vulnerable adults in the Wakefield district as evidenced by the slight increase in grant allocation to the district for 2008-2001 (see section 4.4).

However, despite the success of the Supporting People programme to date many adults still have vulnerabilities for which housing support, care and health services continue to be needed. The housing support services of the SP programme shall continue to promote greater levels of independence for vulnerable individuals.

3.0 Strategic Links

Supporting People National Strategy

In June 2007 'Independence and Opportunity – Our Strategy for Supporting People' was launched by Department for Communities and Local Government, in it is outlined the four key messages for Supporting People commissioners and providers and what service users should therefore be able to expect from housing support services. These are: -

1. Keeping service users at the heart of the programme and of the local delivery of the service

- Use & share best practice for an effective, user focused model of support
- Clearly set out what service users can expect and influence
- Service users are kept informed particularly about changes to service delivery
- Ensure access to services are not restricted by administrative boundaries
- Explore inclusion of housing support in the Common Assessment Framework so all support needs can be assessed at once
- Look at current provision for older people and review in light of aging society
- Enhance service user choice and control by exploring Individual Budgets pilots

How Wakefield Supporting People Programme compares with these aims

- Service users are involved with each service review
- A strategic review of Older Peoples services has been undertaken
- A new Communication and Involvement Framework which includes Service User involvement is being prepared for circulation early 2008

2. Building on the already successful partnerships with the Third Sector

- Ensure obstacles that prevent good quality third sector organisations from competing fairly to deliver housing support are minimised
- Work further with Third Sector organisations to ensure they receive appropriate support and development
- Develop capacity building to support and encourage smaller voluntary providers

How Wakefield Supporting People Programme compares with these aims

- Accredited SP providers and review 136 services
- A provider forum is run for and by provider reps and is used as a tool for information sharing between stakeholders
- In Wakefield third sector organisations hold approximately 80% of the Supporting People contracts with approximately 50% of the total contract value
- Provided training and support tailored to the needs of our small organisations, to assist and enable them to deliver better services more efficiently.

3. Delivering effectively in the new local government

- Look at how the provision of housing support is best addressed within the new LAA structures by bringing together commissioning partners to benefit the local community.
- Supporting People will be delivered through the new performance framework set out by CLG to deliver funds through the new area based grant by 2009
- Share and develop best practice in the commissioning, procurement and delivery of housing support particularly with other SP teams regionally.
- Work with regional assemblies, Government Offices and Communities England to strength the strategic and practical links between SP and housing.

How Wakefield Supporting People Programme compares with these aims

- Participation in a Cross Authority Group with a regional outcomes model under development along with the procurement of a regional IT system
- Actively engaged in regional development of offender protocol
- Submission of data to inform the regional strategy
- The Wakefield District Partnership Board (WDP) and the LAA board merged in March 2007, an

LAA project Team comprises lead officers who are responsible for various delivery plans and report directly to the WDP. The SP Commission Body includes members of the WDP board and LAA project team and has representation on Safer & Stronger Communities Partnership and the Healthier Communities Partnership.

- Actively engaged in regional housing forum, Yorkshire & Humber Housing forum. Attending Government Office strategy planning workshops to promote the importance of housing support in the development of sustainable communities
- Wakefield SP is represented at West Yorkshire and the wider Y& H forum on homelessness and reducing re-offending issues.

4. Working towards better efficiency and less bureaucracy

- Learning from the pilot Value Improvement Projects and rolling out the national Value Improvement Programme
- Using technology and best practice to optimise efficiency and tackle unmet need
- Working in partnership with provider to ensure that administration and bureaucracy is minimised to redirect resources towards frontline delivery.

How Wakefield Supporting People Programme compares with these aims

- Introduced new fairer contracts that are hourly based giving responsibility and flexibility to the provider
- Contracts have evolved to provide better equity and outcomes for service users and to encourage provider accountability
- Eligibility criteria based on the need of vulnerable people and risk they face to themselves and others and not dependant upon being accommodated or tenure type
- Moved towards Floating Support provision and away from accommodation-based services.
- Acquired utilities that move Supporting People towards a reduced reliance on paper
- Change of IT system to a web enabled IT system that allows timely payment of subsidy informed by vulnerable peoples entitlement and ability to pay.

3.1 Wakefield Council's Adult Commissioning Strategy

The Wakefield Adult Commissioning 2007 – 2010 programme shapes the type, range and amounts of service provision for vulnerable adults in the district who need support. The strategy contributes towards the Community Strategy (Fast Forward), the Councils Corporate Performance Plan (Giving Value, Being Valued) and the Local Area Agreement by achieving positive and valued outcomes for service users. This strategy represents the Council's high-level strategic commissioning intentions over the stated period and steers the commission direction of Supporting People with Wakefield.

