

SUPPORTING PEOPLE



Supporting People Strategy 2008-2011 & Operational Plan 2008-2009



Denbighshire Supporting People Strategy 2008-2011
and Operational Plan 2008-2009

Contents

		page
Part 1	Introduction	1
Part 2	Needs and Supply Summary	4
Part 3	Strategic Direction 2008-11	9
Part 4	Changes 2008-9	21
Part 5	Changes 2009-11	45
 <u>Appendices:</u>		
Appendix 1	SPPG and Cross Boundary development	1
Appendix 2	Needs and Supply Analysis	3
Appendix 3	Strategic analysis	122
Appendix 4	Glossary	174
Appendix 5	Denbighshire Accredited Service Providers	178
Appendix 6	Funding Portfolios	179
Appendix 7	SPRG Tariff Tables	191
Appendix 8	SPPG Terms of Reference	194
Appendix 9	2006-7 NME	200
Appendix 10	Impact assessment	205

Section 1 Introduction

1.1: General Overview

The Supporting People policy framework relates to the provision and commissioning of housing support in Denbighshire (general support to enable a person to manage and/or sustain a tenancy and independent living) for the following 13 service users groups as follows.:-

- Women fleeing domestic violence
- People with learning difficulties (now developed through local authority supporting people grant)
- People with mental health problems
- People suffering from alcohol dependency
- People suffering from drug dependency
- Refugees
- People with a physical disability who require support
- Young single homeless people who require support and young people leaving care
- Ex-offenders
- Homeless or potentially homeless people who require support
- People with chronic illness including AIDS, AIDS related conditions or who are HIV positive
- Vulnerable single parents who require support
- Older people

This represents the first Denbighshire Supporting People Strategy and incorporates the sixth Supporting People Operational Plan (SPOP) produced by Denbighshire County Council that considers the housing-related support services required to meet the needs of vulnerable groups residing within the County of Denbighshire for the period 1st April 2008 to 31st March 2011.

This strategy links and supports the Local Housing Strategy and has links into the Health Social Care and Wellbeing Strategy, the Children and Young People Single Plan and the overarching Community Strategy.

Denbighshire Supporting People Strategy 2008-2011
and Operational Plan 2008-2009

The plan looks at managing existing resources and utilising the review, planning and commissioning mechanisms to ensure that Supporting People (SP) funding is targeted effectively to meet the housing-related support needs for residents of Denbighshire. The strategy looks at the future strategic direction agreed by the Supporting People Planning Group and details plans for future service delivery and considers priorities beyond 2008-9.

The Supporting People Planning Group have identified priorities based on needs information, information collated on current supply provision including refused referrals and links with key strategic policy areas; Community Care, Community Safety and Homelessness which the Supporting People Programme can contribute toward. The priorities identified within the plan are categorised as those for development or amendment in 2008/9 and those that should be implemented in 2009-11. The Supporting People Planning Group continue to recognise that there is clear evidence of unmet need across all service user groups, and as such additional Supporting People and/or other funding is required to address identified needs. The Strategy has highlighted gaps and evidence of need where other funding streams are required to address needs.

Supporting People funding has been allocated to new projects in the medium term and these projects will be considered alongside other priorities and gaps for development dependent on funding levels. The SPPG face difficulty in planning services when there is uncertainty around future budgets and the possibility of a formula settlement.

The format of this plan has deviated from the prescribed layout detailed within the guidance issued by the Welsh Assembly Government in order to incorporate the longer term strategy and provide information relevant to Denbighshire Supporting People Planning in 2008-11.

1.2: An Overview of Establishing the Strategy.

A vision statement was agreed within the first Supporting People Operational Plan for 2003/4. The Supporting People Planning Group has reviewed the vision statement and it was altered to more accurately reflect the vision for Supporting People in 2007/8:

Working together to ensure the delivery of quality housing support services that enable vulnerable people to live independently or avoid homelessness.

The strategy goes a step further than previous operational plans by considering a strategic analysis and appraisal of the current position of housing support services in Denbighshire to set the context for longer term strategic direction. A methodology has been developed and agreed by the Supporting People Planning Group (SPPG) for agreeing priorities within the three policy areas. Please see matrices attached within appendix 3 and appendix 6 and Strategic Relevance in Part Three.

The Supporting People Strategy details future service delivery based on collaborative working and looks at a model of support which will prevent vulnerable people 'slipping through the net' and ensure joined up, seamless support provision. (Please see section three).

Denbighshire Supporting People Strategy 2008-2011
and Operational Plan 2008-2009

1.3: Consultation

The SPPG (see Appendix 1 for details of SPPG development) has held five meetings within the current planning cycle of establishing the SPOP 2008/9 through June, July and September 2007. The SPPG also held three earlier meetings through January, February and March to consider the strategy development. The purpose of these meetings has been to analyse strategy matrices, data available from the *Needs Mapping Exercise*, current supply and feedback from stakeholder forums or meetings (for details of Stakeholder Forums see below). The SPPG also considered strategic priorities laid down in the wider Strategies and Plans that influence the Supporting People Framework and have identified Supporting People services for development in accordance with this analysis, and these are contained in this plan.

A consultation event was held on 5th July 2007 targeted at our current providers, staff from projects and stakeholders linked closely to Supporting People. Supporting People consulted on the strategy development, the needs information presented in 2006/7 and the future direction of Supporting People in Denbighshire. The stakeholders considered priorities and explored innovative methods of support in order to provide better value for money and prevent individuals slipping through the net. The feedback from the day has helped inform the strategy development.

Key provider consultation took place in October, followed by circulation to all existing planning groups and forums linked to Supporting People. An 'Impact Assessment' on the strategy was conducted in November. A second stakeholder event was held in November in partnership with the Health Social Care and Wellbeing Strategy; Providers and stakeholders were consulted in the morning and service users in the afternoon. The strategy was presented to Social Services and Housing Scrutiny in December and the SPPG signed off the final document in December. A report was submitted to Cabinet to agree the final strategy and the decision has been published.

1.4: Monitoring the outputs of the Supporting People Operational Plan

Three performance indicators (one Strategic and two core) were introduced in April 2005/6, and performance in these areas has been included to inform this Supporting People Operational Plan. Additional SP Performance Indicators have been introduced in 2006/7 and the results of these will inform (in part) future planning and strategy.

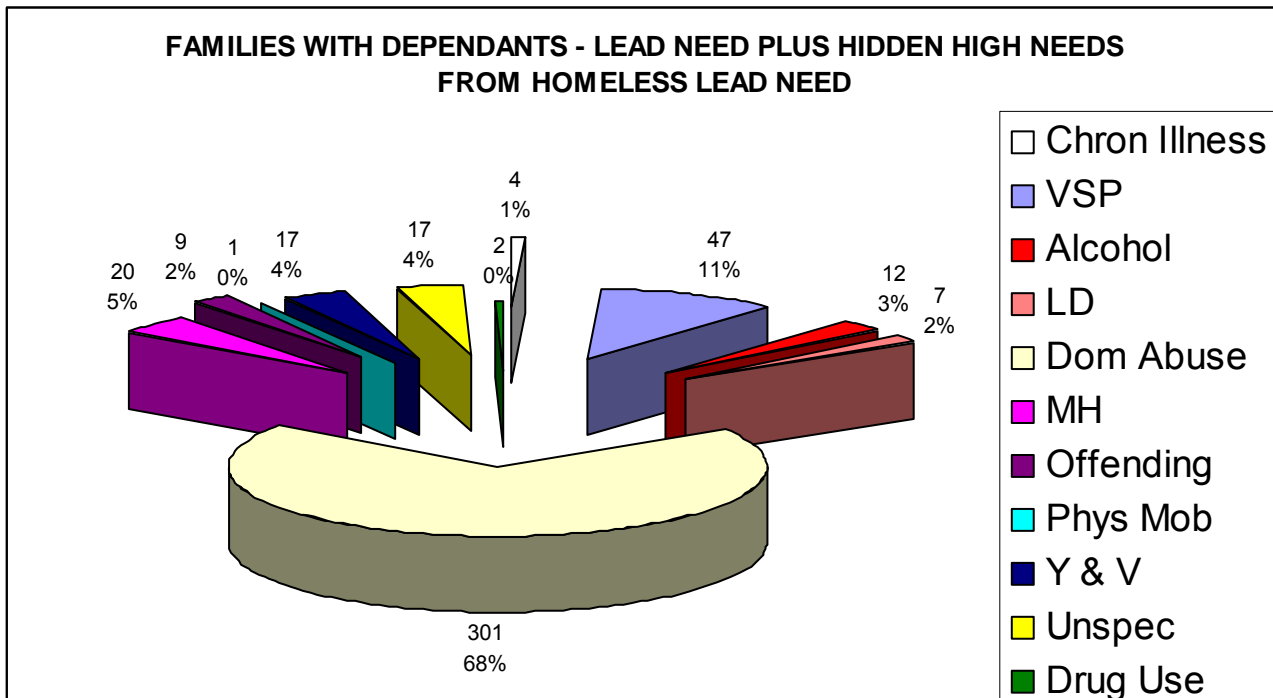
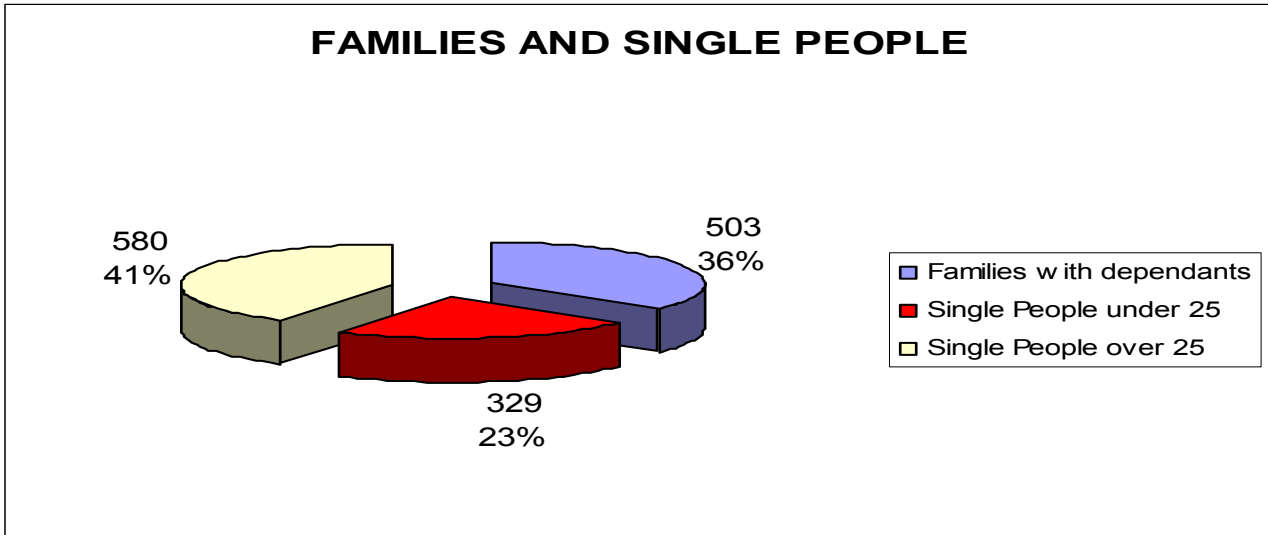
Denbighshire has an active Supporting People Planning Group who will continue to oversee the work of the Supporting People Team to ensure that the Supporting People Operational Plan is being delivered on the ground.

