



Darlington Supporting People Five-Year Strategy 2005-2010



Including Annual updates for 2006/7 and 2007/8.

(Last Update March 2008)

Arabic

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Or by e-mail: supportingpeopleteam@darlington.gov.uk

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Foreword

Supporting People was successfully implemented on the 1 April 2003 to enable vulnerable people to live independently in Darlington.

The Council and its partners are responsible for ensuring that the programme delivers accessible, high quality and cost effective services to people so that they can sustain and develop their independence within the local community.

We have faced many challenges in implementing the programme; this strategy reflects how together we have overcome these and our plans to develop services in the future to meet needs.

In the future Supporting People will need to address the housing related support needs of challenging and hard to engage groups. The Council and its strategic partners in Health and Probation will continue to work together to meet these needs.

We are delighted to recommend the Supporting People Strategy 2005-20010 to you.



A simple, stylized line drawing of a signature, appearing to be 'W G Dixon'.

Councillor W G Dixon - Cabinet Member for Housing



A handwritten signature in black ink that reads 'Eleanor Lister'.

Councillor E Lister - Cabinet Member for Social Services

Darlington Five Year Supporting People Strategy

The final version of this document has been approved by members of the Supporting People Commissioning Body.



Margaret Asquith
Director of Social Services / Director of Children's Services (Designate)
Darlington Borough Council
Chair of Commissioning Body



Pauline Mitchell
Assistant Director - Housing
Darlington Borough Council



Paul Davison
Assistant Director – Health Improvement
Darlington Primary Care Trust



Sue Hine
Assistant Chief Officer
Durham Probation

The Strategy has been endorsed and ratified by the Darlington Borough Council's Social Affairs and Health Scrutiny Committee and Cabinet.

Darlington Five Year Supporting People Strategy

1. Executive Summary

Background

In 2005 the Supporting People strategy outlined a vision to **“Offer vulnerable people in Darlington the opportunity to improve their quality of life by providing a choice of well planned, high quality, reliable housing related support services, which will allow them to live more independently in the Borough.”**

Local Vision

This vision remains the key priority for people receiving housing relating support services within the borough of Darlington. The Supporting People Commissioning Strategy also supports the vision by creating the opportunity for innovative services, which are flexible, can respond effectively to individuals changing needs and provide positive outcomes for the individuals who access these services. The strategic vision of the Supporting People strategy complements the strategic vision of Darlington’s Creating Sustainable Strategy, which focuses upon closing the gap between the most vulnerable individuals and the rest of the borough. The vital contribution that the services within the Supporting people programme in Darlington make to achieving the vision of the Sustainable Community Strategy can be identified throughout this Five Year Strategy.

National Vision

Communities and local government (CLG) published a national Supporting People strategy on the 20th of June 2007 entitled **“Independence and Opportunity”**. It sets the strategic direction for local Supporting People programmes and is based on the four main themes: -

- Keeping people that need services at the heart of the programme
- Enhancing partnership with the third sector
- Delivering on the new local government landscape
- Increasing efficiency and reducing Bureaucracy

Delivery within the Supporting People programme in Darlington

To deliver this vision the Supporting People programme in Darlington remains committed to the following key aims: -

- To offer vulnerable people the opportunity to improve their quality of life by providing stable environments which enable greater independence.
- Delivering high quality and strategically planned housing related services, which are cost effective, reliable, and complement existing care services.
- Encourage best practice and innovation from providers and partners.
- Making sure that the views of service users and carers are integral to the planning of services.
- Promoting services that are responsive to changing needs, and are accessible to all.
- Working with the providers of support services to make sure that they continue to offer value for money, and achieve positive outcomes for those individuals who access their services.

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- Developing innovative support services which enable people to achieve their potential for independent living.

The 5-year strategy continues to address the following questions: -

- What is the quality and value of each individual service?
- What outcomes are being produced by each service for the people who use the service?
- What services are needed to meet local strategic priorities and local needs?

Annual Refresh

The aim of updating the current Five Year Strategy on an annual basis is to ensure that the strategy can support the integration of the programme into the mainstream strategic vision for Darlington and where appropriate commissioning activities of all partners. The approach taken to achieve this is to strategically link commissioning through the Supporting people programme to other local strategies and commissioning plans. A key priority within this strategy and the role of the commissioning working groups will be the contribution that the services will make to partners strategies, commissioning plans and key performance indicators.

Audit Commission Inspection

The Darlington Supporting People Programme was inspected by the Audit Commission in April 2005, the outcome of this inspection was a **“Darlington Supporting People Programme was considered to be a good service with promising prospects for improvement.”**

The inspection report identified the following strengths which the programme continues to develop:

- A number of effective mechanisms are in place to engage and consult with service users and their carers in order to identify existing gaps in services, future needs, and priorities.
- There is a range of useful and comprehensive information produced in relation to Supporting People available for service users, future customers, and providers of services.
- A range of high quality services are in place to meet the needs of some of the most disadvantaged groups.
- Gaps in services are known and research is planned to meet those identified gaps.
- Contract monitoring continues to improve standards.

Darlington Supporting People Grant Allocation. The outcome of the Comprehensive spending review for Darlington Supporting People programme presents challenging times, the capacity to develop services in line with the strategic priorities outlined in this document will be examined though the client group focused strategic reviews as outline din the Supporting People Commissioning Strategy.

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The Darlington Supporting People grant allocation for the next three years is as follows: -

2008/9	2009/10	2010/2011
3.820	3.737	3.573

This strategy update for 2008/09 is therefore written at a challenging time for the programme in Darlington due to the necessary savings which need to be made in light of the budget reductions. However, we believe we have the necessary vehicle in the Commissioning strategy, to move forward and partake in some innovative collaborative working with providers, stakeholders, third sector organisations, potential and current service users, carers and advocates. The next few years will be both challenging and exciting time which brings great opportunities for service innovation and improved outcomes for service users. The programme in Darlington remains committed to providing a diverse range of services to vulnerable individuals. Recognising that each individual has a unique set of support needs, we also want to be able to offer a wider range of interventions.

Current Provision

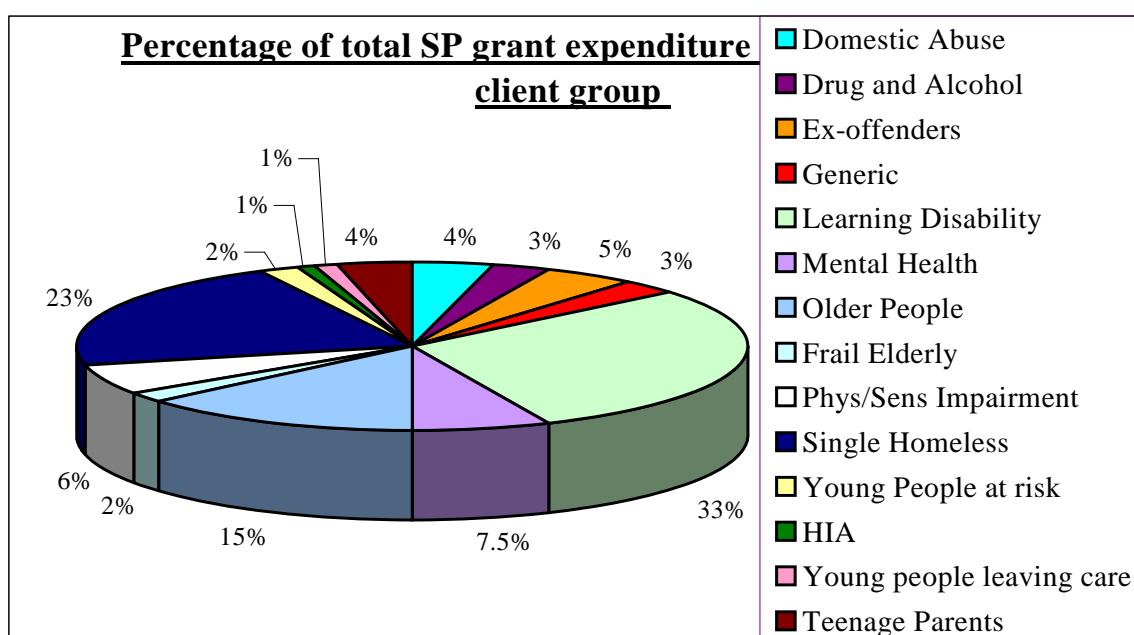
The Supporting people programme in Darlington as at December 2007 provides funding to 2827 units of supported accommodation delivered by 36 Provider organisations across 11 primary client groups.

Client Group/ Service Type.	No of providers	No of Services	Outcome of reviews and contract monitoring	Contract monitoring Stage
People with a learning disability	9	38	All second reviews complete Long term project by Adult services led to decommissioning of a service and new schemes being established under existing providers.	All reviews complete. Second round of contract monitoring underway This client group will undergo a large scale strategic review during 2008/9.
Young People at risk/leaving care	2	2	New supported lodgings service for young people leaving care.	Second round of contract monitoring underway.
Offenders/those at risk of offending	1	3	As an outcome of the second review, 2 services were amalgamated	Review complete and contract monitoring carried out. This service provision is subject to a joint open tender exercise with Durham Supporting People team.
Single Homeless People with Support needs	5	7	New first time homeless hostel opened. An outcome of second reviews was to create a number of longer-term units at one scheme	All reviews complete. Second round of contract monitoring underway. This client group will undergo a large scale strategic review
Generic	2	2	All reviews complete and second round of contract monitoring underway.	All reviews complete Second round of contract monitoring underway.
People with Mental Health issues	4	9	All reviews complete and second round of contract monitoring underway. It was recognised that some long term units needed to be created to enable people	All reviews complete Second round of contract monitoring underway.

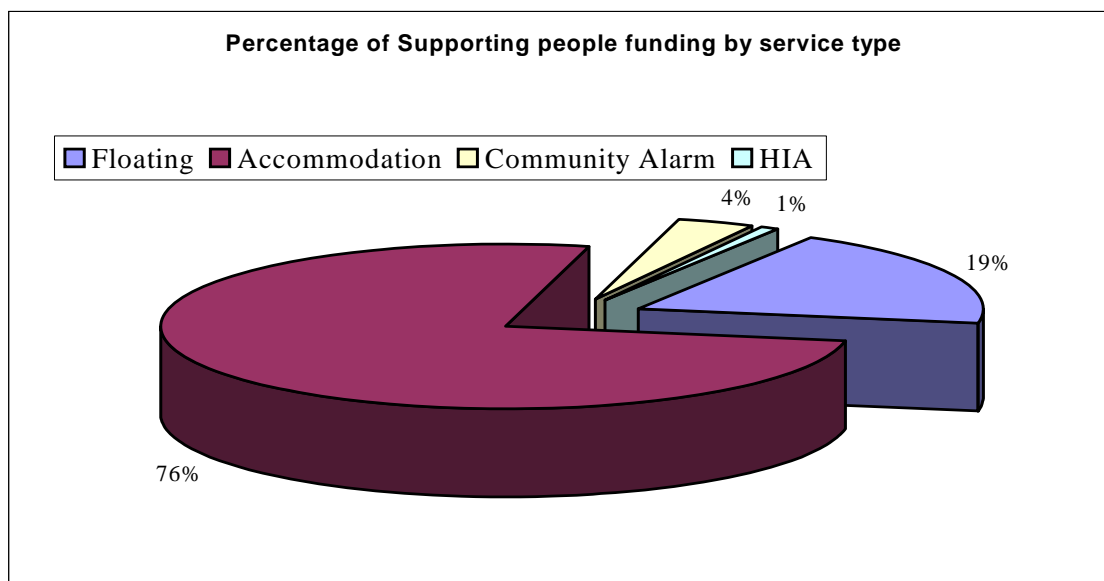
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			to have improved skills before moving on	
HIA	1	1	1 Re-commissioned	All reviews complete Second round of contract monitoring underway
Young Parents	1	2	2 Re-commissioned	All reviews Complete Second round of contract monitoring underway.
People with a physical or sensory impairment	2	3	1 re-commissioned Re-modelling of adult services recognised an opportunity to support a number of individuals from existing budgets	All reviews Complete Second round of contract monitoring underway.
Women Affected by Domestic Abuse	2	2	1 Re-commissioned New floating support service commissioned	All reviews Complete Second round of contract monitoring underway.
Older People with support needs	10	43	1 service de-commissioned. All other services re-commissioned following reviews. A number of alarm services were amalgamated to reduce administration	All reviews complete Second round of contract monitoring underway.
Frail Elderly	2	4	2 Re-commissioned 4 extra care schemes brought on line by Darlington Borough Council/Hanover	All reviews complete Second round of contract monitoring underway.
Drug & Alcohol	1	2	New service commissioned, one accommodation based service, one floating support service.	contract monitoring underway

The Supporting People programme in Darlington has effectively increased the provision of housing related support services for a range of vulnerable client groups. As of January 2008 the breakdown of the supporting people grant per client group is as follows.



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In line with the Supporting People Commissioning Strategy and the Supporting People Annual Service Plan. During 2008/09 a strategic review of housing related support service provision for homeless people and people at risk of homelessness and services for people with learning disabilities will be carried out during 2008/9. The strategic review of learning disability and homelessness services are essential to meet the vision set out in ***“Independence and Opportunity”*** for delivering services within the new Government Landscape.

The Client Records data set for 2006/7

The final data set of the client record returns for 2006/7 identified that there were 450 new service users who accessed housing related support services within the Borough of Darlington. Further information supplied by providers identified that there were 600 new individuals who accessed housing related support services during April 2006 and March 2007 excluding older people services.