The key objectives and strategic direction for Supporting People services in relation to commissioning for adults services are as follows: -

Better Prevention Services With Earlier Intervention

- To promote and sustain independence for individuals in their community by ensuring a balance between prevention and reactive services
- To continue to promote partnership working and its significance for delivery of Supporting People programme
- To streamline systems and processes to make things as efficient as possible from the point of view of commissioners, providers and the administering Authority

Giving People More Choice and A Louder Voice

- To understand what people who use the service tell us about their experience and to use that information for planning
- To promote awareness among service users of their role in the development of services and the choices available to them
- To ensure services are meeting needs and people can progress to ensure they are getting the most appropriate services for their needs

Tackling Inequalities and Improving Access to all Community Services

- To facilitate fair access to services to ensure the needs of all communities in Wakefield are met by services that are sensible to an individual's race and culture
- To facilitate fair access to services to ensure that people living with abuse and other forms of anti-social behaviour are supported to maintain their independence in their chosen community

More Support for People with Long-term Needs

- To continue to work actively as a key partner with other councils
- To encourage the development of the market for both existing and new providers to deliver more of what works and to develop new services
- To promote the flexibility use of resources for eligible services to make sure we get value for money

3.2 Health & Social Care Strategic Links

The monitoring outcomes for Supporting People service users are deliberately based on the *Every Child Matters* outcomes in order to move towards consistency across all government initiatives.

They are: -

- *Be healthy*
- *Stay Safe*
- *Enjoy and achieve*
- *Make a positive contribution*
- *Achieve economic well being*

In 2004 the Department of Health White paper '*Choosing Health*' had Informed Choice, Personalisation and Working Together as its 3 principles and had its over arching priorities included integrated planning and delivery of services and mentioned looked after children, young people and teenage pregnancy as key user groups.

The 2006 White Paper '*Our Health, Our Care, Our Say*' took the personalisation agenda a step further with the emphasis on: -

- *Better prevention services with earlier intervention*
- *Give people more choice and a louder voice*
- *Do more on tackling inequalities and improving access to community services*
- *Support for people with long term needs*

It aims to support people to remain active and independent in their own homes and advocates better joining up of services at local level by the use of a joint commissioning framework between PCTs and the local authority. The LAA is the key mechanism for this joint planning and delivery.

Choice is at the centre of '*Strong and Prosperous Communities*' (CLG White paper 2006) and states that people should have more control and be consulted and involved in the running of local services with a move away from 'one size fits all' service models. It lays out the challenge for local authorities to be strong strategic leaders and place-shapers with the LAA helping to align services that focus on health, community cohesion and community safety. The partners involved within the LAA will use the 200 new outcome based indicators for national priorities along with the 35 local priorities to measure progress.

'*Putting People First*' (2007) recognises the need to respond to changing demographics with an aging population and also recognises the rising aspirations of those who rely on social care for quality of life. It's the first public service reform that has been developed, produced and evaluated by users and carers at every stage to give people maximum choice and power over the support services they receive. Key elements include the introduction of personal budgets for people receiving care, increased support for older people and improved community services.

3.3 Service User Involvement and Communications Framework

The current Communication and Involvement Framework was created and implemented as a result of recommendations made in the 2005 Audit Commission inspection report. Since then, as a result of CLG concerns that service users are not contributing to the development and direction of the SP programme, Regional Champions for Service User involvement have been chosen in 2007. Bolton and Torbay have been tasked with the creation of a National Best Practice Tool Kit for service user involvement to be launched in June 2008. In the light of this new strategic emphasis the Wakefield Communication and Involvement Framework will be refreshed to reflect national Best Practice guidelines in 2008.

4.0 Financial position

There has been a national drive to reduce spending on the programme, the Wakefield SP programme has achieved efficiency savings of 18% over the last three years as a result of improved efficiency in delivery while maintaining the current standard of service.

The value of the efficiency savings achieved by the programme as a result of the service review program (March 2006) has been in the region of £350,000 with further savings of £210,000 coming from the retraction of ineligible services.

The savings and efficiencies created within Wakefield have been reinvested back into services in the community including £40,000 for Drug Intervention Programme, £100,000 for people with mental health problems and £100,000 supporting the Respect agenda.