Please Note:

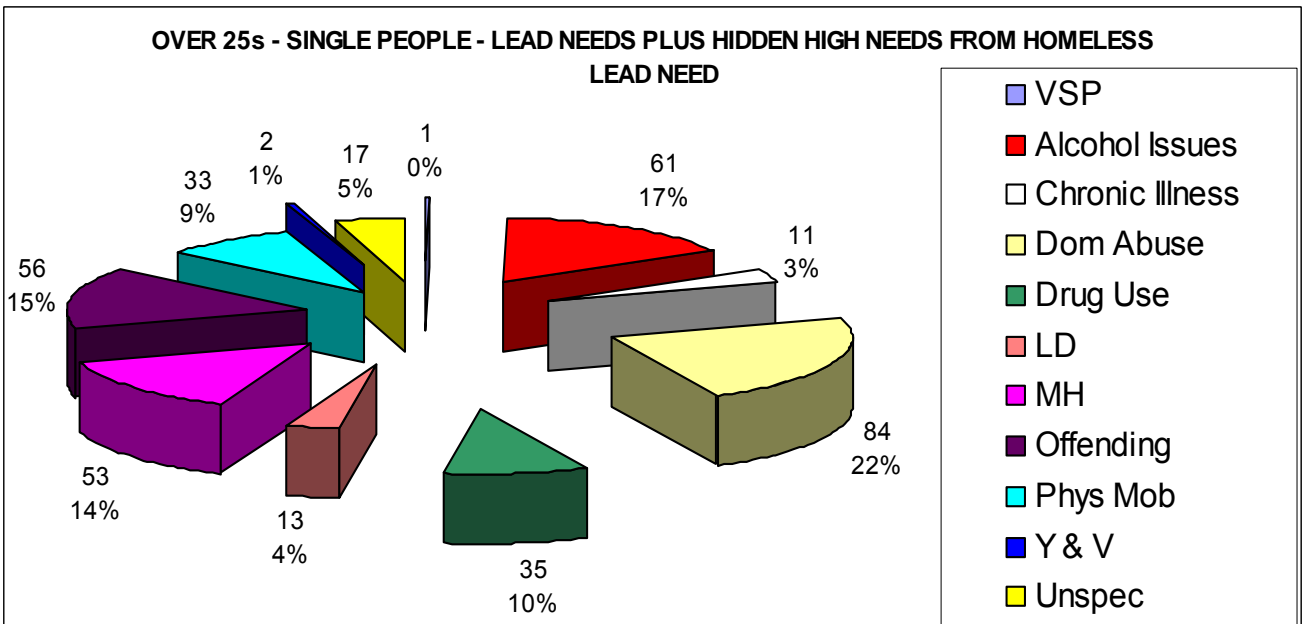
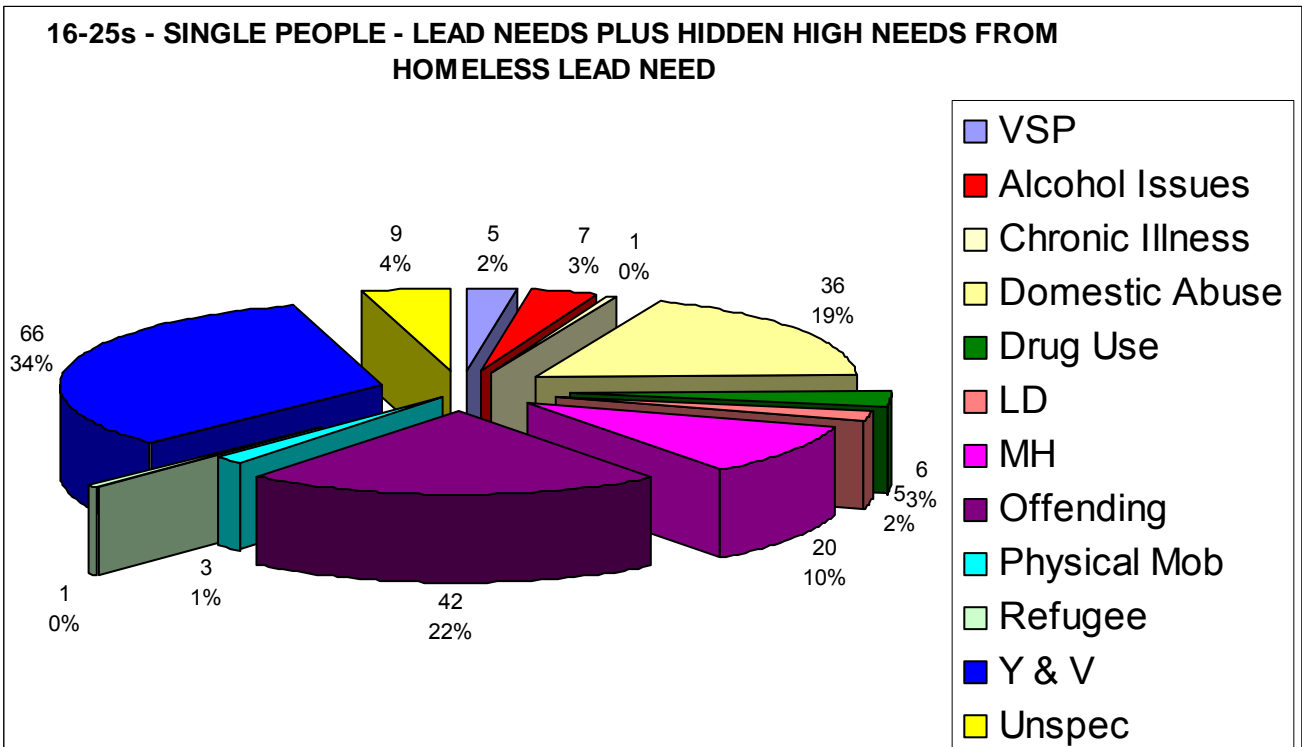
The Supporting People Strategy is complex and some of the terminology unfamiliar. A glossary of terminology has been attached at Appendix 4 to assist readers.