The information contained within the client record returns demonstrates the multiple needs of individuals accessing housing related support services and cross cutting strategic priorities that services within the Supporting People programme help to achieve. The client records dataset identified that there was a high prevalence of mental issues within Learning Disability services and a high prevalence of Mental Health issues, Drug and Alcohol misuse use and at risk of offending behaviours in services for Single Homeless People with support needs.

The main source of referrals to Supporting People services continues to be self-referrals with 37% of all referrals throughout 2007/8 being self-referrals.

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Best practice and innovative working during 2007/8.

The Supporting People programme in Darlington remains a needs led programme whose development and delivery is reliant upon **'a robust working partnership of local government, key stakeholders in both the statutory and the third sector, service users and support agencies'**. The team have utilised numerous mechanisms to develop best practice, particular examples of best practice throughout 2007 include: -

Commissioning a floating support service for people affected by Domestic Abuse in response to areas of unmet needs previously identified in the Five Year Strategy. Service users played an active role in the development of the service specification.

A supported lodgings scheme was commissioned in line with the supporting people Five-year strategy and annual plan for 2006/7 to address an unmet need identified in supported accommodation options for young people leaving care. The development of service also contributed to the strategic objective of Children's Services to have a range of accommodation and support options for people leaving care.

The remodelling of Rosemary Court sheltered housing scheme into an extra care scheme, with designated units of accommodation for Older People with mental issues. The increase in the provision of extra care and designated support for older people with Alzheimer's and other mental health issues was a key cross cutting strategic priority for Supporting People, Housing, Health, Adult Social Services and local third sector organisations

The Supporting People team in Darlington have worked alongside Durham Supporting People team to take part in the first regional joint service commissioning by Supporting People teams. The joint commissioning is for a service for ex-offenders and those at risk of offending. This joint collaboration, was due to a number of factors, including there is one probation service covering Darlington and Co. Durham who are one of the key referring agents. The development of this service will meet the needs of vulnerable individuals in both Darlington and Durham has been highlighted by the North East Centre for Excellence as an example of best

This enables the Supporting People programme in Darlington to continue to develop in the new government landscape as identified in CLGs (Community and Local Governments strategy for Supporting People **"Independence and Opportunity"**).

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The newly commissioned housing related support service for people with drug and alcohol misuse issues has achieved positive outcomes for the individuals accessing the service. The service has 8 units of accommodation-based support and 10 units of floating support. During quarters 1 and 3 of 2007/8 2 individuals moved on from the short-term accommodation based service into permanent accommodation. In addition to this 75% of individuals accessing the floating support service for people with drug and alcohol misuse issues maintained living independently with two individuals moving on from the service after successfully completing programmes of floating support.

Progressed the first strategic review group of the commissioning strategy for services for Older People with support needs

Worked with the New Opportunities Accommodation Project to meet the unmet needs identified for people with Learning Disabilities, this has increased the number of people with Learning Disabilities supported to live independently within appropriate accommodation in the community.

Worked regionally with other Supporting People teams to develop a common approach to Contract Monitoring and Validating the Quality Assessment framework

Held the first exclusive service user forum, which identified which services users would like to be involved in different areas of the programme, to complement existing consultation structures.

Supporting local authorities with:-
service user forums, processes, information sharing and identifying opportunities for joint consultation.

Worked closely with providers to further reduce specific service exclusions in order to improve the accessibility of certain services. This has resulted in positive outcomes for service users who have traditionally found it difficult to access short term supported housing. Robust monitoring of those service providers who have implemented case by case eligibility criteria will take place to ensure that previously excluded individuals continue to be able to access the service.

The team have developed a robust Commissioning Strategy for Supporting people in Darlington, with clear objectives and process, which will ensure that services are value for money and achieve positive outcomes for the individuals who access them. The Commissioning Strategy reaffirms the commitments outlined in the Five Year Strategy.

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Profile of Darlington Borough

Located in the north east of England, Darlington is a compact borough covering an area of approximately 76 square miles. However, although relatively small in size, Darlington is one of five boroughs (the others being Stockton-on-Tees, Middlesbrough, Redcar & Cleveland and Hartlepool) that make up the Tees Valley. Sitting astride main north-south, and east-west transport corridors, Darlington acts as a gateway to the sub-region, and to the North East region as a whole.

Darlington retains its market town character, with a wide catchment area, and functions as a sub-regional centre for employment, shopping and culture in South Durham and Tees Valley. The compact size and geography of the area has become one of its key strengths, lending itself to a focused administration and productive partnership arrangements.

The town currently has a population of just under 100,000 people in 46,000 households. Unemployment is currently at the lowest in the Teesvalley. The overall rate in the borough in January 2007 was 3.2% compared to the Teesvalley average of 4.2%.

Darlington has a number of significant characteristics including:-

- An above average proportion of people with a health problem.
- An above average proportion of single parent households.
- Above average levels of households without access to a car.
- An above average proportion of individuals who are owner-occupiers, but a below average number of households renting from Local Authorities and Housing Associations.
- A below average proportion of individuals from culturally diverse community groups.
- There is a dramatic variation of 13 years in the life expectancy of individuals in the more affluent wards of Darlington in comparison to individuals living in more deprived wards,

The DTLP Index of Multiple Deprivation (IMD) identified Darlington as being the 90th worst out of 354 districts. Darlington is relatively well off compared to other Teesvalley districts. However seven wards in Darlington were in the Top 10% of wards nationally in the 2004 IMD and more than 57% of the boroughs residents live in wards that are in the worst 25% most deprived in the country.

The focus for “**One Darlington**” outlined in the draft Sustainable Communities Strategy highlights the remaining gap of 0.7 percentage points in unemployment rates between Darlington and great Britain, whilst pay levels remain low. Average earnings in Darlington are 7.1% lower than the TeesValley average and 17.7% lower than the average for Great Britain.

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Developing and refreshing the Supporting people the strategy

Evidence of the housing related support needs of the different client groups in Darlington continues to be identified through research and consultation by the Supporting People team, commissioned research, consultation with providers, partners, stakeholders, current service users, potential service users, advocates and carers.

The Commissioning Body and the Core Strategy Development Group have endorsed the Supporting People Commissioning Strategy as the vehicle which will bring continued innovation, enhance the provision of robust needs led services, which will continue to improve outcomes for service users.

The strategic objectives and priorities identified on a client group basis which were first outlined in this strategy will need to be considered in light of the grant allocation from the comprehensive spending review.

The Commissioning Body and Core Strategy Development Group continue to play an important role in identifying how Supporting People can contribute to national, regional and local strategies and plans. The Commissioning Body and Core Strategy group will oversee the integration of Supporting People programme into the LAA and ensure the Supporting people services and commissioning priorities remain strategically aligned to the LAA.

The Supporting People Five Strategy continues to be updated annually to reflect changing needs and developments in the Supporting people programme. The strategy is refreshed at appropriate intervals throughout the year in light of significant local and national policy changes, strategic developments and findings from needs research.

At the time of updating this strategy the Housing and Homelessness Strategies for Darlington were being refreshed. The Supporting Peoples Strategy is inextricably linked with both strategies and any further updates to this strategy in light any local strategy revision will be made accordingly.

Commitment to Continual improvement

The are specific programme challenges for 2008/11 which include:

- The Implementation of the Commissioning Strategy.
- Review of services for Older People, including the decisions on future need and methods for potential service remodelling.
- Review of services for People with Learning disabilities in line with the Commissioning Strategy.
- Review of services for Single Homeless People in line with the Commissioning Strategy.
- Monitoring the new service for offenders and those at risk of offending to ascertain to the extent to which positive outcomes for services users are being achieved and previously unmet needs addressed.
- Continue to develop links with the LSP (Local Strategic Partnership), in preparation for integration into the LAA (Local Area Agreement).
- Continue to engage effectively with service users, to ensure their views are incorporated into the Supporting People Programme

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- Continue to review the budget in light of the Comprehensive Spending Review and any distribution formulae that maybe implemented by CLG (Communities and Local Government).

Delivering the programme/Governance Arrangements

Although the Council is accountable for the Supporting People programme, development, delivery, and monitoring of the programme and strategy are the joint responsibility of a partnership between the Council, Probation, and the Darlington Primary Care Trust, which make up the Commissioning Body.

The Commissioning Body is linked directly to Darlington Council's Corporate Management Team (CMT) through the Chair. CMT can make decisions about any matters, which need to be referred to Cabinet or Council. Since May 2004, the Commissioning Body have sent a six-monthly updates on Supporting People via the Chair to the CMT. CMT reports are all copied as a matter of routine to the Leader of the Council, the agenda is copied to all Cabinet Members who can then request any papers. This process, combined with regular six-monthly reports to Scrutiny ensures that elected members are informed about Supporting People. The appropriate portfolio members alongside other members will have a role within the working groups.

The Commissioning Body makes decisions by combining its knowledge of national, regional, and local agendas, combined with information and recommendations from the Core Strategy Development Group. Significant strategic considerations include the priorities of the Supporting People commissioning, strategy, delivery upon the objectives outlined in "Independence and Opportunity" the National Strategy for Supporting People, The Valuing People Now documentation which will have implications for the strategic review of learning disability services.

Some of the specific areas which have been overseen by the Commissioning Body throughout 2007 include:-

- Budget Monitoring and grant allocation implications
- PI information and service performance.
- Integration of National Strategy priorities into the Supporting People programme in Darlington.
- The process for procuring, implementing and monitoring newly commissioned services.
- Outcomes from Contract Monitoring.

The multi-agency **Core Strategy Development Group (CSDG)** has overseen, directed and developed the priorities in the Supporting People Strategy. Representatives attend the Core Strategy Development Group from the partner statutory and voluntary agencies. The Core Strategy Development group membership was reviewed during 2006, and new members were requested through the Supporting people newsletter. It resulted in renewed interest and now there is a greater representation from service providers. In order to integrate the formulised arrangements for service user engagement within the Supporting People programme in Darlington. As identified at the service user forum all service user who expressed the wish to will be given the opportunity to attend the Core Strategy Development Group.

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The CSDG closely monitors work undertaken by the Supporting people team.

Some of the specific areas which have been overseen by the Core Strategy Group throughout 2007 include:-

- Scrutiny of current performance against performance indicator targets for KPI 1 and KPI 2.
- Monitored and requested specific feedback on progress against certain actions in the service plan.
- Overseeing the progression of the two strategic service user review groups for ex-offenders and those at risk of offending and Older people with support needs which were set up as subgroups of the CSDG.
- Overseen the development of the Supporting People Commissioning Strategy and ensured robust link were in place to deliver the priorities of the national and local strategy for Supporting People.
- Determining specific action for the local Darlington programme in light of the National Strategy "***Independence and Opportunity***".

Minutes of all CSDG and CB meeting are available on the SP Kweb at http://www.spkweb.org.uk/Your_local_area/GONE/Darlington/

The Supporting People team, CSDG and the CB are committed to working with the providers and service users of housing related support to implement the vision, strategic aims and commissioning plan contained in this strategy update.

The Provider Forum and Service User Forum

A review of the benefits of the original inclusive forum has been carried out, the original inclusive forum combined service user and providers, it was felt by service users, stakeholders, providers, the core strategy group and the Supporting People team that in light of the challenging regime of the programme. To have more tailored forums for service user and providers would be beneficial.

To take this forward a large forum was held with 80 service users in October 2007, representing all Supporting People service user groups around they way in which they are consulted about the programme, and how this could be more formalised. Following this forum the Supporting People team have a range of service users identified who have specific interests in certain areas of the programme and the mechanism that they would like us to use to ensure they are represented at every level of the programme have been identified.

Appendix 3 details the feedback to individuals from the forum, and the areas where people would like to be involved.

The provider forum is still self governing and meets regularly, with members of the team attending and addressing any training/capacity needs identified by the forum as an when requested. In February 2008, the Supporting People team alongside the Corporate procurement team held a forum dedicated to the delivery of the Supporting People Commissioning Strategy.

The Supporting people team have expressed to providers how important it is for them to have a unified voice and the role they will play in facilitating this. There is also a

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floating support provider forum, which is self governing and co-ordinated by one of the large voluntary sector providers within the borough. The some of the members of the Provider Forum are also members of the Supporting People Core Strategy Development Group, this mechanism for feedback enables any issues presented to be addressed as part of a multi agency partnership.

The Supporting People Team as well as holding focused service users consultation in whatever format requested by service users as part of the contract monitoring process, procurement process and general programme development. The Supporting People team also attend existing groups and forums to ensure the programme is developing to meet identified need.

The contract monitoring process.

The contract monitoring process, which the Supporting People have utilised during 2007-2008, uses a workbook agreed by key Teesvalley authorities to bring continuity to providers working in different regions.

The contract monitoring workbooks covers the following key areas:-

- The organisation, its policies & procedures, and staffing composition.
- Quality assessment framework & supplementary objectives (Continual progression which will be validated by the Supporting People team)
- Equality & Diversity
- How the provider involves service users and stakeholders
- Value for money
- Strategic relevance
- Outcomes
- Added Value

The contract monitoring process continues to assess whether a service is delivering to meet the requirements of the Supporting People Strategy and other national and local strategies and plans. They also assess demand for the service, quality, performance, value for money and outcomes for the individuals who access the service.

The timetable for working with providers was devised using information from the previous years reviews and cost. Older Peoples services contract monitoring commenced in the first quarter of 2007/08. This was a strategic decision as Older People services were the first strategic review to take place therefore the outcomes from the contract monitoring were used to effectively feed into the strategic review.

The focus of the contract monitoring is to encourage providers to achieve the next level of the QAF and to promote the use of the supplementary objectives as a way of having service users at the forefront of their organisation. Providers will be asked to provide evidence to support their QAF rating and action plans will be given to providers to enable them to achieve the next QAF level. For providers who attain a level A they will be supported to sustain the level and encouraged to think innovatively to improve their service and outcomes for service users.