4.1 A cumulative level of underspend has made money available to invest in housing support; this is a result of efficiencies in delivery, retraction of services and financial planning. The Commissioning Body has reinvested this into new development opportunities that add value to existing services and reduce bottle necks and points of tension with a particular focus on priority needs groups.

4.2 Inflation

In the absence of an inflationary uplift in the grant to authorities from the government, the Wakefield SP program of services has placed an emphasis making efficiencies often for the same or less money. By working in partnership with the local authority, Supporting People providers have delivered the same standard of service (or better quality) while still improving efficiency

4.3 The chart (Figure 1) below shows the spend (%) by Client Group for the Wakefield Supporting People programme for 2007/08. Figure 2 shows the actual spend by client group for the same period.

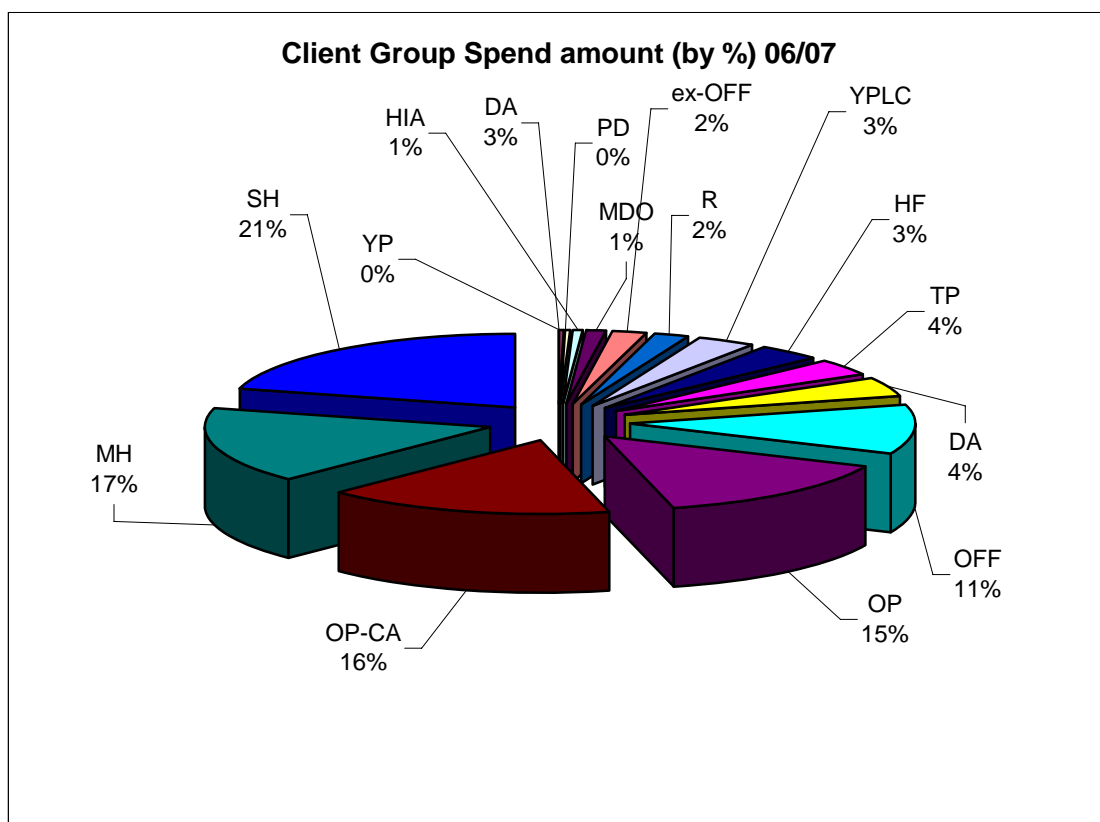


Figure 1

Key

DA = Domestic abuse
 HF= homeless families
 HIA=home improvement agency
 LD= Learning difficulties
 MDO= mentally disordered offenders
 MH= mental health
 OFF= offenders
 OP= old people
 OP-CA= old people care alarms
 PD= people with disabilities
 R= refugees
 SH= single homeless
 YP= young people
 TP= teenage parents
 YPLC= young people leaving care
 ex-OFF= offenders (service no longer exists)