Section 2: 2007/8 Needs Assessment, Supply and Performance

Need and Current Supply by Service Delivery Group



Denbighshire Supporting People Strategy 2008-2011
and Operational Plan 2008-2009



Denbighshire Supporting People Strategy 2008-2011
and Operational Plan 2008-2009

Current Service Delivery Configuration:

Project	YP	25+	Family	Not specified
Cae Dai	1	1		
Seashells SH		4		
Seashells FS		3		
WR Beginnings -Private sector/Exit support		24		
Tai Hafan FS RYWP				11
Y Dyfodol phase 1-2	16			
Y Dyfodol phase 3-4	17			
Symud Ymlaen	6			
Tai Clwyd FS & General needs				2
Tai Clwyd 5 (YP)	5			
YP south 24 hrs accommodation	6			
Y Dyfodol phase 5 exit strategy	6			
Y Dyfodol phase 6 general FS	6			
Tai Hafan Rhyl Cluster			5	
Tai Hafan Rhyl Young Women's Project SH				6
CAHA - Community support/Coastal strip				28
Nacro Rhyl Resettlement				8
Nacro 'NEST' (Single Parent Supp Accom)				4
RWA Low level supported housing				1
Nacro Rhyl flats				4
GWA Low level supported housing				9
Cais Move-on				5
MH Homeless				6
Specialist Refuge provision				2
GIFT Ex-offender support Probation				10
GIFT Intensive				14
OFA - Alcohol Misuse FS		6		
Cais FS				7
Cross boundary Domestic Violence BME				
Supported Lodgings	8			
YOT Supported housing	8			
Hi risk YP/Offenders	3?	3?		
GIFT Low Level				22
Tai Hafan FS				23
	YP	25+	Family	Not specified
Total	82	41	5	156

Denbighshire Supporting People Strategy 2008-2011
and Operational Plan 2008-2009

Specific / Preventative

Project	
Children's Services Domestic Abuse High	Specific
Children's Services Domestic Abuse Low	Specific
Children's Services Substance Misuse High	Specific
Children's Services Substance Misuse Low	Specific
Children's Services Vulnerable Families High	Specific
Children's Services Vulnerable Families Low	Specific
Children's Services Young People Support High	Specific
Children's Services Young People Support Low	Specific
Cais Denbighshire Doorstop	Specific
Specialist Female Supported Housing	Specific
GWA Refuge	Specific
RWA Refuge	Specific
Nacro Night shelter	Specific

This section details the summary of the operational messages and the summary of the strategic messages from the need and supply analysis. This is detailed in appendix 2 under the following sections:-

- 2.1 Domestic Abuse
- 2.2 Learning Disabilities
- 2.3 Mental Health
- 2.4 Substance Misuse
- 2.5 Physical Disability and Chronic Illness
- 2.6 Young People and Young People Leaving Care
- 2.7 Offenders and those at risk of Offending
- 2.8 Homeless and Potentially Homeless
- 2.9 Vulnerable Single Parents
- 2.10 Older People

2.11 Conclusion

A significant amount of needs information (which is by no means exhaustive) has been analysed and there is clear evidence of the need for more housing support services across all user groups. As demand outstrips resources, this indicates the need to prioritise funding and therefore strategic priority to fund decisions have to be made.

The current picture of provision for homeless and homeless prevention services is that of a patchwork of services. Despite there being preventative services, the needs of people actually presenting as homeless are not being met due to capacity issues (particularly around the GIFT service), but also due to competing referrals to services which offer support in relation to both prevention and homeless presentations. Some resources need to be co-ordinated and refocused to specifically support people actually presenting at housing services that are homeless or at risk of becoming homeless with generic provision which does not differentiate between gender, age, tenure or lead need.

Across the groups, the information provided would indicate that those individuals who are deemed 'high risk' cannot always access existing support services and there are significant low level on-going preventative services which need to refocus to time limited interventions to avoid dependency. The balance of "preventative services" will be reviewed by the SPPG as the commissioning body.

However, it has become apparent that analysis focusing on a "lead need" basis actually compartmentalises people and this can corrupt the commissioning process as people have complex and multiple needs. Furthermore, this type of analysis does not adequately reflect the cross cutting support provision which some of the current services provide across a range of needs. The overview analysis work contained within this section begins to look at the needs in terms of young people, families and over 25s for people who are homeless or potentially homeless. By comparing need to supply provision it is apparent that young people, families and over 25s are all competing for limited resources with no specific direction in relation to priorities. As such there is a need for greater transparency in terms of provision for each group which is not readily apparent today, with the exception of some specific young people or family services. The SPPG will need to define further which provision should be available for each user group and establish a balance between supporting homeless presentations and prevention services.

Some further research is required in relation to minority needs specifically with regard to domestic abuse and further needs analysis is required in relation to older people considered from a locality basis.

Section 3: Strategic Direction 2008 to 2011

3.1 Details of the strategic analysis work which has been carried out in devising this strategy are included appendix 3.

3.2 Current Vision and Values

The Vision and Values underpinning the delivery of the Supporting People Programme in Denbighshire are as follows:

Working together to ensure the delivery of quality housing support services that enable vulnerable people to live independently or avoid homelessness.

- **A holistic approach** to service delivery so that the needs of each individual are met by bringing together all the appropriate service providers in a co-ordinated way.
- **Quality services** that are focussed on achieving outcomes for service users; involve service users in decisions about developing and running services and continuously improve through regular evaluation and learning from service reviews.
- **Social inclusion** using anti-discriminatory practice and positive images to achieve best practice and real outcomes for excluded groups.
- **Meeting planned-for needs** by contributing to strategies for health, social care, housing and crime and disorder at local, cross-authority and national levels.
- **Offering choice**
- **Promoting independence** by preventing or delaying the need for higher levels of care or support.
- **Transparency and fairness**
- **Innovative and forward looking**

3.3 Strategic Relevance and Strategic Priority to Fund Concept

All services currently funded by Supporting People have been deemed to be “Strategically Relevant” to Denbighshire. However, as there is more demand for services than funding available to meet all presenting need, decisions need to be taken on “strategic priorities for funding” in the longer term. The strategic priority to fund will have even greater significance if the Assembly Government goes ahead with plans for redistribution of Supporting People funding in 2008/9 and/or there are no additional resources for the Supporting People Programme in Denbighshire.

Denbighshire have developed a framework to inform “Strategic Priority to fund” decisions based on key policy areas of older people and community care, homeless and potentially homeless people and community safety.

There are three funding portfolios as follows:-

- Community Care and Older People (£1,728,342)
- Homeless and Homeless Prevention (£1,647,187)
- Community Safety and Social Inclusion (£1,260,945)

These portfolios provide an initial basis to prioritise services and link outcomes to future funding allocation. The breakdown of the portfolios is contained within appendix 6 and the methodology for “Strategic Priority to fund” decisions are included in appendix 3.

It is recognised that while this is an initial transparent process on which short to medium term decisions can be made, the funding allocation within each “portfolio” has been established from a legacy perspective. Further development is required to establish the correct allocation of financial resources within each portfolio. A comprehensive piece of work will be commissioned in 2008/9 to analyse need and develop the commissioning framework to allocate resources based on need and strategic drivers as opposed to a legacy perspective.

This framework provides the basis to link funding to outcomes and to “outcome” focused commissioning in future.

The methodology and process will be developed further over the period of this strategy.

3.4 Strategic Drivers

The strategic drivers for the Supporting People Strategy include:-

- The WAG Strategy for Supporting People.
- The Community Strategy.
- The Single Plan for Children and Young People which is in development stages but has identified accommodation needs for young people as a priority.
- The Health Social Care and Wellbeing Strategy which is also in development.
- The Community Safety Plan.

Denbighshire Supporting People Strategy 2008-2011
and Operational Plan 2008-2009

- Denbighshire County Council Corporate Business Plan.
- The Probation Business Plan.
- The National Service Frameworks for Children and Young People, Mental Health and Older People.
- The National and Cross Boundary Commissioning Strategy for Substance Misuse and the All Wales National Strategy for Domestic Abuse.
- The Beecham Report.
- Local Service Board priorities (e.g. alcohol services).
- Sustainable development.
- Local Housing Strategy

It should be noted that some of the strategic plans which will drive the Supporting People Commissioning process are still in development, such as the WAG Strategy for Supporting People, the single plan for children and families and the second Health Social Care and Wellbeing strategy. As such this strategy document will be reviewed against the Strategic Drivers on completion.

3.5 Future Strategic Aims

Supporting People will aim to do the following between 2008 and 2011:

Improve our services and improve the ways we work with others:

- Commission support services which support the strategic objectives and priorities of Denbighshire County Council and its Strategic Partners, but which are also deemed to be a “strategic priority to fund” from the limited Supporting People funding available by Denbighshire’s Supporting People Planning Group.
- Simplify and co-ordinate systems for referral and access to housing support services to put the service users at the heart of the system.
- Develop a performance improvement culture for all housing support services, reduce voids and deliver outcomes for service users.
- Provide cross tenure services for people at risk of becoming homeless.
- Denbighshire Supporting People Team and Planning Group aim to work in partnership with providers. It is not our intention to tender or deliver one large floating support scheme during the lifetime of this strategy; this will be reviewed in 2011. However, this position may have to be reviewed earlier if distribution goes ahead.
- Increase support provision for people presenting as homeless/potentially homeless.
- Commission generic provision to join up services for people who are homeless or potentially homeless.

Denbighshire Supporting People Strategy 2008-2011
and Operational Plan 2008-2009

- Map networks of wider services which link in with Supporting People and relate to each service user group. Disseminate this information to all providers and other interested parties.
- Continue to influence WAG policy and present information to the WAG where policy is prohibitive or creates problems and barriers for administration.