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In addition to the contract monitoring process the Supporting People team have introduced two additional performance measures, which are :-

- **Random auditing of KPI data**, through which providers have been required to provide evidence of the information supporting the number of planned and unplanned departures reported in a selected quarter, this PI audit also examines the providers quality audit process for ensuring the data is accurate.
- **Random sampling of support plans and risk assessments** for individuals currently in the service to ensure all support plans are completed correctly, signed where appropriate by the service users, and are outcome focused in line with the 5 key outcomes measures selected by CLG.

Linked to these processes there are also systems in place to carry out a comparative analysis between the data supplied through the KPIs and Saint Andrews University to ensure the needs analysis and outcome information for individuals accessing housing related support services in Darlington is as accurate as possible.

The Supporting People Team have developed their approach to planning for and managing risk since the implementation of the programme. They have ensured that their risk planning and management process is integrated within the Council's emergency planning and risk management process, policies and procedures for the housing of high risk groups, and to minimise the risks which may cause vulnerable people to be threatened in their supported housing by forms of anti-social behaviour.

Regional Strategic Framework

At a regional level Darlington Supporting People team is a member of the Durham and Tees Valley Cross Authority Group (CAG). The CAG works together to address common issues related to service users who move across authority boundaries. The group also analyses joint strategic priorities, and identifies the capacity for developing Cross Authority Services to meet the needs of underrepresented groups in current supply, the group also responds to issues arising in the North East Region and nationally. CLG has "*designated*" certain support services as cross authority services as they are deemed to be "of national importance or extremely specialist"¹.

The work of the CAG in the following areas is crucial to the continued development of this strategy:-

- Analysing need and supply at a cross-authority level.
- Identifying existing cross authority schemes / services.
- Identifying gaps in current services and the potential for new services to be jointly commissioned.

¹ CLG criteria: -

- All accommodation based services that provide for women at risk of Domestic Abuse as their primary client group¹
- Services which provide for high risk offenders
- Services that cater for a very specialist combination of needs - e.g., a service for sight and hearing impaired people.
- Services that offer national coverage – e.g. specialist brain injuries services, of which there are only one or two in England.

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- Considering reports and advice on regional and national issues.
- Considering the data from Client Records reports, and
- Feeding into the strategic planning of services.

The Cross Authority Group has agreed a protocol for accreditation that allows for the passporting of service providers who have achieved accreditation with a member of the Durham and Tees Valley group, to be granted automatic accreditation with any of the other group member.

In addition to being a member of the CAG and the RIG (Regional implementation Group) Darlington Supporting People are also members on working groups of the CAG for contract monitoring and service user involvement. The progression of working groups against assigned actions is monitored by the CAG.

Local Strategic Framework

The strategic updates incorporated in the annual strategy refresh have been through a local framework of groups, stakeholders providers, service users, potential service users, carers and stakeholders in the form of the service plan. The commissioning strategy also went through the same process including being formally adopted by cabinet.

Independence and Opportunity Strategy Link ***“placing service users at the heart of service development and delivery.”***

Involving service users in the developing newly commissioned services.

Current and potential service users will be involved in inputting essential information to the service specification for newly commissioned services line with the Supporting People service user involvement policy. Which at the time of updating this strategy is being refreshed in light of the findings from the service user forum.

This will include

- Having broad representation from service users at the Core Strategy Development Group.
- Consulting with service users on specifications for new or remodelled services.
- Producing a summary sheet of the strategy update for service users who had identified that they have a specific interest in the strategic priorities of the programme.
- Ensuring that within the commissioning working group service users are kept up to date and are consulted.
- Utilising the expertise of advocates where required to facilitate meaningful engagement.
- Utilising innovative consultation methods to ensure individuals from seldom heard groups have the opportunity to be meaningfully engaged in the direction of the programme.

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In line with the National Strategy for Supporting People “Independence and Opportunity” we will make use of the learning from the Individual Budgets policy and other self-direct support to enhance service user choice and control. This will also be a significant area for consideration around contract types and the potential effect on service users. We will also liaise with service users around the implementation of charters of independent living in line with the National Strategy and explore opportunities for additional local standards.

The Supporting People Team produces a regular Supporting People Newsletter, which has received very positive feedback and has been identified by the Supporting People Action Network as an example of best practice. During 2007 the Supporting People newsletter contained numerous articles raising awareness of relevant services including:-

- Features on carers allowance
- Independent living fund
- Are you claiming all the benefits you are entitled to
- Advocacy

The way in which the newsletter is compiled and distributed was a key topic of discussion at the October 2007 service user forum, in which it was identified that not all service users were aware of it. The service users suggested that a email copy would be useful this is now in place. The team are also looking to alongside service users produce in 2008 a snap shot newsletter detailing the current developments in the programme and opportunities to become involved.

Similarly Supporting People have linked in with external agencies to raise awareness of the Supporting People programme. During 2007 a specific piece of work was to liaise closely with the Patients Advice Liaison service to improve awareness of the Supporting People programme in doctors surgeries, this included promotion of the service directory and eligibility criteria for housing related support service. This was in response to feedback form carers around doctors surgeries being their main source of information

This strategy presents a “snapshot” of housing related support needs, supply and gaps. The programme will continue to develop, and the support services in Darlington need to change to meet the changing needs of vulnerable people.

**If you would like to discuss any of the information contained within this strategy please contact the Supporting People Team on (01325) 388108, Fax (01325) 388106.
Email: supportingpeopleteam@darlington.gov.uk**

Darlington Five Year Supporting People Strategy

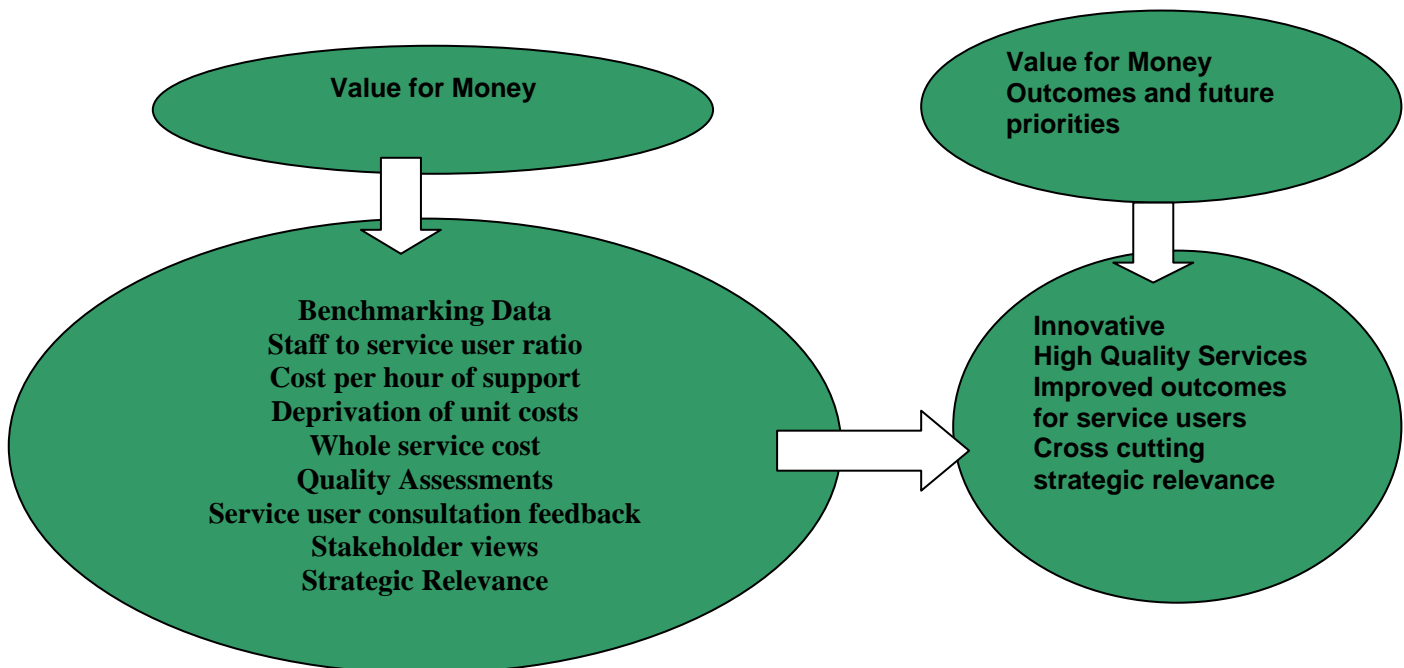
Service Eligibility criteria

To ensure people wishing to access services are aware of the eligibility criteria's for each of the individual services, all providers eligibility criteria's are displayed in the Supporting People service directory. In 2005 the Supporting People service directory has been subject to an equalities impact assessment. The revised version of the service directory has an increased focus upon equalities, an equalities statement has been incorporated into the directory.

A key focus of the strategic reviews carried out as part of the Commissioning Strategy will be a review of current eligibility criteria and the extent to which it can achieve effective outcomes for those individuals accessing the service.

Value for Money

The Darlington Supporting People programme has a robust policy for Value For Money Assessments, which takes into consideration the follow



Value for money assessment is not a cost-cutting exercise but it does critically examine:-

- The current costs of services, including benchmarking information.
- The continual strategic relevance of the service model.
- The outcomes that the service is achieving for the individuals who access the service.
- Continual progression with the QAF and the Supplementary objectives, and information from the outcome monitoring returns.

The value for money assessment places high emphasis on the outcomes for service users achieved by service delivery. The commitment to high quality services which achieve positive outcomes for service users has been a methodology adopted in all tender exercises which have been carried out by the supporting people team.

An refreshed value for money exercise was carried out in preparation for the commissioning strategy the outcome of which can be at separately at **Appendix 4**

Strategic relevance

National priorities

There have been significant national policy initiatives which have a direct impact of the local delivery of housing related support services including:-

- The priorities outlined in the National Strategy for Supporting People “Independence and Opportunity” which have been addressed throughout this strategy,
- The Valuing People Now guidance .
- The Office for Disability Issues Strategy Independent Living.
- Investing in independence: Housing for Vulnerable People.
- The Every Child Matters National Strategy.
- The forthcoming Housing in an Ageing Society.

The Supporting People programme underpins the delivery of the wider strategic aims of central and local government and in particular the preventative agenda and the promotion of independence.

The complementary key **Supporting People objectives for Darlington** are:

<p>Prevention Linking to the Darlington Sustainable Community Strategy objective for a Healthily Darlington and Communities and Local Governments outcome measures for being healthy.</p>	<p>Helping to sustain a diverse range of people in the community and alleviate issues before a crisis</p>
<p>Promoting and sustaining Independence Linking to the Darlington Sustainable Community Strategy objective for an Aspiring Darlington and Communities and Local Governments outcome measures for enjoying and achieving.</p>	<p>Support to enable people to take their own decisions and live their own lives.</p>

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<p>Alleviating Crisis: - Linking to the Darlington Sustainable Community Strategy objective for a Healthier and Aspiring Darlington and Communities and Local Governments outcome measures for being healthy and making a positive contribution.</p>	<p>Promoting support to help people during crises.</p>
<p>Resettlement – Linking to the Darlington Sustainable Community Strategy objective for a Healthier and Aspiring Darlington and Communities and Local Governments outcome measures for being healthy and making a positive contribution and enjoying and achieving.</p>	<p>Supporting people to sustain or maintain living independently in accommodation of their choice.</p>
<p>Inclusion – Linking to the Darlington Sustainable Community Strategy objective for a Healthy, Safer, Aspiring and Prosperous Darlington and Communities and Local Governments outcome measures for being healthy and making a positive contribution and enjoying and achieving.</p>	<p>Supporting people who have difficult or challenging behaviour or unconventional lifestyles, and traditionally suffer from multiple disadvantage.</p>
<p>People Focus – These objectives can only be met through a variety of flexible service with can meet individuals changing needs, responsive services, and high quality services that are moulded around people and the way they choose to live their lives.</p>	<p>Through liaising with and empowering service users, Darlington Supporting People team will be able to gain a greater understanding about the individual support needs of vulnerable people. Through this network, joint strategic priorities will be identified, addressed, and positive outcomes for service users will be achieved.</p>

‘The Preventative Agenda’: This phrase sums up the role that housing related support should play in preventing a wide range of events that may be experienced as a crisis by vulnerable people. Typical events, which often have a major social and financial cost, include:

- Prevention of homelessness and repeat homelessness²;
- Preventing unnecessary or premature admittance to residential care³;
- Acute hospital admission;
- Prevention of recidivism for people who misuse drugs and alcohol⁴;
- Prevention of criminal and anti-social behaviour⁵ and

² More than a roof: a report into tackling homelessness

http://www.CLG.gov.uk/stellent/groups/CLG_homelessness/documents/page/CLG_home_601520.hcSupporting People

³ Quality and choice for older people's housing: a strategic framework

http://www.CLG.gov.uk/stellent/groups/CLG_housing/documents/page/CLG_house_601723.hcSupporting People

⁴ Drug Strategy progress report

http://www.homeoffice.gov.uk/docs3/tacklingdrugs_changinglives.pdf

⁵ Reducing re-offending National Action Plan

<http://www.homeoffice.gov.uk/docs3/5505reoffending.pdf>

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- Reduction in the number of teenage pregnancies⁶.

‘The Promotion of Independence’: Housing related support services aim to help vulnerable people make their own decisions, learn new life skills and to live as independent a life as possible in the community. This aim is central to the NHS Plan⁷, the National Service Frameworks for Mental Health, Long term Conditions and the forthcoming Housing Strategy for Older People⁸, Valuing People Now objectives for people with a learning disability⁹, the Connexions programme¹⁰ for young people and the ministerial steer on Extra Care services¹¹.