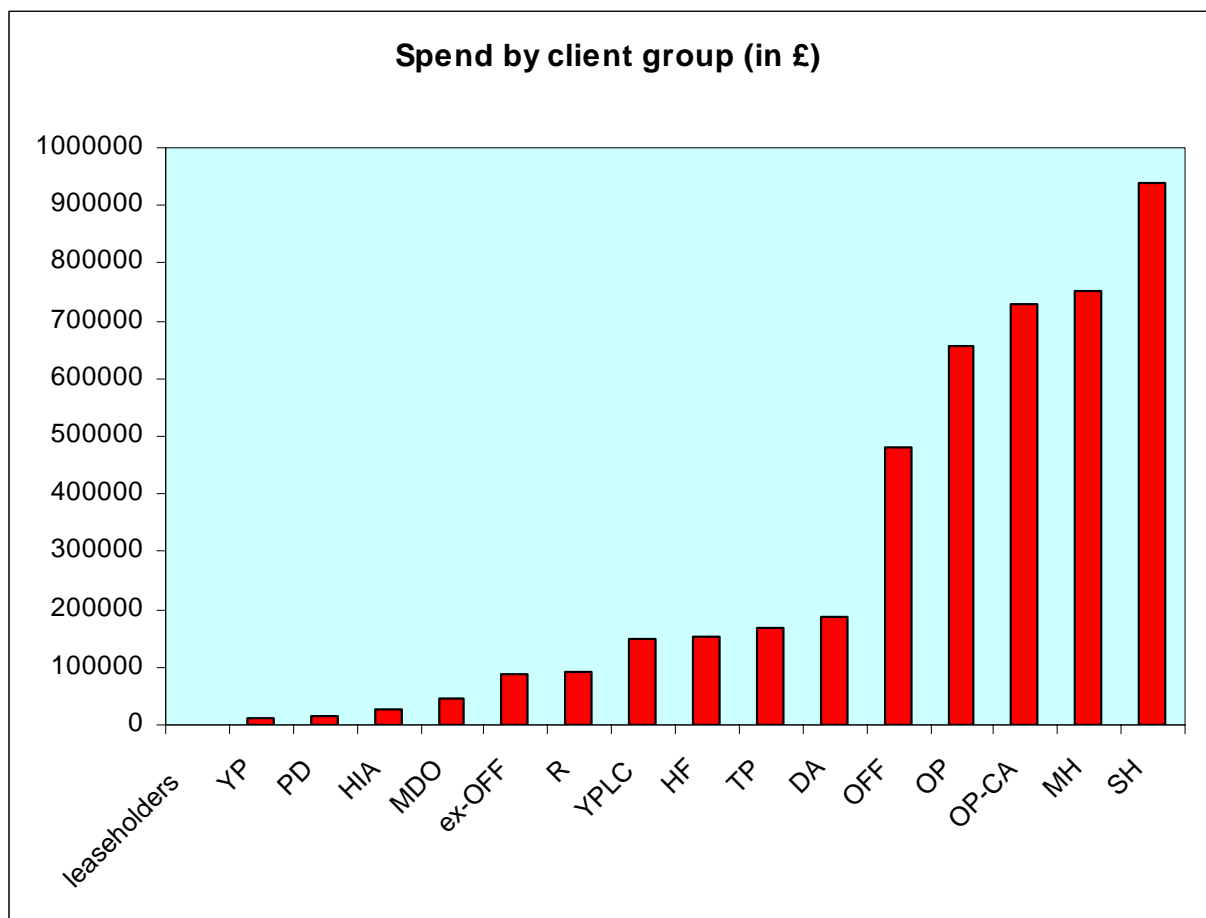


Figure 2

4.4 New Grant Allocation

The grant allocation for 2009 to 2010 has been announced by CLG (further the Comprehensive Spending review) with Wakefield receiving a total of £21,022,000 over 3 years.

Allocation for 2007/08	£6,967,057
Total allocation for 3 years	£21,022,000
Indicative allocation for 08/09	£7,007,000
Indicative allocation for 09/10	£7,007,000
Indicative allocation for 10/11	£7,007,000
Variation of 3 year average to 07/08	+ 0.578%

This is the first time that a three year allocation has been announced despite repeated requests to allow for long term planning of services, however the announcement needs to be treated with caution as the grant is likely to be pooled with the Local Area Agreement funding and may not be allocated exclusively to housing support.

4.5 Financial benefits of Supporting People

In January 2008 an independent report estimated the financial benefits of the programme and looked at the impact of the withdrawal of housing support services.

If Supporting People were to be withdrawn many client groups would continue to receive many of the arrangements currently provided but without the additional housing support element. For example a homeless family would still be provided with accommodation and benefits but would lack advice on how to maintain a tenancy or access services leading to the adverse events such as the loss of the tenancy.

For other client groups the removal of Supporting People funding would mean that existing arrangements would have to be intensified and escalated, providing residential care for older people for example.