Improving The Way We Work:

- 'Making the connections' in relevant support areas (e.g. domestic abuse) on a cross boundary basis.
- Further develop service user involvement, participation and consultation.
- Develop a better understanding of black, minority and ethnic needs.
- Further develop our outcome based commissioning process.
- Manage change by utilising project management methodologies within realistic timescales.
- Commission/carry out research into move-on accommodation, preventative specialist services, refused referrals to supported housing services and the needs of high risk service users.
- Continue to raise the positive profile and increase understanding of the Supporting People Programme.

Improving The Way We Use Resources:

- Do more with the resources we have.
- Manage provision within the financial resources available if redistribution goes ahead.
- End Supporting People funding for remaining ineligible services as soon as it is practicable.
- Develop a workforce development framework and deliver training in child protection, HIV and AIDS.
- Improve procurement and IT systems to support the work of the Supporting People Team and Planning Group.
- Tap into wider grant opportunities and complementary funding sources.

3.6 Future Strategic Objectives; A Balanced Score Card Approach:-

Customers

1. Commission support services which contribute to the following strategic objectives and priorities :-
 - Reduce mental health admissions (objective A1-6 2006-9).
 - Promote independence for older people (A1 -5 2006-9).
 - Reduce homeless presentations with particular emphasis on youth homelessness and “preventative” support services (Objective A2-6 2007-10).
 - Reduce the risk of dependency and promote independence (Objective A2).
 - Preventative services which reduce the number of children who need to be looked after (A2-8).
 - Reduce the risk of re-offending with priority on prolific offenders and higher risk of harm.
 - Ensure ex-offenders and other marginalized groups are able to access mainstream support services.
 - Support family situations as a priority where an ex-offender relies on the family home to prevent homelessness.
 - Reduce relapse following treatment/hospital discharge.
 - Prevent increasing demands on statutory services.
 - Support for BME needs.
 - Support for people with substance misuse needs (substance misuse commissioning strategy).
 - Support for people who flee domestic violence and support for perpetrators to prevent re-offending (All Wales National Strategy).
 - Other priorities which emerge in the HSCWB Plan and the Children and Young People’s Single Plan.

KPI / SMART objectives

- Commission services which explicitly deliver the above outcomes. (Links to be recorded on the funding portfolios).
- Deliver the new and reconfigured services detailed in section 4 in 2008/9.
- Deliver new and reconfigured services as detailed in subsequent operational plans 2009/10 and 2010/11.

2. Simplify and co-ordinate systems for referral and access to housing support services and reduce voids.

KPI / SMART Objectives

- Recruit a Housing Support Coordinator.
- To implement the service delivery model in appendix 3.
- To establish a prioritisation policy for access to supported housing services.
- To establish a transition policy for movement between the user groups within the service model.

Denbighshire Supporting People Strategy 2008-2011
and Operational Plan 2008-2009

- Review eligibility criteria for access to each service and move to risk based allocation.
- Reduce void levels (base line 2006/7 figures).
- Reduce the numbers of refused referrals (baseline 2006/7 figures).
- Receive feedback from homeless officers.
- Update the directory of services and establish a process for the maintenance and dissemination of updates in future.

3. To provide cross tenure support for people at risk of becoming homeless

KPI / SMART Objectives

- Reconfigure landlord specific services to cross tenure working where possible.
- Deliver the reconfigured services detailed in 2008/9 to 2010/11 Supporting People Operational Plans.

4. Commission generic provision to join up services for people who are homeless or potentially homeless.

KPI/ SMART Objectives

- Deliver the new and reconfigured services in the 2008 to 2011 plan.
- Increase in generic providers accredited to provide housing services in Denbighshire.
- Review accreditation status of existing providers.

5. Develop a better understanding of minority needs

KPI

- Commission research which investigates hidden minority needs and service accessibility.
- Contribute to a cross boundary BME pilot project in relation to domestic abuse.

6. To further develop service user involvement, participation and consultation.

KPI/ SMART Objectives

- Develop a policy document which details how increased service user involvement, participation and consultation (over and above the review process) can contribute to the development of new and existing services.
- Further develop procedures for service user involvement, participation and consultation building on existing good practice and baseline activity detailed within this strategy document.

Internal

7. Further develop our outcome based commissioning framework

KPI/ SMART Objectives

- Complete consultation of Denbighshire's draft revised QAF.
- Commission work to develop the VFM and benchmarking framework, (to minimise the need for tendering where possible when VFM can be

Denbighshire Supporting People Strategy 2008-2011
and Operational Plan 2008-2009

demonstrated, therefore maximising service continuity) and integrate into review procedures.

- Develop and implement IT systems to support work of SP team and SPPG (benchmark SPPI and NME database system).
- Review the balance between preventative services funded compared with specific services for homeless presentations and further develop the service model.
- Review the balance of floating support services and void levels against the findings of research into move-on accommodation (see point 12 below).
- Refine the criteria to make “strategic priority to fund” decisions for the community care portfolio.
- To establish a priority order within each portfolio for the 2009/10 SPOP.
- Refine the process for the allocation of funding to each funding portfolio (which informs strategic priority to fund decisions).
- To identify criteria which will enable a fair comparison between new services versus legacy services, within funding portfolios in making strategic priority to fund decisions.
- Commission research on comparable quantitative outcomes to inform targets and guidelines.
- To consider the part played by “softer outcomes” such as the progress made by service users, numbers accessing education, employment and training, identifying health inequalities and tackling root causes of health inequalities and preventing ill health etc and identify how these can inform commissioning decisions.
- To refine the reporting criteria which link issues identified within operational reviews with strategic policy impact and policy development (e.g. balancing service users’ needs with resources available and providers’ ability and willingness to meet the needs and demands).
- Review accreditation of existing providers.
- Review accreditation standards to reflect corporate policy requirements and social responsibility as required for sustainable development.
- Review accreditation standards and procurement process to reflect the need to reduce travelling and carbon emissions.
- To consider the need for an emergency strategy for housing support services.
- Develop an accreditation framework which builds upon the progress made and strengths within existing accreditation framework, but which avoids duplication and bureaucracy.
- Provide training for small providers to compete in tendering processes.
- Review tender processes to avoid duplication with accreditation.
- Ensure tender evaluation and provider selection procedures are revised to take account of research findings of effective move-on practice.
- To conclude the review of charging policy.
- To review and develop needs mapping and analysis procedures to reflect the requirement to consider user groups as well as lead need
- To review the location and accessibility of provision to serve rural communities which will minimise travelling
- To monitor equalities and inclusion more closely.

Denbighshire Supporting People Strategy 2008-2011
and Operational Plan 2008-2009

- To ensure that access to education, employment and training is considered within all needs assessments.

8. Develop a workforce development framework and training programme.

KPI/ SMART Objectives

- Deliver a rolling programme of mandatory child protection training for housing support workers in Denbighshire in addition to POVA.
- Commission work to establish a workforce development framework and implementation plan incorporating the principles of generic and enhanced services.
- Workforce development framework should reflect the need for a healthy workforce required by sustainable development.
- Arrange training for providers relating to HIV and AIDS.
- Map networks of wider services which link with Supporting People for each user group and disseminate this to all providers and other interested parties.

9. To manage change by utilising project management methodologies within realistic timescales.

KPI/ SMART Objectives

- Project plan agreed by Supporting People Planning Group.

10. Continue to raise the positive profile and increase understanding of the Supporting People Programme.

KPI/ SMART Objectives

- To increase understanding of SP through the development of strategy and feedback from consultation events.
- To develop an awareness raising strategy and map partners and stakeholders to identify organisations, teams and forums etc who could benefit from targeted briefing and training sessions.
- To circulate a questionnaire to assess the understanding of Supporting People and to determine information requirements.
- To deliver training and briefing sessions to address feedback and gaps in knowledge identified from feedback and the questionnaire.
- To establish wider channels of communication in addition to the newsletter and provider forum which can help improve understanding and communications.

Innovation

11. To introduce a performance improvement culture for all supported housing services, which minimises voids and delivers outcomes.-

KPI/ SMART Objectives

- Improving the reporting process back to providers, the co-ordinator and SPPG to include:
 - Proportion of planned and unplanned moves.

Denbighshire Supporting People Strategy 2008-2011
and Operational Plan 2008-2009

- SP05 void levels (core PI).
- (SP08 proposed core PI) Numbers of people sustaining independence after leaving support services (baseline information from 2006/7 annual returns).
- Commissioning work to look at outcome targets.
- Establishing a provider forum.
- Reviewing performance and annual returns to minimise paperwork for providers.

12. Make the connections on a cross boundary basis

KPI/ SMART Objectives

- To contribute to a cross-boundary worker for North Wales.
- To commission a cross boundary BME pilot project in relation to domestic abuse.
- To consider other relevant areas of cross boundary working in future plans such as transient population and regional NME, (which can also inform the work of the cross boundary worker).
- Share Denbighshire practice with other authorities in Wales.