Regional Priorities

North East Regional Housing Strategy

Market renewal aims to stimulate the housing market through large scale clearance of obsolete housing and redevelopment; providing better quality and larger family housing with gardens, predominantly for owner occupation.

The Housing vulnerable people strategy also identifies commitment to: -

- Initiatives that help to maintain people’s independence by helping them to remain in their own home.
- Community involvement, which reflects the CLGs emphasis on the desirability of involving service users and other stakeholders in all aspects of the Supporting People process.
- The forthcoming Housing in an Ageing Society Strategy which is intended to provide guidance on stimulating innovation in housing options for older people with support needs.

Since April 2004 The North East Regional Housing Board¹² is responsible for allocating capital funding to housing to receive funding, schemes need to reflect both regional and sub regional strategies.

Tees Valley Living

Tees Valley Living (TVL) is made up of representatives of the five Tees Valley councils, local registered social landlords and the private sector in the form of the Home Builders Federation and Tees Valley regeneration. Board meetings are also attended by representatives from Government Office North East, One NorthEast, English Partnerships and the Housing

The prolific and other priority offenders strategy

<http://www.crimereduction.gov.uk/ppo.htm?fp>

⁶ National Teenage Pregnancy Strategy

http://www.dfes.gov.uk/teenagepregnancy/dsp_content.cfm?pageID=84

⁷NHS Plan

www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationSupportingPeoplePolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4002960&chk=07GL5R

⁸ National Service Framework for Mental Health and Older People

<http://www.dh.gov.uk/PolicyAndGuidance/HealthAndSocialCareTopics/fs/en#4804536>

⁹Valuing People

<http://www.archive.official-documents.co.uk/document/cm50/5086/5086.htm>

¹⁰ Connexions

<http://www.connexions.gov.uk/>

¹¹ Extra care

http://www.dh.gov.uk/PolicyAndGuidance/OrganisationPolicy/IntegratedCare/ChangeAgentTeam/ChangeAgentTeamArticle/fs/en?CONTENT_ID=4074355&chk=fLxKK0

¹² North East Regional Housing Board <http://www.nehb.org.uk/>

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Corporation. Darlington has applied to the government as part of a Tees Valley initiative to be a Northern Growth Pilot.

The Accountable Officer for Supporting People in Darlington is a member of both the TVL Board and Executive, so is able to ensure that the Supporting People needs are fully taken into account.

TVL commissioned consultants to carry out a detailed housing market assessment; incorporating recent research. The Supporting People Cross Authority Working Group played an active role in this research document “Embracing Difference”: - A study of the housing and related needs of the Black and Culturally diverse communities Community in the Teesvalley area. The research findings were published in December 2005 and achieved the following outcomes: -

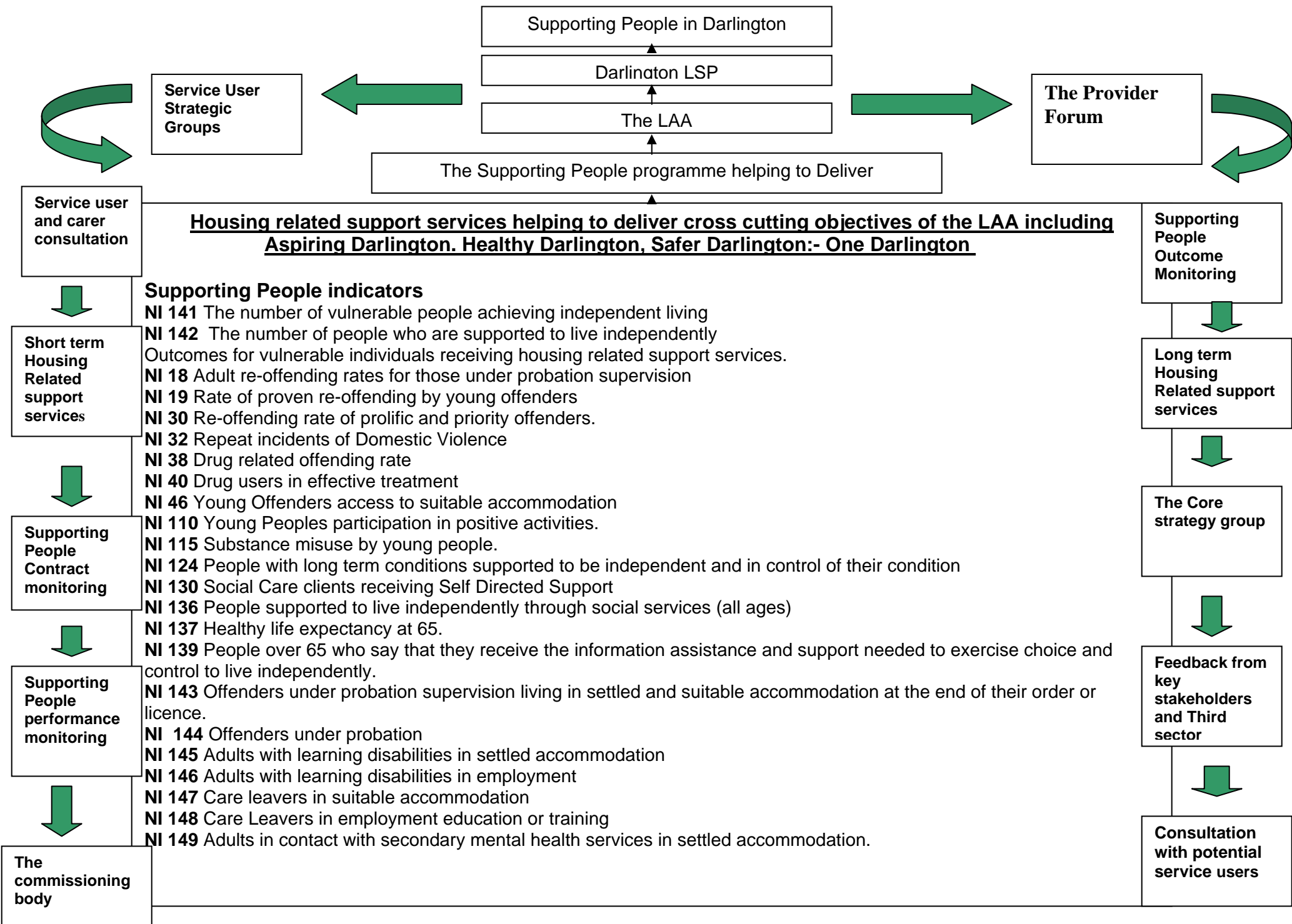
- An understanding of the needs of specific vulnerable or disadvantaged communities and individuals for housing accommodation analysing the provision of affordable housing, house adaptations and relevant support measures.
- The study paid particular attention to concealed households within culturally diverse communities households this includes, Gypsies and Travellers, Young people, Older People, and those who need support to sustain a tenancy or for whom mainstream housing fails to meet their needs.

The Supporting people annual service plans have contained specific areas of research in response to these findings, the results of which have been used in the relevant sections of this strategy. Previous annual plans can be found at Appendix 2.

Local priorities

Since the introduction of Supporting People, Darlington has ensured that joint objectives are developed with partners and stakeholders. This is enabled locally through a structure of information sharing, consultation, and joint collaboration,

The diagram below highlights current the role of Supporting People in Delivering joint local strategic priorities. The way in which the Supporting people programme in Darlington is working to deliver joint strategic priorities can be found in each client group section.



Darlington Five Year Supporting People Strategy

Darlington's **Social Inclusion Strategy**, '*All Together Now*', aims

'To improve the life chances of those who are experiencing, and those who are at risk of experiencing, discrimination and disadvantage'.

Supporting People enables access to services by vulnerable people and supports them to play their part as full citizens. The Social Inclusion Strategy focuses on particular groups of individuals who are more likely to suffer from multiple forms of deprivation, discrimination and disadvantage. A number of people from within these groups could benefit from housing related support to enable them to live independent lives.

Examples of how the Supporting People programme in Darlington is contributing to this strategy include developing a supported lodging scheme for young people leaving care as a bridge to independent living.

Due to the joint strategic priorities outlined in the social inclusion strategy "**All together Now**" and the Supporting People 5 year Strategy. Joint consultation was carried out by external consultants who carried out a series of focus groups with vulnerable groups to identify any potential barriers in accessing local authority services and access to housing related support services. The issues identified in relation to current service provision and accessibility have been highlighted in the appropriate client group sections throughout the strategy.

Darlington Five Year Supporting People Strategy

Darlington client group supply and needs analysis

Introduction

This section provides details of the current provision of housing related support services within Darlington by client group, the Supporting People team acknowledge that a number of individuals fall into cross cutting client groups, which can easily be identified from the primary and secondary client group information available through the client records and the importance of looking at individuals holistically. This strategy remains segregated into client groups to highlight the specific service provision available through the programme.

The general format provides: -

- A description of the services available for each client group (including patterns of spend and the relative costs of services within Darlington, and number of contracted units and providers).
- Details of the strategic documents and research papers, which are of specific relevance to the client group.
- Overview of strategic priorities and areas of consideration surrounding future service delivery
- Service delivery outcomes for service users

Darlington Five Year Supporting People Strategy

Older people with support needs, including services for frail elderly people and older people with mental health issues

Current Supply

Number of units: 2240
Number of providers: 10

Percentage of Supporting People Budget as of January 2008. 15%

Older people are the largest client group of service users receiving Supporting People funding in Darlington. There are 10 support organisations providing services for older people and they fall into the following broad categories.

Provision consists of: -

- Sheltered Housing with a warden on site during normal working hours and an out of hours alarm service, provided by the Housing Department and RSL's
- Community Alarm services, provided by the Housing Department and RSL's
- Extra Care sheltered housing
- Designated service provision for older People with mental health needs.
- Floating Support
- A Home Improvement Agency that provides help in accessing grants along with other services for a variety of client groups including older people
- A small number of leasehold schemes

Darlington Borough Council Housing Department provides approximately 70% of the services and the remaining 30% consist of RSL's Adult Social Services and an Abbeyfield Society.

Current service types include:

- 4 extra care schemes, totalling 156 units, which provide support and care to frail elderly people. 14 of the units are designated for the support of Older People with Mental Health Problems and have been specifically designed to facilitate this. The facilities included; communal lounge, hair & beauty salon, laundry, lunchtime catering facility and assisted bathroom for the residents use and the wider older community.
- In 2008 the council will complete an upgrade of one of its rural sheltered schemes by totally redesigning the flat layouts and refurbishing throughout to reflect today's expectations of quality of finish, bedroom size, ease of mobility and flat floor shower facilities.
- A programme to upgrade all council sheltered housing schemes, to allow them to utilise telecare technology has commenced, the remaining schemes are to be upgraded by 2009

Darlington Five Year Supporting People Strategy

- The council's warden service is being enhanced a programme is in place to install in all of these sites by 2010.

This remodelled services increases the range and choice of housing related support services for older people in Darlington.

The current provision of Housing related Support services for Older People with support needs address a number of cross cutting strategic priorities including:-

- Health priorities for older peoples mental health issues
- Adult Social service priorities for the number of older people supported to live independently
- Housing priorities for the appropriateness of accommodation to meet the need of older people with mental health issues.

This current range of housing and support services for older people with support needs provides support to a number of the objectives of the LAA including

NI 137 Healthy life expectancy at 65.
--

NI 139 People over 65 who say that they receive the information assistance and support needed to exercise choice and control to live independently.
--

Gaps in provision

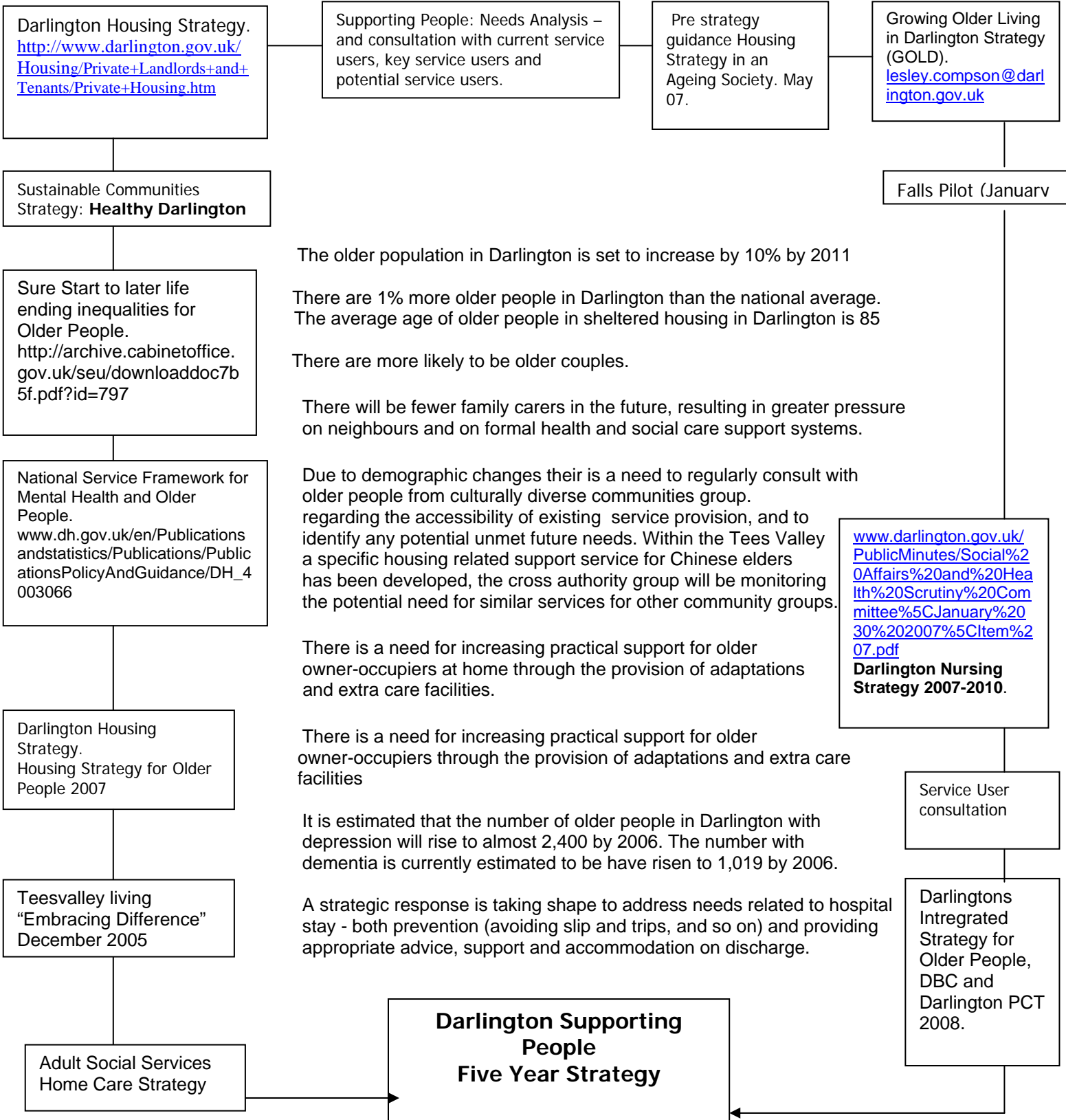
During the initial review of support services for Older People in Darlington it was identified there were significant variations in the cost and delivery mechanisms of both sheltered and community alarm services within the borough.