The report found that overall Supporting People intervention provided a net financial benefit – i.e. the financial benefits of supporting the individual were higher than, and outweighed, the costs of doing so. It was estimated that nationally Supporting People provided net financial benefits of £2.77 billion per annum with an overall investment of £1.55 billion.

With the upcoming change in grant allocation this report provides a strong argument for the continued inclusion of Supporting People related targets in the LAA and emphasises the continued need for housing related support if local authorities are to break the cycle of deprivation and exclusion using preventative interventions.

5.0 What we do now

The following tables provide an overview of the number of services we provide, the type of services we provide and how many household units we supply each service to (as of May 2007).

Figure 3

Services by primary client group		Services by service type	
Older people with support needs	46	Accom. based	51
People with learning difficulties	27	Community/social alarm	32
Single homeless with support needs	7	Floating support	21
People with mental health problems	6	Accom. based with floating support/resettlement/outreach	5
People with physical/sensory disability	4	Home Improvement Agency (HIA)	1
Teenage parents	3	Total	110
Young people leaving care	2		
Women at risk of domestic violence	2		
People with drug problems	2		
Young people at risk	1		
Refugees	1		
Total	110		

Household Units by primary client group		Household units by service type	
Older people with support needs	13,686	Community/social alarm	11,131
People with learning difficulties	1,479	Accom. based	2,604
Single homeless with support needs	278	Floating support	1092
People with mental health problems	202	Accom. based with floating support/resettlement/outreach	902
People with physical/sensory disability	44	Home Improvement Agency (HIA)	250
Refugees	40	Total	15,979
Teenage parents	35		
Young people leaving care	34		
Women at risk of domestic violence	30		
People with drug problems	25		
Young people at risk	2		
Total	15,979		

Secondary Client Group	
Older people with support needs	1
Older people with mental health	1
Mental Health	28
Single Homeless with Support Needs	69
Physical + Sensory Disabilities	4
Alcohol	4
Drug problems	5
Offenders	33
Young People at Risk	6
Young People leaving care	3
Women at risk of domestic violence	4
Homeless families with support needs	26
Refugees	12
Teen parents	6
Rough Sleeper	21
Generic	89

Secondary Client groups where higher than numbers in Primary Client Group	
Older people	6
Frail elderly	3
Learning Difficulties	13
Physical/sensory disabilities	16
Alcohol problems	40
Drug problems	41
Mentally disordered offenders	4
Young people at risk	21
HIV/AIDS	1
Traveller	1

The primary client group describes the predominant need or circumstances of the client but a secondary need or circumstance is often recorded, the scale of reported secondary groups can be seen in the table "Secondary Client Group". Some Secondary Client groups are reported in higher numbers than as a Primary Client Group, in some cases this is due to a lack of dedicated service e.g. Travellers or may reflect a lack of capacity in particular client services (this can be seen in table "Secondary Client groups where higher than numbers in Primary Client Group"). When viewing the figures for secondary client groups it is important to remember that up to three secondary groups can be recorded for one client in addition to the primary client group which may explain some of the higher numbers in the secondary category.

6.0 Strategic Update By Client Group

Clients with Complex & Multiple Needs

- Substance abuse is often a coexistent feature contributing to complexity of need
- 'Shooting Up' report (Health Protection Agency 2007) emphasises the strong links between drug use and homelessness and highlights the role of housing support in reducing high-risk injection which lead to infections such as Hep C. Hostels are often associated with high risk injecting and recommended a coordinated approach between services for drug users and homeless agencies.
- Young people at risk frequently have drug problems or have mental health problems and often they have both. It is important to recognise this link and provide a joined up holistic approach to ensure young people do not fall 'through the gap'
- Each year approximately 4,000 people are treated by specialist mental health services in Wakefield; this includes over 600 admissions to hospital. People with multiple needs (such as drug/alcohol users or mentally disordered offenders) and people in crisis and those with episodic high care needs, intensive support and 24 hr supervision needs are two of the main identified priority groups with complex needs.