13. Commission/carry out research in the following areas:-

- Move on accommodation - To identify root causes and extent of the problems (e.g. why some move on and others do not), trends (implication and impact) and possible solutions in relation to move-on accommodation. To consider the extent and/or limitations which private sector accommodation can make to finding positive solutions.
- The impact on housing support services of missing preventative services in areas such as drug and alcohol services for people who do not currently meet the eligibility criteria.
- To investigate refused referrals to supported housing services in greater detail to identify reason and solutions.
- To consider the needs of complex and high risk service users and reasons for not accessing accommodation (including street homelessness and MAPPAs* and MARAC* referrals) to identify ways of accessing accommodation and support.
- To investigate unplanned moves in greater detail.
- To audit disabled access (physical and sensory) to supported housing and identify disability resources available across all of Denbighshire's supported housing provision, which will then be incorporated into the service directory.
- To identify locality based needs of older people for housing support services.
- To identify relevant population trends and predictions, particularly in relation to BME migration, as this will impact on the translation of documentation for access to services.

* MAPPAs – Multi-Agency Public Protection Arrangements

* MARAC – Multi-Agency Risk Assessment Conference

Denbighshire Supporting People Strategy 2008-2011
and Operational Plan 2008-2009

14. Continue to influence WAG policy, where barriers with administration become apparent.

KPI / SMART Objective

- Continue to collate and present information to WAG where policy is prohibitive or creates problems and barriers for administration and service provision and reporting of this information to the SPPG, for example SPRG Open ended clawback process as identified by providers in Denbighshire.

Financial

15. Do more with the resources we have.

KPI/ SMART Objectives

- Identify providers who make a surplus which is not cross subsidising other SP services and negotiate to increase SP provision using the surpluses and record services funded from surpluses (baseline 2006/7 = zero).
- Reconfigure “ongoing services” to time limited services (with exception of community care services) and deliver reconfigured service identified in 2008 to 2011 operational plans.
- Review tariffs with intensity options lower than 1:5 to identify opportunities to increase provision and flexibility from the same resource and deliver reconfigured service identified in 2008 to 2011 operational plans.
- Where the VFM and benchmarking framework identifies better VFM can be achieved, transfer service funding to DCC.
- Review Service Variation Options (e.g. rural allowances, child allowances and on-call) to ensure they are appropriate for the services being delivered and that they are a strategic priority to continue to be funded by Supporting People.

16. To manage provision within the financial resources available if redistribution goes ahead.

KPI/ SMART Objectives

- Funding portfolios to match budget allocated for services.

17. End Supporting People funding for remaining ineligible services as soon as it is practicable to do.

KPI/ SMART Objectives

- Subject to updates on funding levels and timescales, to implement the plan outlined in the cabinet report January 2007.

18. Tap into wider grant opportunities for housing support and complementary services.

KPI/ SMART Objectives

- Submit bids for other funding sources. (baseline 1 CSF successful bid for the OFA project).

3.6 Strategic Commissioning Options

Commissioning of housing support services within the community safety and homeless service and funding portfolios could take two directions:-

1) Start with a blank sheet, decommission all services and issue tenders for all required services e.g. one large cross tenure floating support service, with specific commissioned targeted services, or

2) Retain a large majority of legacy services, working with providers on a partnership basis and shaping services to meet need and strategic priorities over time.

Option 2 will provide the basis for commissioning for the period of this strategy although this position will have to be reviewed if redistribution goes ahead.

Strategic Commissioning Option 2 recognises the experience and contribution of our current providers. Progress will be reviewed in 2011, when the costs and benefits of both options will be considered further.

3.7 Future Service Delivery and Configuration

Section 2 and the supply and needs analysis in appendix 2 has identified a number of issues relating to project access, varying eligibility criteria and tenure specific services resulting with provision in one sector but not in another, gaps in some areas of provision and duplication in others. The current provision is difficult for staff in the supported housing sector to navigate, let alone for service users. We need to simplify the system to become more efficient building on the principles of collaborative working /pooled resources of existing provision whilst commissioning additional generic provision and centralised co-ordination of resources with the idea of a co-ordinator to make this happen.

Services will be co-ordinated around the following structure:

- **Families (including single parents, also including 16 to 25 year olds with dependants).**
- **Young People 16 to 25 (single and couples without dependants).**
- **Single People and Couples over 25.**
- **Specific services to target prevention.**
- **Older People**
- **Community Care (access through existing services LD, MH, Physical Disability etc).**

The first overview diagram in appendix 3 demonstrates how the pooled services would work and where the co-ordinator would be placed. The co-ordinated services will

Denbighshire Supporting People Strategy 2008-2011
and Operational Plan 2008-2009

focus predominantly around homeless provision. The link to community care and older people provision is only to show that the co-ordinator would be able to refer to those services if someone approached who would be best placed in one of those projects.

There will be a much clearer co-ordination role for the service delivery groups of families, young people and those aged 25+. The co-ordinator would have a key role in prioritisation of referrals and picking up referrals that may in the past have fallen through the net.

The overview diagrams for families, young people and those aged 25+ enable us to see what provision is available to each service. The number of presentations from the needs mapping exercise for each of these service delivery groups has been added to the diagram.

Part 4: Summary list of Priorities and Changes for SPOP 2008/9

The following tables show the areas highlighted as a priority by the Supporting People Planning Group in Denbighshire and rolled out for Consultation.

The Supporting People Planning Group have identified priorities based on needs information, information collated on current supply provision including refused referrals and links with strategic objectives within Community Safety, Homelessness and Community Care.

As there is no additional funding, the list containing gaps where new provision is needed will need to be prioritised against existing services on the relevant matrix.

The priorities have been divided into three tables:

4:1: Summary List of priorities – New Projects

- This lists the priority areas where there are gaps and new provision is needed

4:2: Summary List of Projects Needing Longer Term Decisions from 2009 onwards

- This lists those projects which have been allocated medium term funding and need longer term decisions making.

4:3: Summary List of priorities – Remodelled projects

- This lists the reconfiguration needed to ensure services are more targeted to meet the relevant strategic objectives.

4:4: Summary List of Strategically Relevant services which are NOT a Strategic Priority for SP funding

- Projects from the Gaps matrix

4:5: Summary List of transfers from SPRG to SPG

- Projects that need to be transferred to the appropriate grant funding stream.

4:6: Gaps with no allocated Funding

4:7: Summary List of Further Changes by Client Group

4:8: New and Remodelled Projects – Detailed Descriptions

4:1: Summary List of Priorities – New Projects

Project	No of Units	Strategic Outcome Link	Annual Cost (Based on tariffs)	Linked to SHG Accom	Estimate Outcomes per annum
Cross Boundary Domestic Violence minority groups project – 2 yr pilot to establish need (Underspend Funding – no long term allocation)		Community Safety/ Homelessness		no	
Generic Tenancy Support Provision for YP, 25+ and Families		Community Safety/ Homelessness		no	

4:2: Summary List of Projects Needing Longer Term Funding Decisions from 2010 onwards

Project	No of Units	Strategic Outcome Link	Annual Cost (Based on tariffs)	Linked to SHG Accom	Estimate Outcomes per annum
Supported Housing for families/single people with substance misuse needs who cannot access refuge facilities (includes men and male single parents fleeing domestic violence who cannot access hostel provision as per WHO 12) (Temp funding to 2010 Pending cross boundary strategy)	2 SH	Community Safety/ Homelessness	£21,597.68 Transfer funding from SPG to WAG SPRG temporarily to April 2010	✓	4 per annum £5,399.25 per outcome

Homeless Mental Health Project 24 hour staffed	3-6	Community Safety/ Homelessness *Link to strategic commissioning priority 1,7	£62,098.92 – £124,197.8 4		6-12 per annum £10,349.82 per outcome
Learning Difficulty network FS Service Prestatyn (Temporary funding to 2010 pending feedback from this pilot & reconfiguration of Denbigh & Rhyl Keyring services)	9 - 15	Community Care *Link to strategic commissioning priority 7	LL FS? £30,000		3 per annum £10,000 per outcome
Over Forties Alcohol Floating Support Decision required for 2008/9 – allocate temporary funding to 2010 if CS funding is not received & consider longer term funding for 2009/10?	6	Community Care/ Community safety *Link to commissioning priority 2,3	SH 1:4 OC 55,000		6 per annum £9,166.66 per outcome
High Risk Offender/YP Project 2 units YP provision 2 units 25+ provision Long term funding for YP service is required 2009/10	4	Community safety/ homeless *Link to commissioning priority 3,5	£43,000		8 per annum £5,375 per outcome
ABBA Project Temp funding to 2010	10	Community care *Link to commissioning priority 2,4,7	£69,000		
Generic Tenancy Support Provision for YP, 25+ and Families		Community Safety/ Homelessness		no	

4:3: Summary list of priorities –Remodelling existing projects

Project	No of Units	Tariff/SVO's (and equivalent)	Annual Cost	Changes
Denbighshire GIFT		To be agreed following tender	£143,000	Increase units and provide range of support levels to range of client groups *Link to commissioning priority 3
Probation Floating Support & Nacro Supported Housing				Await service development detail
Children's Services high	8			Conclude the review by January 2008 & consider as future specific preventative service
Children's Services Low	20			Conclude the review by January 2008 & consider as future specific preventative service
ACTS	5-10	FS	53,000	Provide support to more service users at a lower intensity for same funding – link with potentially homeless as well as Ablett/TYC *Link to commissioning priority 6
Keyring Denbigh	9 - 12	Low level FS	£31,512	Reconfigure to a “preventative” service to prevent demands on statutory agencies. Tighten referral route to Social Services and SP co-ordinator only who are lead agency in providing secondary services for people with a learning disability. Time limited services to deal with prevention and crisis intervention *Link to commissioning priority 7 Monitor and review need for on call service at contract end.