One of the key finding was that in the main, services funded through the programme for this client group were aimed at service users who resided in Local Authority or Social Landlord properties. This left a gap in services to Owner Occupiers or tenants of Private Landlords. It was also recognised that the existing floating support service model did not best meet the needs of the older community and therefore it was agreed to re-model this service to provide short-term housing related support for older people.

To facilitate this large project, a sub-group of the Core strategy development group was developed to look at current provision and examine best practice and how improved outcomes could be achieved.

Darlington Five Year Supporting People Strategy

Research, strategic analysis and connections



Darlington Five Year Supporting People Strategy

Gaps in provision and how they will be addressed

In the first year of the Supporting People Five Year Strategy it was identified that there was a need to diversify services for Older People with support needs. This has been achieved through removing the original tenancy links for the older persons floating support service to enable the service to be delivered to a wide variety of Older People including people Privately Renting, in Housing Association properties, Owner Occupiers and Local Authority Tenants.

The remodelling of Older Persons services was a key focus of the strategic review which has focused on improving access to services and outcomes for those individuals who access services. At the time of refreshing this strategy the final recommendation had not gone to Commissioning Body. This section will be refreshed in May to reflect the outcomes for service delivery from the strategic review.

- Culturally Diverse Community Groups.

During consultation with older people from culturally diverse communities carried out during 2005, focus was placed on the need to consider the potential changing housing related support needs as the community becomes more established and there are an increase in the number of Older People from culturally diverse communities within Darlington borough.

Older people from culturally diverse community groups were represented in the consultation undertaken as part of the older persons strategic review. The HIA remains the most utilised service within the Supporting People programme by Older People from Culturally Diverse Community Groups within the Borough of Darlington.

- Further investigation into the level of provision needed for frail elderly people and elderly people with mental health issues:

The remodelling of Rosemary Court has provided 14 units of support designated to Older People with Mental Health issues. The Supporting People team will monitor the outcomes for service users accessing the service, and consult with key stakeholders to establish the extent to which previously unmet needs are being addressed through provision.

- Investigating the possibility for new services that utilize new technology and services that are not tenancy based.

The way in which the supporting people grant is allocated to Older People with a community alarm is a significant part of the Older Persons Strategic Review. Therefore this section of the strategy will be updated in May when the final recommendation has been made after careful consideration of the findings from consultation and an impact assessment

Darlington Five Year Supporting People Strategy

Outcomes for service users

Following the Supporting People review and taking into consideration the views of services users obtained from a variety of structured focus groups, the most consistent message was individuals want timely support in their own homes enabling them to retain as much independence as possible and enabling them to maintain their social networks. The targets outlined above were considered to be vital in continuing to achieve these outcomes for service users.

Homeless families, Current Supply

Provision by secondary client group

**6 units of accommodation based support
69 units of floating support**

Research, strategic analysis and connections

Homeless families and individuals are not a homogenous group with the same vulnerabilities; significant numbers have very complex and individual needs. This is further reinforced through the client records returns which identify homeless families with support needs as accessing services for a range of needs including: -

- Floating support services for people with drug and alcohol misuse issues.
- Floating support for vulnerable adults,
- Floating support and accommodation based support for people affected by domestic abuse.
- Accommodation based and floating support for young parents.

Homelessness and Equality and Diversity Concerns

2.1 per cent of the population in Darlington were recorded as 'non-white' in the 2001 census, while 4.3 per cent of individuals accessing short term supported housing for homeless people with support needs were from a culturally diverse communities community. (In a survey conducted by the Supporting People team in 2005).

Current Supply

There are currently two family houses and one flat in council stock that are available for temporary housing of homeless families and expectant mothers who are awaiting a permanent housing offer. The homeless section provides a welfare service initially and many of these families will be taken onto a floating support service for their move into permanent accommodation.

Darlington Five Year Supporting People Strategy

Gaps in provision

Although the Council's Tenancy Support Scheme picks up a number of homeless families, there are insufficient places available to address the complex needs of homeless families, particularly those passing through the temporary accommodation route and those who may be found intentionally homeless but nevertheless require more stable housing.

The council's tenancy support service has expanded its service criteria to cover individuals in the private and owner occupier sectors.

The needs of families at risk of homelessness are addressed through a number of services not currently funded through the supporting people programme including the family intervention programme run through children's services. Presently there are strong links between these services and the supporting people floating support services for people at risk of homelessness who focus their support upon the tenancy holder/home owner. The benefits of supporting families who are at risk of homelessness, particularly where a tenancy is at risk due to antisocial behaviour carried out by either themselves or their children is unprecedented.

The Intensive Family Support Programme contributes significantly to the priorities within the Supporting People Five Year Strategy. The National report produced by Communities and Local Government on January the 31st 2008 entitled "***The long term outcomes associated with families who have worked with Intensive Family Support Programmes***". Identified the following four key outcomes from providing tailored support to families at risk of homelessness due to anti-social behaviour or other significant factors.

- **Prevention**:- preventing homelessness and family breakdown arising as a result of Anti social behaviour.
- Addressing **unmet support needs** and ensuring that families are able to sustain a positive lifestyle without being the cause of antisocial behaviour.
- **Promotion of social inclusion** for families and assisting in providing better outcomes in relation to health, education and well being.
- **Increasing community stability** by enabling and supporting families to live peacefully and participate in communities.

All the positive outcomes listed above contributed towards an increase in tenancy sustainment. The opportunities for further increasing the joint strategic priorities of the Supporting People programme and the Intensive Family Support programme are prevention will be further explored through the strategic working group for Homelessness which will be examining best practice and future priorities.

Darlington Five Year Supporting People Strategy

Young Parents **Current Supply**

Number of Units: 15

Number of Providers: 1

**Percentage of Supporting
People Budget as of January
2008. 3%**

England's teenage birth rates are the highest in Western Europe – treble those in France and six times those in the Netherlands. Teenage conception rates (under 18's) have been higher in Darlington than the England and Wales average but are currently reducing, as illustrated in Tables 3 and 4. (Table 5 gives regional figures for comparison.)

The services are linked with the Co. Durham and Darlington PCT family Nurse partnership as part of their joint strategic priorities to tackle social exclusion.

Gaps in provision

From the consultation carried out by the supporting people team it has been identified that there is a gap in current service provision for young fathers and young couples with children. This is an area which requires further exploration during the strategic review for housing related support services for young parents which is scheduled to commence April 2009. The strategic review will also have a remit in further exploring the opportunities for multi-agency service delivery to meet joint strategic priorities and areas of unmet needs within this client group.

Outcomes for service users

The Supporting People monitoring workbooks for 2006-7, identify positive outcomes for individuals accessing the service, with 4 teenage parents moving on from accommodation based support to independent living in a variety of tenures ranging from supported housing, RSL, private and local authority tenancies. Positive outcomes were achieved for those individuals accessing the floating support service with 17 individuals remained living independently.

Single Homeless with Support Needs (including rough sleepers)

Number of Units: 132

Number of Providers: 5

**Percentage of Supporting
People Budget as of
January 2008. 23%**

Current Supply

The provision in the borough is above the higher range of the Supply Table Profile (see Appendix D). However, statistical information from the Homeless Strategy indicates that there remains an under-provision for this client group and research by Teesside University supports this, identifying

Darlington Five Year Supporting People Strategy

a large proportion of single homeless amongst applicants to the Housing Department.

Research has shown strong links between drug and alcohol misuse, anti social behaviour, poor housing and repeat homelessness, all of which are key features within the region.

A new hostel providing 11 short stay beds for homeless young single people and couples, was commissioned and opened on the 31st of October 2005. The Supporting People Commissioning Body have also allocated funding for a floating support and accommodation based service for people with drug and alcohol misuse issues. Was a significant area of unmet need within current provision

Gaps in Provision

The newly commissioned drug and alcohol misuse issues housing related support service has achieved positive outcomes for the individuals accessing the service. The service has 8 units of accommodation-based support and 10 units of floating support. During quarters 1 and 3 of 2007/8 2 individuals moved on from the short-term accommodation based service into permanent accommodation. In addition to this 75% of individuals accessing the floating support service for people with drug and alcohol misuse issued maintained living independently with two individuals moving on from the service after successfully completing programmes of floating support. This evaluation has enabled the Supporting People team to identify the extent to which outcomes are being achieved for individuals accessing the service and give further indication of how current supply is meeting previously unmet needs.

Enhanced monthly monitoring received from the newly commissioned service for homeless people with low level support needs demonstrates that the service is being accessed by young people leaving care, this effectively addresses the strategic gaps previously identified in service provision, the monitoring information from this service has presented to Core Strategy Development Group for consideration.

The provision of housing related support services for homeless people and people at risk of homelessness will be examined as part of the large scale homeless strategic review. Consideration will be made around the extent to which current service provision can and will continue to meet needs, what areas could further be developed, opportunities for remodelling in light of best practice and further improving outcomes for those individuals who access the service. Notification of the strategic review and the opportunity to become a member of the limited strategic review has been widely distributed.

Darlington Five Year Supporting People Strategy

This current range of housing and support services for single homeless people with support needs provides support to a number of the objectives of the LAA including: -

NI 19	Rate of proven re-offending by young offenders
NI 30	Re-offending rates of prolific and priority offenders.
NI 38	Drug related offending rate
NI 149	Adult in contact with secondary mental health services in settled accommodation.
NI 137	Healthy life expectancy at 65

Rough Sleepers

There are currently no services that are designated for rough sleepers as a primary client group.

Current Supply

Historically, the numbers rough sleeping in Darlington have not been easily obtained. Many people are in temporary accommodation, moving from one place to another, relying on friends and family to provide a roof over their head. The councils rough sleeper initiative aims to enable up to four rough sleepers per year to take up floating support and move into permanent accommodation. Initiatives are run between Darlington Council and Local third sector organisation to provide additional support for anyone who may be rough sleeping or in very vulnerable accommodation over the winter months.

Gaps in Provision

The scheme requires greater resources to create provision for intensive and specialised work to address the longer term accommodation needs of rough sleepers, and to resettle people who have been marginalised for a long time and often have addiction and health issues that have been long neglected.