6.1 Older People with Support Needs (page 19/20 in Original 5 year Strategy Summary)

What we said we would do

1. Increase Extra Care provision
2. Further develop use of assistive technology
3. Further develop preventative services

What we have done so far

- Provision of two new Extra Care Schemes with Yorkshire Housing and Hanover Housing in 2007 providing ninety units with appropriate Telecare and equipment
- Implementation of Telecare and assistive technology with approximately 800 new people benefiting from the provision of Telecare in 2007/08
- Development of the Smart House to demonstrate the different types of Telecare and provide training
- Support preventative services through investment in practical support schemes such as the handy persons scheme with Chevin Housing – 1155 received this service in 2007
- A strategic review of Older People Services has been carried out

What we still need to do

- Self Directed Care and Individual Budgets will have an increasingly role in providing choice for people requiring support in an individualised manner
- Submit a bid for ExtraCare for older people with mental health needs
- Ensure a sustainable approach to Telecare and assistive technology and build on existing best practice

6.2 People With Mental Health Problems (page 21/22 in 5 year Strategy Summary)

What we said we would do

1. Promote the alignment of the Supporting People Strategy to the mental health Supported Housing Strategy
2. Deliver more floating support for people with mental health needs and to compliment the Drug Implementation Programme
3. More service user involvement in service evaluation
4. A support forum for providers
5. Maintain Richmond fellowship accommodation based service of eight people recovering from mental ill health

What we have done so far

- A least one service user is now involved in service reviews
- Expanded capacity of specialist mental health services
- Actively engaged specialist service providers in Supporting People programme

- Successfully negotiated the change in profile for accommodation based services to floating support services to deliver housing support in a timely manner

What we still need to do

- Self Directed Care and Individual Budgets will have an increasingly role in providing choice for people requiring support in an individualised manner
- Reconfigure the recovery service currently provided at Warren Court to provide a more inclusive, person centred style of support
- Continue to be engaged in the emerging Self Directed Care and Individual Budget agenda

6.3 People with Substance Misuse Issues (page 23/24 in 5 year Strategy Summary)

What we said we would do

1. Promote the alignment of the Supporting people Strategy to the Crime & Disorder Reduction Partnership Drug Treatment Plan
2. Deliver more floating support in order to complement the Drug Implementation programme
3. More service user involvement in service evaluation
4. A support forum for providers

What we have done so far

- It is estimated that there are 2811 Problem Drug Users in Wakefield District (using opiates and/or cocaine). During the last 2 years 67% of these individuals were in tier 3 treatment (1872 clients)
- The situation remains the same in that most problem drug users and clients of treatment services report heroin as their primary problem substance (77% of all presenting substances at quarter 2 2007/08)
- By the end of 2007/08, the expectation is that 2000 people will have accessed treatment. Year on year treatment services continue to achieve targets relating to number of people accessing treatment. Waiting time targets are also being achieved, at quarter 2 07/08 98% of people accessed treatment within three weeks. The percentage of people retained in treatment fell last year from 81% to 77% and although planned discharges from treatment have increased people still leave treatment in an unplanned way.
- Eight support units in the district provided to deliver support to DIP service users

What we still need to do

- In order to address unplanned leave from treatment the Substance Misuse Commissioning Group continues to work with treatment providers and partners to strategically address issues related to drug misuse such as drug related crime, access to housing and support services, workforce planning and accessibility of services for diverse groups.
- Increased partnership working for the development of inclusion plans which would then embed accommodation into a wider social inclusion agenda vulnerable individuals
- Establish a limited short-stay crisis accommodation facility to work in conjunction with the local Crisis Resolution service

6.4 People with Learning Difficulties (page 25/26 in 5 year Strategy Summary)

What we said we would do

1. Address the gaps in the range of support and housing options in partnership with commissioners
2. Provide more low level and intermediate support
3. Establish good neighbour support network
4. Expand provider base

What we have done so far

- Re-profiled housing support services to the floating support model so people who need services can access them irrespective of where they live.
- Increased the capacity of housing support delivered to people with learning difficulties

What we still need to do

- Providing a local service for vulnerable local people in need
- Self Directed Care and Individual Budgets will have an increasingly role in providing choice for people requiring support in an individualised manner
- Indication of need for family units and support for parents with LD so promote access to suitable family accommodation via the Choice based letting system

6.5 People with Physical/Sensory Disabilities (page 27/28 in 5 year Strategy Summary)

What we said we would do

1. Action Plan for the assessment of and improvement of Supporting People services for people with physical and sensory disabilities
2. Develop support services

What we have done so far

- Assessed and confirmed that people with PSD do have fair access to commissioned housing support services

What we still need to do

- Self Directed Care and Individual Budgets will have an increasingly role in providing choice for people requiring support in an individualised manner.