Keyring Rhyl	9 -12	Low level FS	£31,512	Reconfigure to a “preventative” service to prevent demands on statutory agencies. Tighten referral route to Social Services and SP co-ordinator only who are lead agency in providing secondary services for people with a learning disability. Time limited services to deal with prevention and crisis intervention. *Link to commissioning priority 7 Monitor and review need for on call service at contract end.
Ty Coch 2	1		3,337	Remove on call service allocation – not crisis service by April 2009
Community Support /Rhyl Coastal Strip	14 and 6	LL FS Time limited	Cost neutral	Re-focus service to a low level “time limited” service to avoid dependency, allocate support to service users based on the outcome of a comprehensive needs assessment process at the outset, rather than offering service to all tenants. Remodel to 14 units of low level support and 6 units of rural allowance = £33,375 (but with expected flexibility to support up to 19 service users capacity permitting). High level Generic floating support, cross tenure = 6 units (but with flexibility to support up to 9 service users without breaching the staff to client ratio) = £35,531 p.a.
Beginnings Private Sector				Change the specification to work cross tenure with referrals directly from co-ordinator and to change to a higher level of support
Gwilym PD				There is a need to remove the on call service allocation from this project as it is not a crisis service. Remove the on-call in April 2010 when the current contract expires.
Anheddau	2	Low level “on-going” support		This services is currently specified as a SPRG “move-on” project, but the review carried out by the WAG and also the strategic review by the SP team in Denbighshire have identified that this is not a SPRG “move-on” service, The service is to be transferred to SPG and SPG eligibility criteria applied for “on-going support” services

Anheddau (continued)				In the event a service user moves-on this becomes a service for time limited intervention with referrals only from Denbighshire Social Services
Beginnings Exit Strategy	16			Project low priority – to be remodelled with new aims and objectives to take referrals from co-ordinator (consider VFM of floating support at the end of contract review to inform 2009/10 SPOP)
East Parade	3		£110,000	Remodel to support more individuals on a floating basis or move project to larger accommodation in order to support more individuals. Specification in development.
Occupational Therapy and STEPS	6 /9			Remodel these projects – specification in development
YOT SH Project	8			On call service allocation is needed for this project as it is now supported housing. On call to transfer from SPG to SPRG

*See Commissioning Priorities in Section 3: Strategic Direction

4:4: Summary List of Strategically Relevant services which are NOT a Strategic Priority for SP funding

Project	No.of units	SH/FS	Notes
Acorn Low Level	5	LL FS	Project low priority, move away from ongoing provision as per SP strategic aims decommission April 2008.
Cambrian/Premier	2		Not a priority to fund 2 service users can be transferred to existing housing support worker scheme, releasing funding for generic provision.

4:5: Summary list of priorities – Transfers SPRG to SPG

Project	No of Units	Reason
Ty Coch Ty Coch 2		Transfer SPRG to SPG Now in receipt of community care funding – Not a SPRG project
Mental Health Phase 2 FS (not developed)		Not a SPRG project
Mental Health Phase 3 FS (not developed)		Not a SPRG project
Gwilym PD	2	In receipt of Community care funding.
Anheddau Move on	2	Not a SPRG move-on project as identified from ASP and Denbighshire's Strategic Relevance review.
Supported Lodgings (not developed) GIFT		This service does not fit within SPRG framework – to be commissioned through SPG. Denbighshire are the ASP for this project so no funding implications for this service. Transfer of funding to provide greater flexibility in commissioning and apply local procurement rules in relation to VFM through SPG.
MIND Supported Housing and Floating Support	23	Transfer of funding to enable greater flexibility to work with the provider to establish good value for money.
ACTS Project	5	Transfer of funding to enable greater flexibility to work with the provider to establish good value for money.
Dyfodol Phase 6	6	Service not developed

4:6: Gaps with no allocated funding

<p>Further generic tenancy support provision for YP. 25+ and Families Families substance misuse High Risk Service Users FS male families</p>	<p>Homeless/ community safety</p>	
<p>Older People Owner Occupier Support</p>	<p>Community Care</p>	<p>Not developed – needs to be reviewed against existing provision in funding portfolio</p>
<p>24 hr staffed offender project (refusals from Nacro Flats/females on DIP)</p>	<p>Community Safety</p>	<p>Not developed – needs to be reviewed against existing provision in funding portfolio *Link to commissioning priority 5</p>
<p>Domestic Abuse Floating Support</p>		<p>No high level, not connected to Social Services</p>
<p>Vulnerable Single Parent Supported Housing for both genders in the north + to accommodate children of all ages</p>		<p>Priority for more units to Nacro Nest in 2006/7 SPOP. Crescent Road not only supporting single parents and only takes children up to 18 months.</p>
<p>YP supported housing MH needs</p>		<p>Seashells delivering to 25+ will create gap for YP with MH needs.</p>
<p>Supported Housing for people with substance misuse needs.</p>		<p>Commissioning Strategy - Community Safety & Social Inclusion – Commissioning Strategy shows more investment is needed in supported housing for people with substance misuse needs. Increase Social Support & Doorstop provision.</p>
<p>Young People with Substance misuse needs</p>		<p>Not able to access current services identified from refused referrals</p>

Young People with alcohol misuse needs		No alcohol only provision for people under 40.
Young People with complex needs		
25+ age group – link with prison in-reach service		Support provision is required for 25+ for Prison In reach services to continue to be effective for people who are able to access accommodation as the result of a homeless duty, and also those people who have had a duty discharged or there is no duty but have accommodation needs.

*See Commissioning Priorities in Section 3: Strategic Direction

4:7: Summary List of Further Changes by Client Group

Service User Group	Details *See Commissioning Priorities in Section 3: Strategic Direction
General	<p>The Co-ordinator to start linking in with projects to co-ordinate referrals from 2008-9.</p> <p>Review rural allowance allocation based on annual return information.</p> <p>Investigate surpluses made by SPRG services.</p>
Domestic Abuse	<p>Co-ordinate floating support referrals.</p> <p>Target floating support resources in Denbighshire to prevent homelessness and support people who wish to stay in their own homes. *Link to commissioning priority 3</p> <p>Investigate the innovative ways of utilising void bed spaces in refuge provision to be utilised for the needs of minority groups with specialist support.</p> <p>Investigate “inappropriate referrals” to Refuge provision.</p> <p>Service co-ordinator and reviewing officers to ensure value is added to Supporting People Projects by close links with existing specialist programmes – The IDAP programme for offenders and the Freedom Programme for those fleeing domestic abuse. Ensure providers are clear that these specialist programmes are not housing related support and should not be delivered through Supporting People funding but their support providers should link to provide holistic solutions.</p> <p>Raise awareness of BAWSO services and the pilot project.</p> <p>Refuge provision and supported housing linked to the refuges will be ‘pooled’ as a cross boundary project and therefore considered on a regional basis. Flag on a cross boundary basis the need for separate accommodation for people fleeing domestic violence who cannot be accommodated in refuge provision due to high risk, high mental health needs or high substance misuse needs.</p>

<p>Domestic Abuse continued</p>	<p>Service co-ordinator to work with providers to ensure support priority is given the housing support needs of perpetrators of domestic abuse (linking with ex-offender and alcohol support services) to contribute to provide holistic solutions to breaking the cycle of re-offending.</p> <p>Consider the needs of men further – is this a local as well as a cross boundary issue?</p> <p>Review the collaborative service model and further develop services which are better targeted services with greater VFM¹.</p> <p>Consider the transfer of all floating support SPRG funding to DCC as the ASP for pooled provisions and tender/ market test for better VFM.</p> <p>Consider the relationship to the Multi Agency Risk Assessment Conference (MARAC) and the need for cross boundary services.</p> <p>Collaborate with neighbouring authorities on the commissioning of refuge provision and voids management.</p>
<p>Learning Disabilities</p>	<p>Review the referral changes to Keyring and impact (if any on voids)</p> <p>Broaden the network of “Keyring” projects dependent on the outcome of the Keyring reconfiguration and shifting of resources permitting from ongoing service provision within the community care and older peoples “portfolio” of funding.</p>