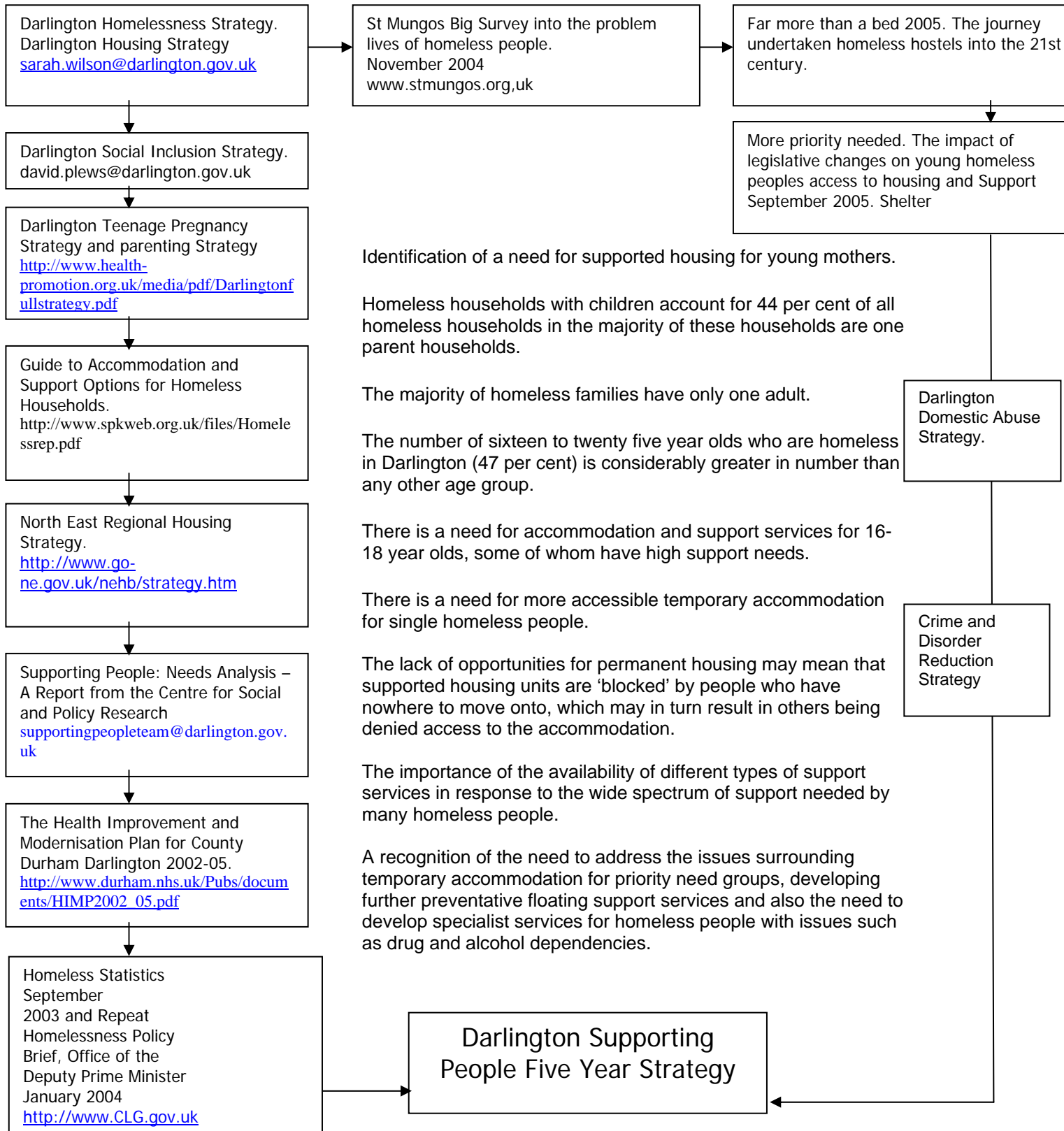
In Darlington the proportion of Supporting People budget received by services for homeless families with support needs and teenage parents is slightly lower than the national – 3% compared to 3.81%. However, 20% of the budget in Darlington is targeted at homeless people with support needs, compared to 15.92% nationally.

Of the targets of the five year strategy was research into the specific needs of rough sleepers and hidden homeless and how they can be met Information available from the final client records returns data set for 2006-7 identify that there were 38 individuals who identified themselves as previously sleeping prior to accessing short term supported

Darlington Five Year Supporting People Strategy

accommodation. The specific support requirement and the success of rough sleepers accessing short term supported housing services will be considered by the strategic review of Homeless Services commencing from March 2008.

Research, strategic analysis and connections



Darlington Five Year Supporting People Strategy

Targets and progress to date on targets.

- Homeless families,
 - Teenage parents
 - Single homeless people with support needs
 - Rough Sleepers.
- The development of a variety of new supported housing services for homeless families including preventative floating support.

The target will be an area for consideration during the supporting people strategic review of services for homeless people and people at risk of homelessness.

- Tackle the barriers that are put in place by service provider exclusion policies and the 'silting up' of accommodation based services through shortages of move on accommodation:

Significant numbers of the Supporting People service providers have signed up to the Housing And Returning Prisoners protocol (HARP), which requires organisations to look at their eligibility criteria and challenges any blanket exclusions by requesting that providers carry out individual risk assessments.

The Supporting people team are monitoring the outcomes for service users wishing to access services, which are signed up to the HARP protocol.

Throughout 2007 the Supporting People team have continued to use a variety of mechanisms to address the silting up of accommodation in short term accommodation based services.

This has included monitoring the effectiveness of remodelling a service which provides support to single homeless people who have traditionally accommodated individuals with high level and complex needs, these individuals were particularly challenging to find suitable move on accommodation due to their high level of needs. The remodelling incorporated three additional units of long-term accommodation based support for individuals with high level long term needs, the development of this service has evidently improved the accessibility of the hostel. This remodelling has also achieved positive outcomes for the three identified individuals who required long term accommodation, all the individuals maintaining living independently throughout 2007.

The Supporting People team continues to engage with the landlord forum to promote the Supporting People programme, this has resulted in two private landlords effectively linking with short term supported housing providers to provide move on accommodation. A promotional guide outlining the benefits of the Supporting People programme and how it can help private landlords and how private landlords can support the delivery of the programme is distributed at each private landlord forum.

- The development of new supported housing services for younger people.

Darlington Five Year Supporting People Strategy

Saint Georges Hall opened on the 31st October creating an additional 11 units of accommodation-based support for young single homeless with support needs. People aged between 16-25 year are the highest proportion of people accessing short term supported accommodation within the borough of Darlington. The extent to which current service provision effectively meets the needs of these individuals will be a focused consideration through the strategic review of homelessness services within the borough of Darlington.

- Research into the support needs of culturally diverse groups that are homeless and how they can be met.

Throughout 2005/6 a large-scale analysis was carried out identifying the support needs of people from culturally diverse communities accessing all housing related support services in Darlington. An equalities impact assessment has also been carried out. The client records shows that are a representative numbers of individuals from culturally diverse community groups accessing housing related support services within the Borough of Darlington.

- The development of specialist services for homeless people around substance misuse and mental health:

A floating support and accommodation-based service for people with Drug and Alcohol issues has been commissioned. It can be identified from the client record returns that a number of individuals, with added complexities of mental health issues and homelessness have been able to successfully access this service with positive outcomes.

- Monitor the use of other supported housing services by teenage parents and ascertain if these services can adequately meet this client groups needs.

At the time of updating this strategy Gateshead Supporting People Team are carrying out focused work around the different supported housing services for teenage parents within North East England and the outcomes the services achieve. Darlington's information is part of this and significant strategic implications will be highlighted through Core Strategy and addressed in this strategy.

The client record returns indicate that teenage parents are also accessing alternative housing related support services, these service tend to be generic floating support and floating support for homeless people with support needs.

Darlington Five Year Supporting People Strategy

This current range of housing and support services for single homeless people with support needs provides support to a number of the objectives of the LAA including: -

NI 110	Young Peoples participation in positive activities.
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Offenders or people at risk of offending

**By Primary Client Group.
Number of Units: 23
Number of Providers: 1**

Percentage of Supporting People Budget as of January 2008. 5%

Current Supply

There is a significant prison population in County Durham and Darlington because of the existence of a number of large prisons and young people's institutions.

Darlington's provision is above the higher range of accommodation-based services for ex-offenders, but the level of demand for this type of service is also high. Cross authority arrangements exist, largely as a result of County Durham Probation covering the Durham and Darlington areas, resulting in provision across the region being shared.

The level of provision of floating support services is towards the lower end of the range and there is evidence to suggest that more services of this type are needed. There is a 10-unit floating support service for ex-offenders in place within the Borough. Probation sources have indicated that there is a need to effectively re-settle offenders into communities especially following imprisonment and floating support is identified as a much more cost effective and sustainable means of resettlement than reliance upon 'supported' housing.

There are currently no designated housing related support services for youth offenders or young people at risk of offending. The Youth Justice Board Survey 2004 found that 15% of young people seen by youth offending teams were in housing need, of those in housing need 20% were in B&B accommodation.

This reports states ***"we know that homelessness can directly contribute to re-offending and make it very difficult to engage young offenders in programmes to address offending, such as educational training. The youth justice board is not a housing provider and the strategy can only be successfully implemented if done so in partnership with a range of national and local stakeholders"***

Costs

Just over 2% of Supporting People funding nationally is spent on ex-offenders while 5% of the total grant allocation for Darlington is spent on

Darlington Five Year Supporting People Strategy

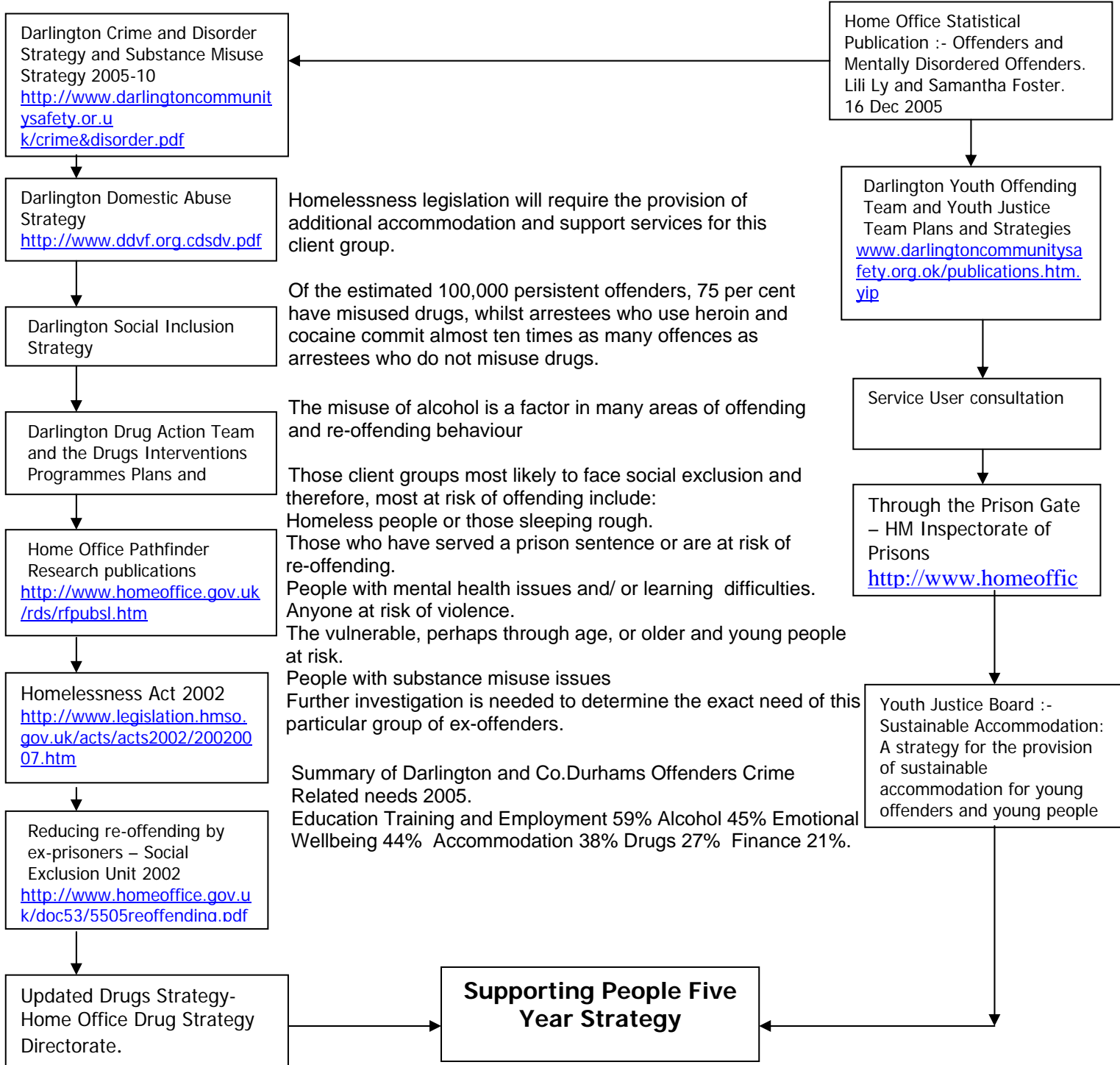
ex-offenders. As part of the continued Investigation into the level of access that ex-offenders are able to gain to other supported housing services that address some of their multiple needs e.g. Substance misuse, mental health and homelessness.

The client record records returns for 2006/7 identify that there 42 individuals who were identified as ex-offenders or those at risk of offending by primary or secondary client group who accessed short term supported housing services.

It can also be identified from the client record returns that People identified as ex-offenders or those at risk of offending also accessed services for people with mental health issues, services for homeless people and services for people with physical and sensory impairments.

Darlington Five Year Supporting People Strategy

Research, strategic analysis and connections



Darlington Five Year Supporting People Strategy

Gaps in provision and Outcomes for service users.

Effective housing related support services can directly contribute to the reduction of re-offending and indirectly contribute towards reducing the number of victims of crime and fear of crime. The housing support needs of ex-offenders have been well documented nationally and regionally in various reports and research findings.

The Darlington Crime and Disorder and Substance Misuse Strategy 2005-8 identifies that

- 75% of persistent offenders have misused drugs
- Alcohol misuse contributes towards increased anti-social behaviour and fear of crime- 61% of the population think that alcohol related violence is worsening
- A homeless person is twice as likely to re-offend as someone in a stable home.
- 35% of returning prisoners in County Durham and Darlington do not have a home to go to on release from prison and require assistance.
- Offenders living with an established address enable police and probation service to monitor the behaviour of offenders.

Throughout 2005/6 the Supporting people team, alongside the probation service promoted the (Housing and returning prisoners protocol) HARP, the Harp protocol has been embraced by Supporting People service providers. The HARP Protocols main aim is to ***“create a common approach to planning for the housing of returning prisoners”***. The Harp protocol requires all services signed up, to review their eligibility criteria and remove blanket exclusions, and move towards carrying out individual risk assessments to improve access to services.

Little is currently known about the housing support needs of ex-offenders who are from BME groups. There is also no service specific provision for Mentally Disordered Offenders (MDO's) who are discussed in more detail below.