6.6 Single Homeless People and Homeless Families with Support Needs (page 29/30/31/32 in 5 year Strategy Summary)

What we said we would do

1. Floating Support as a growth area for people who experience homelessness
2. Build upon the success of the 'Homeless people into temporary accommodation' pilot and procure a new service
3. Supporting people to have an active role in the commissioning process with partners to support the Governments Homeless Prevention agenda
4. Contribute towards the reduction in the use of B & Bs through the delivery of targeted preventative support
5. Build on recent developments and good practice
6. Encourage the further development of partnership with potential providers

What we have done so far

- Level of need for housing related support amongst homeless teenage parents reviewed
- New schemes developed in partnership with strategic housing for homeless people
- Promotion of the Homeless Prevention agenda to all SP partners and stakeholders through the inclusive forum and supported housing forum
- Promotion of targeted preventative support to divert people from homelessness
- This client group has been designated as a Priority Needs Group in the Wakefield District

What we still need to do

- A reported increase in single homeless people and homeless families along with a growing waiting list – increase volume and range of floating support services for people who experience homelessness and reduce the use of B & B solutions for vulnerable people
- Need to address the significant number of homeless people with multiple needs and chaotic lifestyles who are the most marginalized and need intensive support. Support similar to the type provided by the Family Intervention Project should be provided or the FIP could be extended to include intensive support for single homeless with intensive needs.

6.7 Offenders & Those At Risk of Offending and Mentally Disordered Offenders (page 33/34/35/36 in 5 year Strategy Summary)

What we said we would do

1. Limit exclusion from services – access based on need and risk, not dependent on having accommodation
2. Provide homeless services for offenders to access in prison as well as on release
3. Supporting People to influence allocations policy in respect of offenders – access to housing,

- homelessness eligibility criteria
4. Develop the market in order to provide a range of different accommodation types and housing-related support service.

What we have done so far

- This client group has been designated as a Priority Needs Group in the Wakefield District
- Actively engaged in RRAP, Implemented MOPP and WYOHP
- Moved the profile of the service to floating support so people can access support wherever they live
- Actively engaged in the Prolific Priority Offender group
- Promoted the role of housing support in the reduction of re-offending rates in partnership with WY Probation Service
- Commissioned a new advice, placement and advocacy service
- Encouraged Providers to actively engage in information sharing to deliver the planned outcomes in the support plans of individuals

What we still need to do

- Work in partnership to a common inclusion plan whose outcomes relate to greater participation and inclusion within the service user's own community
- Emphasise close partnerships with health and well being team to reduce harm, promote health and contribute to reduced recidivism
- Need to promote information sharing on mental health assessments carried out in a criminal justice setting so that specialist mental health support can be delivered seamlessly as the service user passes through the system. Supporting people can assist with this through sign posting and the promotion of common assessment frameworks between stakeholders and partners. Training and education on common assessment, CPA and case management would support this.
- Actively engage with providers to support offenders through the CBL process and assisted bidding
- Develop further partnership working between probation, health and housing support services to deliver improved health and well being for offenders and ex-offenders

6.8 Young People at Risk (page 37/38 in 5 year Strategy Summary)

What we said we would do

1. Ensure that young people, including teenage parents under the age of 18 have access to support and accommodation
2. Safeguard funding for specialist provision already available – for example, supported housing schemes for young offenders and teenage parents
3. Develop existing risks with Youth Offending Team to promote the services delivering intensive support to young offenders
4. Increase the range of support services available to young people, through floating support services to appropriate accommodation
5. Facilitate the development of the accommodation based service and community based floating support service for teenage parents as complimentary services

What we have done so far

- Increase in provision of housing related support for young people
- SP working in partnership towards the development of new accommodation based scheme
- Actively engaged in the process to develop the building of a new social housing a scheme targeted at vulnerable young adults

What we still need to do

- 'Listen Up!' research report (Mental Health Foundation 2007) recommends the increased commissioning of voluntary sector providers to meet the mental health and substance misuse of providers as they have a good history of providing person centred services in a way that attracts young people.
- Information about services needs to be disseminated between stakeholders, practitioners in these areas need to increasingly work in partnership to identify effective referral pathways
- The homeless strategy identified a continuing need to address issues for vulnerable young

- people, we will continue to contribute to this along with the young peoples homeless strategy
- Further maximise enhance and promote the take up of housing support services by the most vulnerable of young people
- Continue to contribute to discussions on meeting the support and care needs of vulnerable young people in their community

6.9 Teenage Parents (page 39/40 in 5 year Strategy Summary)

What we said we would do

1. Ensure that young people, including teenage parents under the age of 18 have access to support and accommodation
2. Safeguard funding for specialist provision already available e.g. supported housing schemes for young offenders and teenage parents
3. Increase the range of support services available to young people, through floating support services to appropriate accommodation
4. Facilitate the development of accommodation based service and community based floating support service for teenage parents as complementary services
5. Further develop provider base