¹ VFM = value for money

<p>Mental Health</p>	<p>Mental Health not linked to services – currently there are gaps in provision for all service delivery groups not linked to services, this could be met through the provision of “generic” and “enhanced” tenancy support (see glossary in appendix 4 for definitions).</p> <p>Floating support is required for people not involved with Secondary Services who hold their own tenancies. This could be provided by a generic cross-tenure floating support service.</p> <p>To consider the crossover with the offender agenda utilising information from the North Wales Mentally Disordered Offenders Forum and partnership bids to establish/enhance psychiatric liaison services. The possibility of enhanced information around need from these two areas may influence priority developments for these groups.</p>
<p>Substance Misuse</p>	<p>The OFA project supports individuals not involved with services so consideration needs to be given to secondary and homeless referrals.</p> <p>Substance Misuse support to be part of co-ordinated services for YP, Families, people age 25+ etc.</p> <p>Establish links and referral processes from the Drug Intervention Programme.</p> <p>By April 2009/ 10 consider transferring all floating support SPRG funding to DCC to commission user targeted services.</p> <p>Housing support is required for single people 25+ with substance misuse needs to increase quality of life and access to treatment.</p> <p>Investigate links with the Dewi Sant Centre as a multi-agency base for potential integration and co-location to ensure joined up services for individuals with offending and substance misuse issues.</p> <p>There is an obvious overlap between substance misuse and offending. SPPG need to consider the strategy recommendations within the offending section alongside these recommendations. This also needs to involve considering priority offender groups such as PPO's and the high risk of harm group when looking at priorities for certain substance misuse projects.</p> <p>No dedicated resources for HIV – workforce development training is required</p>

Physical Disabilities/ Chronic Illness	<p>No dedicated resources for HIV – workforce development training is required</p>
Young People	<p>Co-ordinator to review all referrals for young people services</p> <p>Consider transferring all floating support SPRG funding to DCC to facilitate pooled provision, collaboration and delivery of VFM.</p> <p>Review needs information from the new co-ordinated systems to inform future service configuration.</p>
Offenders	<p>Generic floating support should be provided for people who may have offending needs who may be at risk of losing their accommodation (i.e. are potentially homeless), as this cohort has no identifiable “specialist” needs distinctive from other people who are at risk of homelessness.</p> <p>Existing ex-offender provision should be consolidated for targeted priorities relating to people leaving prison, homeless and temporary accommodation (e.g. people engaged with DIP), prolific offenders and people at high risk of harm, (this links across to substance misuse provision).</p> <p>A section 180 bid is required to link in with prison in-reach services to find accommodation and join up with the probation floating support scheme for people leaving prison. A “bid” working group should be established to look at good practice in other schemes such as Agorfa North West Wales project.</p> <p>Given the dependency on partners for both 18-25 and 25+, priority in floating support provision is required to support couples as well as families to prevent relationship breakdown and homelessness.</p> <p>As there is a high dependency on the parents of 18–25 year olds and more so for females, where families are referred for housing support services, families which have a member of the family who has previously offended should be identified as a priority group for support provision to prevent family breakdown.</p>

**Offenders
continued**

A need for supported housing for individuals who cannot stay in the family home but cannot access generic supported housing provision.

Investigate the possibility of increasing floating support from 10 to 20 utilising the “people at work” pathway.

A co-ordinator will be able to consider refusals of ex-offenders to supported housing schemes, as it is evident that people who have a lead need in relation to offending have only a small chance of accessing supported housing in Denbighshire, Oasys information shows that only 9 people out of a community of 257 have accessed supported accommodation.

An exit strategy is required for local authority leased temporary accommodation as support can be given in temporary accommodation, but the support service is not an accommodation finding service and SP resources can not be locked into temporary accommodation waiting for stable accommodation to come on stream.

Future commissioning direction, a greater focus on VFM and outcomes.

Gaps in provision / funding decisions

Generic floating support should be provided for people who may have offending needs who may be at risk of losing their accommodation, particularly for 25+ single males.

Family support is required for female offenders with children. This could be provided from a generic or “pooled” family support resource.

For women who do not currently have residence of their children services should be built into projects to promote better relationships between mother and child with a view to independent housing as a family unit wherever appropriate.

The supported housing YOT service should be reviewed and if successful the model should be developed further for 18 – 25 year olds, where relationships break down (i.e. families, partners, children and friends).

There is a need for shared housing or cluster projects with move on accommodation in Rhyl as identified in the pathfinder recommendations.

<p>Offenders continued</p>	<p>Move on accommodation with floating support.</p> <p>More support for homeless female offenders in the community linked to housing options.</p> <p>Cross boundary</p> <p>Consider development of a “high risk” service on a regional basis, sharing experience with other authorities on the “high risk” project being developed in Denbighshire.</p> <p>The NME information shows 36 people who currently live in other areas who want to live in Denbighshire (Rhyl). The OASys information shows a transient population of 33 people currently residing in Denbighshire, this needs to be considered on a cross boundary basis.</p>
<p>Homeless and Potentially Homeless Single People</p>	<p>SPPG to target preventative services and monitor homeless decisions as although homeless decisions have reduced, enquiries in quarter 1, 2007/8 have increased to almost 2005/6 levels.</p> <p>25+ services need to have a stronger focus on substance misuse and alcohol misuse needs in accordance with Denbighshire’s drug and alcohol commissioning strategy.</p> <p>Night shelter – carry out a review of voids, costs of running this project, consider VFM and “refused referrals” to inform other policy areas.</p> <p>GIFT service to be subsumed into reconfigured services in future and feedback from co-ordinator and outcome monitoring will inform the shape of future commissioning.</p> <p>Shift the focus from legacy floating support services to support people directly presenting through DCC homeless service and then over time from homeless presentations to homeless prevention.</p>
<p>Vulnerable Single Parents</p>	<p>Support provision for larger families would be provided by generic floating support services.</p> <p>Single parent supported accommodation for single parents in the North of the County for male single parent families and females with children 2+.</p>

Older People	<p>A policy decision will be made in relation to charging for Supporting People Services.</p> <p>Work will be commissioned to identify the housing support needs on a locality basis and to finalise the model of Supporting People services in Denbighshire and their contribution to the Community Services Agenda.</p> <p>Regional connections to the Telecare development and regional commissioning agenda.</p> <p>Establish a planned programme of change in order to align legacy services from a strategic perspective.</p>
---------------------	---

4:8: Priority Developments 2008-9 – Detailed Descriptions

The following projects are not listed in any priority order. The need for the new projects has been established by the Supporting People Planning Group based on current supply provision, needs mapping data and taking into consideration corporate priorities within Denbighshire.

Cross Boundary BME Domestic Abuse Project

The need for the Project: See Needs Assessment

The Proposed Model: to be developed

Client Group: **E1, E6**

Units: *cross boundary shared provision.*

The Service provider and RSL: Provider to be selected

Aims of the project:

To fund a pilot project for 2 years on a cross boundary basis to identify if there is actual hidden unmet need for minority groups with domestic violence needs

Substance Misuse Refuge Access Supported Housing

The need for the Project: See Needs Assessment (P24 & 58) SPOP 2007/8

<i>The Proposed Model:</i>	<i>Supported Housing</i>	£113.88
	<i>1:1/1:2 ratio</i>	£75.16
	<i>on call</i>	£22.78

Client Group: **E1, E4 and E5**

Units: 2 x self contained, dispersed accommodation.

The Service provider and RSL: Provider to be selected

Aims of the project:

To provide supported housing to individuals who are unable to access refuge facilities i.e. males, male single parents and individuals with substance misuse issues to enable individuals to live safely and independently within the community.

Mental Health 24 hour staffed Supported Housing

The need for the Project: See Needs Assessment (P47) SPOP 2007/8

The Proposed Model:

24hr staffed accommodation	£230.87
1:1/1:2 ratio	£152.37
On Call	£22.78

Client Group: **E3**

Units: 3-6 x self contained, grouped accommodation.

The Service provider and RSL: Provider to be selected

Aims and objectives of the project:

To provide supported housing to individuals with complex mental health support needs who are not involved with services and who may present as homeless to enable individuals to live independently within the community. To provide move on from the night shelter and provide secure accommodation for those waiting for a mental health assessment.

Young People and High Risk Offenders and those at Risk of Offending – High Risk Floating Support Project

The need for the Project: See Needs Assessment (P90 and P103 SPOP 2007/8)

The Proposed Model:

<i>Floating Support</i>	£113.88
1:1/1:2 ratio	£75.16
On Call	£22.78

Client Group: **E8 and E9**

Units: 4

The Service provider and RSL: Provider to be selected

Aims and objectives of the project:

To provide support to individuals who are considered high risk with complex support needs to enable individuals to integrate into the community. To prevent homeless presentations and provide appropriate support for high risk young people and offenders.

Over Forty Alcohol Floating Support

The need for the Project: See Needs Assessment SPOP 2007/8

<i>The Proposed Model:</i>	<i>Floating Support</i>	£113.88
	1:3/1:4 ratio	£75.16
	On Call	£22.78

Client Group: **E4**

Units: 6

The Service provider and RSL: Provider to be selected

Aims and objectives of the project:

A floating support service for vulnerable single people and couples over forty with no children who have alcohol related support needs. The project will support individuals who need assistance to maintain a tenancy in their own home, who are not currently involved with statutory services. This project will provide support with maintaining a tenancy for a time limited period.

Low Level Floating Support Service Prestatyn

The need for the Project: See Needs Assessment

<i>The Proposed Model:</i>	<i>LL Floating Support</i>	£41.41
	Annual value	£30,040.92

Client Group: **E2**

Units: 15

The Service provider and RSL: Provider to be selected

Aims and objectives of the project:

To commission the Prestatyn network project to take referrals only from the learning disability and specialist adults teams as a preventive & crisis intervention service for people who are not eligible for secondary community living provision.