Targets

- Investigation into the level of demand for supported housing services by prisoners leaving custody after serving short-term sentences returning to Darlington
- Increase the provision of floating support provision for ex-offenders
- The Teesvalley cross authority needs mapping exercise will establish the capacity for increasing the floating support provision for ex-offenders across the Teesvalley.

The three main targets areas outlined above have been addressed through the strategic review of housing related support services for ex-offenders

Darlington Five Year Supporting People Strategy

and those at risk of offending. The strategic review encompassed focus research with a range of ex-offenders who are in contact with probation services across Co. Durham, who were given the opportunity to identify the extent to which current services provision meet their needs and how they think support delivery could change and evolve to meet further needs. A key outcome of this strategic review has been the joint commissioning of a housing related support service for ex-offenders and those at risk of offending by Durham and Darlington supporting people team. There are numerous benefits to this including a seamless referral process for probation who work across Darlington and Durham who are one of the prime referring agents, consistency in support delivered within Co. Durham etc. At the time of updating this strategy the tender pack for this jointly commissioned service was due to be released imminently, therefore this section of the strategy will be refreshed once the tender exercise has been completed.

The recommissioning of housing related support services for offenders or those at risk of offending is a joint strategic priority for Durham and Darlington Supporting People programme, Health, Probation, the Crime and Disorder Reduction Partnership, Darlington DAT, DIP, and the PCT.

- Develop stronger links between the Supporting People Team, Drug and Alcohol Action (DAAT) and Community Safety Teams.:-

The Crime and Disorder and Substance Misuse Strategy 2005-8, clearly outlines the joint strategic priorities with the Supporting People 5 year strategy, mostly notably the identified need of services for people with drug and alcohol issues, diverse support for women experiencing domestic abuse, and meeting the needs of individuals suffering from social exclusion and disadvantage. The Crime and Disorder Plan had clearly links to services delivered within the Supporting People programme, this joint strategy priority will form part of the partnership working within the delivery of the LAA.

This current range of housing and support services for ex-offenders and those at risk of offending provides support to a number of the objectives of the LAA including: -

NI 18	Adult re-offending rates for those under probation supervision
NI 19	Rate of proven re-offending by young offenders
NI 30	Re-offending rates of prolific and priority offenders.
NI 38	Drug related offending rate
NI143	Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence

Darlington Five Year Supporting People Strategy

- Provide new provision for people with drug and alcohol issues.

A floating support and accommodation-based service for people with drug and alcohol issues was commissioned and operational in Spring 2006. The client record returns identify that a significant proportion of the individuals who access this service are ex-offenders. Anecdotal evidence from individuals who have accessed this service identifies that this service provision is meeting previously unmet needs and is achieving positive outcomes for individuals who have accessed this service who previously accessed more generic services.

- Research into the needs of culturally ex-offenders; is there a need for specific provision targeted towards them?

Statistical evidence available identifies that the number of people from culturally diverse community groups accessing housing related support services for homeless people with support needs fluctuates, the average of this fluctuation is consistent with the population of the borough. Access to housing related support services for offenders and those at risk offenders is on a case by case basis dependent on the outcome of robust risk assessments.

Mentally Disordered Offenders

There are no designated services accommodated based services for mentally disorder offenders

Current Supply

There is no universally accepted definition of a mentally disordered offender - however the Home Office definition is:

'Persons who can commit, or are suspected of committing criminal offences and who are suffering from a mental disorder'

Home Office circular 66/90

A small provider of generic floating support with 8 units of support has Mentally Disordered Offenders as a designated secondary client group, four people classified as Mentally Disordered Offenders accessed this service during 2005 and successfully completed programmes of floating support. The client records dataset highlights that a number of ex-offenders or people at risk of offending accessed housing related support services to meet additional needs including services for people with mental health issues.

Up to 40 per cent of prison inmates have some level of mental health issues and there are considerable challenges in meeting their mental

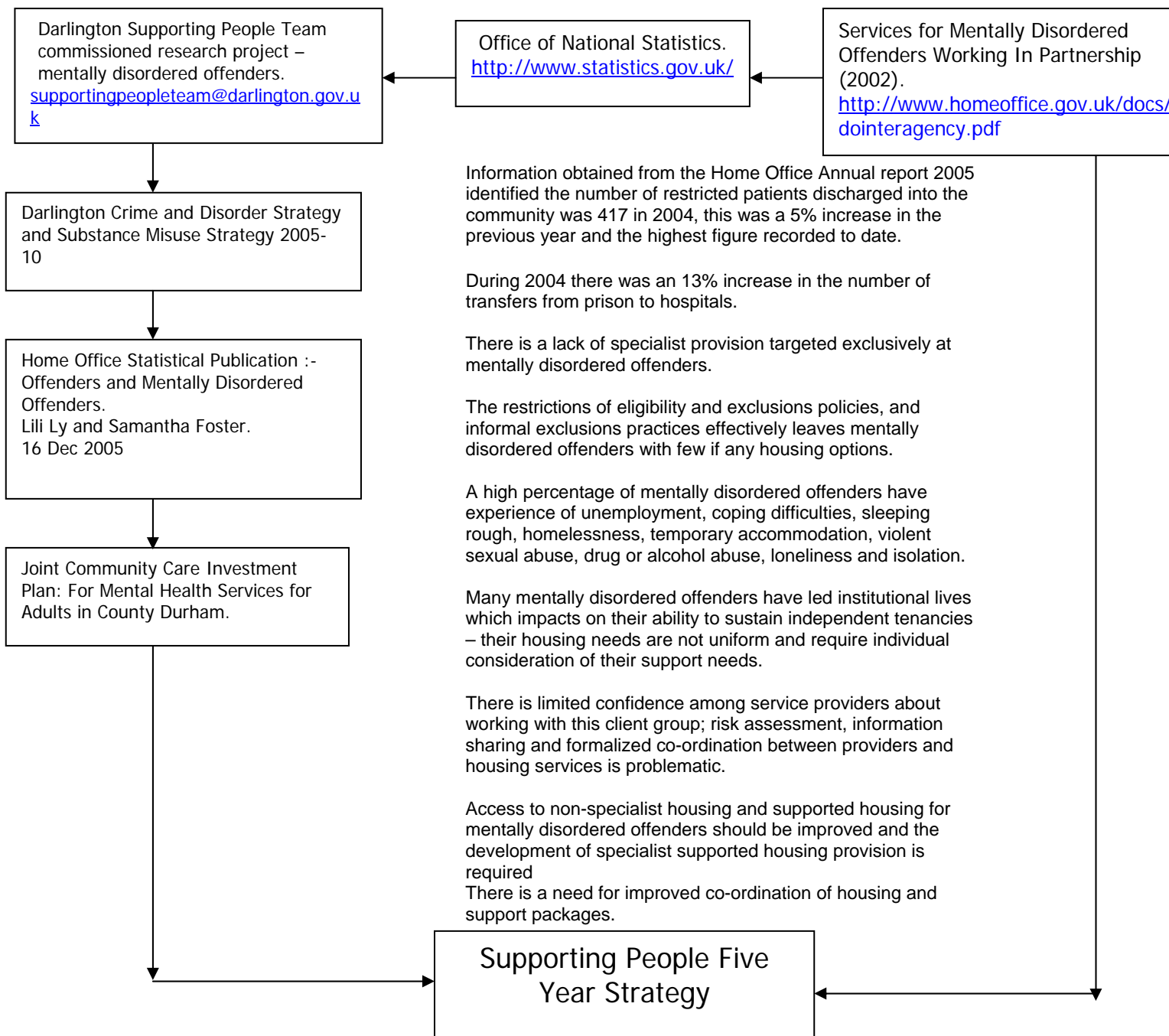
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health care needs. Providing the right services at the right time in the right place is particularly important for mentally disordered offenders as suitable psychiatric care or intervention can prevent or reduce offending behaviour.

A census of Durham and Darlington revealed that there are 279 mentally disordered offenders in the area and of this number 146 are living within the community.

Needs information and information obtained during 2006 identified that there were 4 individuals who were classified as “mentally disordered offenders” who successfully accessed floating support and achieved positive outcomes.

Research, strategic analysis and connections



Darlington Five Year Supporting People Strategy

There are no dedicated resources for offenders with a dual diagnosis of mental health issues and drug issues or mentally disordered offenders

Targets

- The development of a range of supported housing options specifically designed to cater for mentally disordered offenders is dependant on the findings from comprehensive needs research.

Needs analysis in this area has taken place alongside Co. Durham probation using information available through the client record returns and needs information obtained over a 12 month period through the Oasys system. no needs were identified that purported to having a specialist housing related support service for this client group. The needs of offenders and those at risk of offending who have health issues which are significant part of their offending behaviour have been examined in the strategic review.

Individuals from the Lesbian, Gay, Bisexual and Transgender community (LGBT).

There are currently no designated housing related support services for individuals from the LGBT community.

Within Darlington it is estimated that individuals from the Lesbian, Gay, bisexual and transgender community are the largest Culturally diverse communities Community in Darlington. The relatively high representation of LGBT people amongst asylum seekers is consistent with the findings of various human rights organisations.

Research highlights the high vulnerabilities of young LGBT people who are homeless. During the contract monitoring process providers have evidenced individuals from the LGBT who have been successfully supported in short term accommodation for homeless people.

Local strategies emphasise the need to reduce inequalities between people and allowing all groups to participate in the community the strategy links into many of these strategies. Not all individuals from the LGBT community can be described as vulnerable and many will not have specific housing related support needs.

Current Supply

Although not funded through Supporting People Darlington has long well established support services for members of the LGBT community, Gay Advice Darlington (GAD) covers South Durham and Darlington and has in the region of 350 + accessing services each of which in the region of 5 to 15 individuals are new service users each week.

Darlington Five Year Supporting People Strategy

Gay Advice Darlington also provides a positive living service for those living with or affected by HIV/AIDS.

Service users accessing GAD identified during 1 to 1 sessions that their main need was for support with: -

- Hate Crimes
- Accommodation
- Domestic Abuse
- Drug and Alcohol Abuse.

Through mutli-agency working with Gay Advice Darlington Supporting People team will monitor the specific issues presented around accommodation, domestic abuse and drug and alcohol use.

During 2005, Darlington DAAT commissioned GAD to carry out research into substance misuse issues for individuals living in Darlington from the LGBT community which was published on the 23rd of February 2006.

A summary of some of the main findings from the research conducted by GAD include:-

69% of respondents lived in Darlington, the majority of respondents identified themselves as gay men.

Accommodation profile

37% owned their own home

19% lived in someone else's home

13% lived in a council or housing association flat

The most used substances amongst members of the LGBT community, were alcohol followed by Amyl Nitrate followed by cannabis.

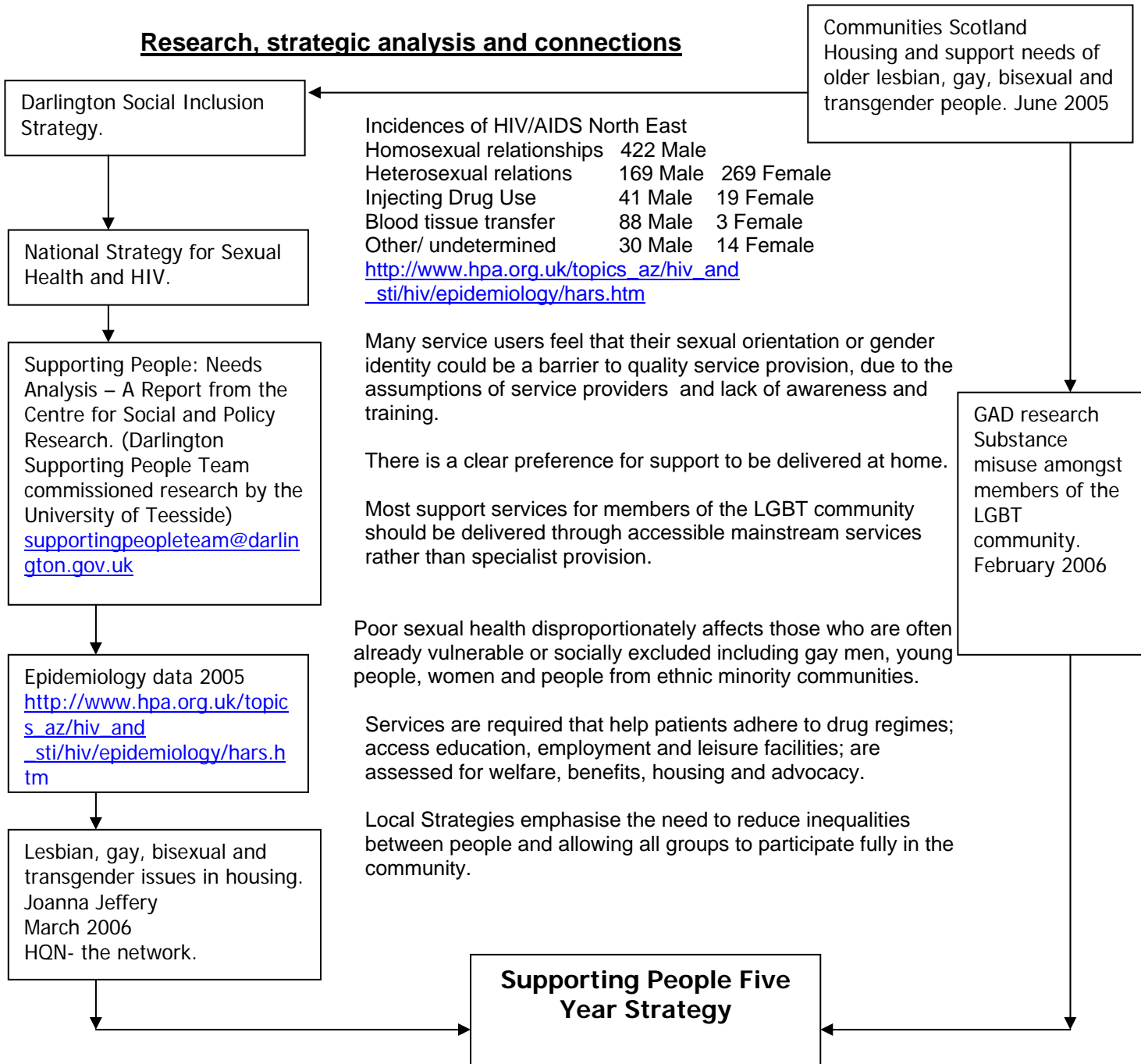
54.5% of individuals identified that they had been affected by other peoples alcohol and drugs use. The most identified effects were verbal abuse and domestic abuse.