What we have done so far

- Re-profiled services to deliver floating support to vulnerable young parents through known housing support workers
- Actively engaged in Teenage Parenthood & Pregnancy Action Planning

What we still need to do

- Promote the role of housing support in planning the transition of young people from within the framework of 'Think Family'
- Promote fair access to permanent housing solutions for young parents who are not able to live at home
- Develop further floating support options that are available to young parents
- Encourage providers to engage in the CBL process and use assisted bidding to promote fair access and encourage the support networks for young parents in the community of choice

6.10 Young People Leaving Care (page 41/42 in 5 year Strategy Summary)

What we said we would do

1. Ensure that young people, including teenage parents under the age of 18 have access to support and accommodation
2. Safeguard funding for specialist provision already available e.g. supported housing schemes for young offenders and teenage parents
3. Increase the range of support services available to young people, through floating support services to appropriate accommodation
4. Facilitate the development of accommodation based service and community based floating support service for teenage parents as complementary services

What we have done so far

- Commissioned housing support services for young people leaving care who have multiple or complex needs
- Spot purchased housing support informed by the preference and needs of young people

What we still need to do

- Maintain and improve the availability of floating support and supported lodgings options
- Nurture the role of specialist providers to meet the housing support needs of young people leaving care
- Continue to contribute to discussions on meeting the care and support needs of vulnerable young people in their community

6.11 Women at Risk of Domestic Abuse (page 43/44 in 5 year Strategy Summary)

What we said we would do

1. Launch and maintain refuge provision and work towards improving access to move-on accommodation
2. Capacity for ten medium intensity support packages to complement existing services including the option to remain at home
3. Promote the service and align within community networks, police etc.
4. Provide good access to a range of accommodation that best suits the needs of women, including their support needs.

What we have done so far

- Alignment of service with other partners has been achieved through the Safe@home domestic abuse service.
- Promoted the role of housing support through the Domestic Abuse Strategy Implementation Group
- Commissioned additional floating support for families leaving the dedicated accommodation service
- This client group has been designated a Priority Needs group within the Wakefield District

What we still need to do

- Support and endorse the complimentary role of housing support in the delivery of 'Sanctuary' style of service
- Further develop the role of Floating Support across all tenures to assist move on from accommodation based services
- Promote fair access to housing support for women affected by domestic violence who have no dependant relatives
- Maintain the profile of women affected by domestic violence as a priority group within Wakefield

6.12 People with HIV/AIDS (page 45 in 5 year Strategy Summary)

What we said we would do

1. To promote the training and knowledge of support providers to meet the support needs of people living with HIV in partnership with health and service providers.

What we have done

- Engaged with lead commissioners and specialist service provider in the Wakefield district to promote the role of housing support alongside health and social care

Future direction

- Working jointly to increase independent sector capacity
- To continue to seek joint commissioning opportunities for care and support services for people living with HIV/AIDS

6.13 Refugees (page 46 in 5 year Strategy Summary)

What we said we would do

1. Assist this group by providing access to good quality comprehensive information about housing related support services.

What we still need to do

- There has been no reported increase in homeless refugees in the area requiring housing related support, current numbers are static and overall there has been a significant fall in recent years
- We need to do an accurate and up to date needs analysis for this client group to establish unmet need

6.14 Rough Sleepers (page 47 in 5 year Strategy Summary)

- Counts carried out in 2004 found 3 rough sleepers in the City of Wakefield and 4 people sleeping rough in 'hot spots' in Castleford and Hemsworth. Although rough sleeping does not appear to be a significant problem in the Wakefield District it is acknowledged that these numbers may be underestimated.
- Wakefield Council provide a service called the Open Door Project that offers an integrated, customer-focused service for homeless and vulnerable people in the District. Supporting People services continue to work in partnership with this service to prevent homelessness

6.15 Travellers (page 48 in 5 year Strategy Summary)

What we said we would do

1. Participation in the cross authority research into travellers

What we have done so far

- The regional research report looking at the housing support needs of gypsies and travellers has been finished and distributed

What we still need to do

- The findings from the regional research report emphasised a need for more floating support provision for gypsy and travellers and suggested the possibility of delivery SP services through existing services in a holistic way.
- The report also highlighted a need for awareness raising across all sectors particularly with regard to equality and diversity and the need to link with other agencies providing services to the gypsy and traveller community.