SPG – Older Persons Services

ABBA Project

The need for the Project: See Needs Assessment (P55 SPOP 2006/7)

The Proposed Model: Floating Support for those people aged 65 and over who are experiencing or could potentially experience difficulties in maintaining their independence due to memory problems; early dementia; depression; psychosis or similar type problems

Client Group: **E3 and older people**

Units: 10

Annual Cost: £69,000

Aims and objectives of the project:

- To support vulnerable people over the age of 65 years, to maintain as much of their independence as possible.
- To avoid dependence and delay the need for formal Community Care Services within the community
- To avoid debt and the elements of a chaotic lifestyle and to minimise crises within the community, caused by financial problems that have been exacerbated by mental health problems
- To provide stability for that individual

SPG Funding Requirements: The “community care” older people service will be reconfigured to provide low level preventative services to older people who are in the early stages of dementia

Remodelling Existing Projects

Denbighshire GIFT

The Need for the project: A need has been identified through needs analysis and WHO 12 to broaden the provision, provide a range of support levels (not just high and low) and increase support provision on the medium term. This will provide better value for money than the existing configuration.

Client Group: E1-12

The proposed model: There are 2 proposed tariff models which Supporting People will agree with the allocated provider.

Option 1: high level 6 x FS 113.88
6 x 1:4 ratio
3 x rural

med level 14 FS 113.88
7 rural

low level 38 LL FS

Option 2: high level 4 x FS 113.88
4 x 1:4 ratio
2 x rural

med level 18 x FS 113.88
9 x rural

low level 38 L FS

Annual value £145,682

Units: 34 – 60

Aims and objectives of the project:

To provide housing related support to people who have been categorised “Homeless or Potentially Homeless” at the interview with the Homeless section.

This support will be provided to the eligible groups detailed above, depending on need and irrespective of intentionality and priority need status.

Work towards agreed move-on with the client with reducing support until, either the client accesses a lower support service or, the service user agrees they are capable of managing independent living.

The Service Provider and RSL: To be agreed

Children's Services High

The Need for the project: remodel needs investigation

Client Group: remodel needs investigation

Units: remodel needs investigation

Aims and objectives of the project: remodel needs investigation

The Service Provider and RSL: remodel needs investigation

Children's Services Low

The Need for the project: remodel needs investigation

Client Group: remodel needs investigation

Units: remodel needs investigation

Aims and objectives of the project: remodel needs investigation services.

The Service Provider and RSL: remodel needs investigation

ACTS

The need for the project remodel:

The Proposed Model: FS £113.88

Client Group: E3

Units: 5-10

Aims and objectives of the project:

To reconfigure the "Acts" project in 2008 to broaden the aims of the project to support people presenting at day hospitals who are at risk of losing their accommodation as a preventative, crisis intervention service to avoid people with housing support needs having to be accommodated by secondary services, additionally to facilitate move on from rehabilitation and to facilitate discharges from the Ablett unit where people have existing accommodation.

The Service Provider and RSL: To be agreed

Clwyd Alyn Community Support and Rhyl Coastal Strip

Remodel to:

14 units of low level support and 6 units of rural allowance = £33,375 (but with expected flexibility to support up to 19 service users capacity permitting).

High level Generic floating support, cross tenure =

6 units (but with flexibility to support up to 9 service users without breaching the staff to client ratio) = £35,531p.a.

East Parade

Remodel to provide support to more people either:-

On a floating support basis

Or

Move to larger accommodation

Specification needs development.

Part 5: Summary list of Priorities for SPOP 2009-11

It should be noted that the changes identified within this section are not conclusive and/or exhaustive. This section provides some direction on the future of Supporting People in Denbighshire, but when the long term funding arrangements are known, further changes may be necessary. An update on funding and fuller account of changes in service provision will be detailed within the 2009/10 Supporting People Operational Plan.

The following tables show priority areas for remodelling or development in 2009-11

5:1: Summary List of priorities – Remodelled projects

- o This lists the reconfiguration needed to ensure services are more targeted to meet the relevant strategic objectives.

Project	Units	Tariff / SVO's	Cost	Changes	
East Parade	3	SH 1:4 on call	112,094		Link to 24hr mental health project when SHG property established.
Tai Clwyd FS & General Needs	2	LL FS	Cost neutral	Target 25+	Consider Service delivery group change
Cae Dai	3	LL FS	Cost neutral	Split 3 units to different delivery areas	Consider Service delivery group change Target 1 unit 25+, 1 unit YP, 1 unit Community Care

Seashells SH			Cost neutral	Target 25+	Consider Service delivery group change Target 25+ unless needed to remodel MH homeless 2009-11 referrals through Co-ordinator
Seashells FS			Cost neutral	Split units to target provision	Consider Service delivery group change 2 units community care 1 unit 25+ 2009-11
RYWP SH	6		Cost neutral	Split families /YP	Target families only subject to agreement on remodel of specialist project to support MH and abuse needs in 2008/9.
Tai Clwyd Young People Floating support & general needs	5				consider removing tenure specific service requirement to contribute to a generic pool of provision through co-ordinator decision to give careful consideration to the potential impact of rural service provision.
GIFT High & Low level	36				Consider split provision into service delivery model – families, YP and 25+ to coincide with contract end.
Y Dyfodol phase 6	6				Consideration to be given to the review of Y Dyfodol.

Female SH to include Mental Health and abuse issues remodelled from Tai Hafan FS	4	High level support			To provide a single sex environment for those women with mental health issues and/or suffering abuse issues who require support in a single sex environment. The need for this has been identified by those referrals to vulnerable single parent project, Crescent Court.
Tai Hafan Floating Support 10 units families 10 units 25+ 10 units YP	3 x 10 units	High level FS			The 11 units of young people project and 23 units from the Denbighshire over 25 project need to be split to provide a more even split across the service delivery groups. These units come to 30 because 4 are remodelled to SH (see above). (consider VFM of floating support inform 2009/10 SPOP)
Tai Hafan Crescent Road	6		Cost neutral		To remove MH and single environment abuse needs.

5:2: Summary List of Changes 2009-11

Client Group	Project	Changes
Domestic Abuse	<p>Glyndwr Women's Aid Refuge & Rhyl Women's Aid Refuge</p> <p>Substance misuse alternative refuge provision (Temp)</p> <p>2 self contained refuge units for SM and males.</p>	<p>Collaborate with neighbouring authorities on the commissioning of refuge provision and voids management</p> <p>SM SHG bid to receive funding until 31st March 2010. For people not able to access hostel provision, then to review in light of progress with cross boundary commissioning refuge provision</p> <p>If the WAG establish regional commissioning / funding arrangements, refuge provision to be considered to no longer be a 'strategic priority to fund' from local resources; to free resources for non-regional service priorities</p> <p>Transfer temporary SPRG funding for additional refuge units back to SPG.</p>
Learning Disabilities	<p>Rhyl Keyring</p> <p>Denbigh Keyring</p> <p>Prestatyn Keyring (Temp)</p>	<p>Review the referral changes and impact (if any on voids)</p> <p>Consider longer term funding for the network project in Prestatyn *Link to strategic commissioning priority 7</p> <p>To broaden the network of "Keyring" projects dependent on the outcome of the Keyring reconfiguration and strategic priority to fund decisions</p>

Mental Health	MIND Supported Housing & Floating Support	By April 2011 to increase the number of service users with low level preventative need supported within accommodation accessed in partnership with DCC. To agree annual targets for increases in numbers supported. To utilise existing provision as a time limited intervention as opposed to on-going support wherever appropriate and tackling the barriers to move-on currently facing service users.
	Tai Clwyd Mental Health Project	Tai Clwyd Low level on-going support services to change over time as service users leave the support provision to change to time limited interventions & double number of users utilising provision by 2011. consider the rural allowance from Tai Clwyd MH scheme? 2009
	MH Homeless 24 Hr	<u>Mental Health Homeless Services</u> The need to commission 6 units of 24hr staffed provision was identified as a priority in 2007/8 SPOP, however funding has only been allocated on a temporary basis Options for SPPG to consider:- a) We make a decision to decommission less important services to fund this (from the homeless and community safety service funding “portfolio’s”) b) Seashells provision - change the specification of this project to take people (both genders) with higher needs referrals through co-ordinator through the homeless route Defer longer term funding allocation until resources are more certain and the performance of the initial project has been assessed

<p>Alcohol Needs</p>	<p>OFA project</p>	<p>Denbighshire’s commissioning strategy identifies the need to commission more support services for people with Alcohol Support needs, we will therefore need to</p> <ul style="list-style-type: none"> • Prioritise funding for the OFA project to continue after April 2009 when the community safety funding ends • Provide support for people under 40 with alcohol support needs <p>Secondary and homeless presentations?</p> <p>*Link to strategic commissioning priority 2,3</p>
<p>Substance Misuse</p>	<p>Cais</p>	<p>Cais Move-on – monitor performance in terms of move-on and voids during 2009/10</p> <p>Investigate the need for the on-call allocation for Cais move-on and FS and review the need for the rural allowance</p>
<p>General</p>	<p>All services</p>	<p>Consider economies which can be achieved by commissioning larger schemes to minimise “on-costs”.</p>