Although nationally the proportion of Supporting People Grant that currently funds services specifically for people with HIV/Late stage HIV, and individuals from the LGBT community is small and not all people within this client group will require housing related support services, this support could be valuable post diagnosis, for example:

- Providing benefits advice.
- Assisting with housing related tasks when the person is experiencing poor health and the provision of an emergency call alarm.
- General sign posting and referral to health, social care and housing services.
- Advice, advocacy liaison around security issues.

Darlington Five Year Supporting People Strategy

Research, strategic analysis and connections



Gaps in Provision

**“The number of people with HIV is thought to be increasing by 25% per annum, GAD noted a 34% increase locally last year”
 Gay Advice Darlington 2005**

Information obtained from the client records data set for 2006/ identify that individuals with HIV/ Late stage HIV, and individuals from LGBT community have accessed a range of services funded by Supporting People to meet specific needs these include services for homeless people

Darlington Five Year Supporting People Strategy

with support needs, services for people with learning disabilities and services for people with physical and sensory impairments. The development of a specific service to meet the needs of individuals affected by domestic abuse will begin to address a joint strategic priority and an area of unmet needs identified in support for people from the LGBT community and males who have been affected by domestic abuse.

There may be the scope to develop either existing services or new services that are more generalised, but are staffed by people with specific skills to assist in episodes of ill health or crisis relating to the HIV/AIDS virus or can relate to the needs of the LGBT communities. This will be an areas for exploration through the individual client focused strategic reviews.

Targets for 2006/7

- Raise awareness amongst the Supporting People service providers as to the training available from GAD in relation to meeting the needs of individuals from the LGBT community.

The specific links that service providers have in place with GAD are assessed as part of the contract monitoring process. A number of providers could evidence close liaison with GAD to improve the accessibility of services and enhance the outcomes achieved for individuals from the LGBT community accessing housing related support services to meet other needs. A number of providers could evidence liaison with GAD as part of the key stakeholder feedback processes.

GAD will be informed of all the forthcoming strategic review groups to ensure that service provision remains as accessible.

- Within the cross authority needs mapping identify the need, capacity and appropriateness for specific housing related support services for this client group to be delivered as a cross authority service.

Presently the cross authority needs mapping has not identified any specific unmet needs in relation to housing related support provision specifically for individuals from the LGBT community.

- Link with Age Concerns older people LGBT meetings, to establish the extent to which services for older people with support needs can effectively address the needs of individuals from the LGBT community.

The Supporting People team worked closely with Age Concern as part of the Older Persons Strategic review. Age Concern co-ordinated consultation in the form of a focus group around current service provision with all members of Age Concern with Darlington.

- Consult with GAD on the draft Domestic Violence Service Specification.

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GAD were a key stakeholder in the development of the service specification for a floating support service for people affected by Domestic. GAD will continue to be a key stakeholder within this service and be consulted as part of the annual review into the extent to which this newly commissioned service is meeting unmet needs.

- Undertake an equalities audit of all services to evaluate and improve the accessibility for individuals from the LGBT community, and make recommendations for change as appropriate.

The Supporting People team had worked closely with providers during 2007/8 to review exclusion policies and eligibility criteria. As a result of this close working a number of previous specific exclusion have now been removed and a significant number of providers are now operating case by case systems to improve equality of access. The Supporting People team through contract monitoring, the outcome monitoring workbook and the client record returns will be monitoring providers who operate case by case criteria's to ensure equality of access is achieved.

Gypsies and Travellers

There are currently no designated housing related services for individuals from the travelling and gypsy community.

Current Supply

Gypsies and Travellers are made up of diverse groups including long standing English, Welsh, Scottish and Irish travelling communities with their own languages and dialects, New Age Travellers, current Refugees and Asylum seekers including European Roma. Nationally it is estimated that there are between 90,000 and 150,000 Gypsies and Travellers in Britain.

Darlington has a long-standing large travelling community and two official council owned sites in the borough.

Neasham Road Caravan Site:

This site was originally developed in 1975 with 20 pitches. In 1986 the hard standings were enlarged to allow 2 caravans on each pitch. This has always been a popular, well-managed site with few issues. It is effectively a site for permanent residents, with an estimated 50% of retirement age.

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Honeypot Lane Caravan Site:

This site began in the mid 1970's and has been occupied by up to 100 caravans on occasions. The CLG have provided a grant of £580,000 for refurbishment of the site and £294,510 for development of 10 transit sites. This resulted in the development of 30 hard standing double pitches with new street lighting, drainage, water and electrical services. 7 pitches are for self-contained static "chalet" caravans and the 23 pitches for mobile caravans are provided with new amenity units. Each amenity unit contains a WC, kitchen and shower.

The new transit site, completed in October 2004 with the assistance of grants from the CLG, adjoins the main site and has 10 hard standing pitches each capable of accommodating more than one caravan. Each pitch has electric and mains water supply. Shared toilet and washing facilities for males, comprises 3 WC's, 3 wash hand basins and a shower; with the same provision for females.

The Traveller Education Service has provided data to confirm the number of families in Darlington in relation to County Durham. The total number of Gypsy and Traveller children known to the education service in County Durham as a whole is 839 with 481 coming from Darlington. Tables 6 and 7 provide information taken from the bi-annual survey of Local Authority Gypsy/Traveller sites produced by the CLG (in January 2003) and give the number of Gypsy families as at July 2003 as 56, an increase of almost 20 in 2 years.

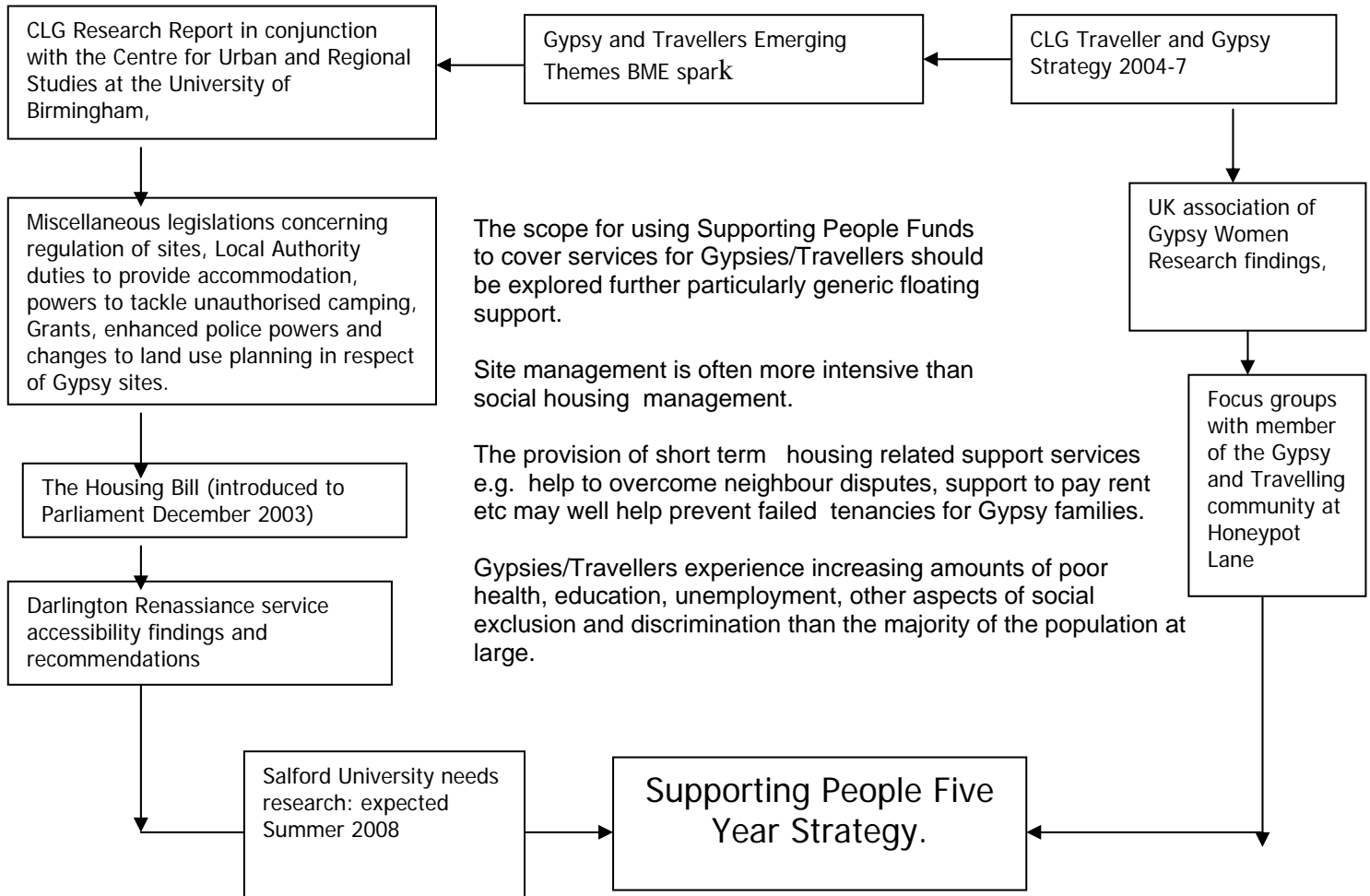
A new SureStart building serves the whole site and incorporates a communal room and an office for the specialist health visitor. Car parking and a fenced grass play area for children are adjacent to the building. During 2005 a mobile education service was also developed on the site to provide a designated area for children to learn and also accommodate adult literacy and key skills classes, which have been very popular.

These statistics do not include the ad hoc unofficial campsites and Traveller/Gypsy families living in council, private or RSL tenancies. The 2001 census did not contain within it a specific ethnic group for Gypsies and Travellers therefore statistical information is limited. The remodelling of the client record returns will incorporate an additional criteria of caravan/mobile home in the previous accommodation this will enable the Supporting people team to monitor the utilisation of existing services for individuals from the gypsy and travelling community.

The Race Relations (amendment) Act now requires Local Authorities to recognise Gypsies and Travellers as ethnic minorities. Supported People will be using the information collated to build on the needs information gathered to date.

Darlington Five Year Supporting People Strategy

Research, strategic analysis and connection



Gaps in Provision

Targets

Further investigation into the housing support needs of the Travelling/Gypsy community in Darlington in both local authority run sites and in the wider community.:-

- Further investigation into the funding opportunities for a site worker based at the Honeypot Lane Community Building.

Research carried out by Supporting People team in 2005 did not identify any specific housing related support needs for gypsy and travellers within the borough of Darlington. The need identified by the site was information regarding the key services available through the Supporting People programme and a named contact for the team. These other potentially eligible housing related support needs were being addressed through alternative arrangements including regular welfare rights sessions at the site, and regularly input from sure start.

Darlington Five Year Supporting People Strategy

During 2007 the supporting people continued to ensure refreshed information was available at the site detailing current service provision.

The university of Salford have undertaken a large scale needs analysis of the housing related support needs of gypsies and traveller. The findings form the research are due to the presented in the summer at the meeting of the Tyne and Wear CAG. These findings will be shared throughout all Supporting People team, any sufficient implications of the research will be considered and this strategy updated accordingly in light of the studies findings.

Outcomes for service users.

Supporting People utilised numerous mechanisms during 2005/6 to identify the housing related support needs of gypsy and travellers. This included, linking with sure start to carry out a series of focus groups at Honeypot lane, interviews with the Darlington representatives from the UK Association of Gypsy women and linking with the external consultation being carried out by Renaissance as part of the Social Inclusion Strategy.

The findings from the consultation was as follows:-

- Barriers to accessing services were predominantly around low levels of numeracy and literacy this was identified in relation to completing formal correspondence. This need for assistance is currently being met through the welfare rights outreach work at the site. Supporting People will continue to liaise with welfare rights to monitor any specific areas of unmet needs.
- Members of the community felt that they had a good awareness of the housing related support services in Darlington, contact details of a named officer at the Supporting People team are available on site.
- A consistent theme identified through all consultation was that the individuals on the transient site did not perceive that they had a need for a specific designated support service as there needs are being met through the sure start engagement, health visitors and welfare rights.
- In addition, it has been identified that within Darlington there are Travellers and Gypsies accessing existing Supporting People services.

Some of the individuals present during the consultation identified that there have been two individuals who have moved from the transient sites to access housing related support, one individual accessed an accommodation based service and the second accessed a floating support service.

Due to the very transient nature of the site it may be appropriate to look to the capacity for existing generic floating support services to expand their provision to create the capacity for individuals from the

Darlington Five Year Supporting People Strategy

gypsy and travelling communities to have support delivered in their properties. This will be carried out as part of the generic services strategic review.

- Analyse the additional information available through the client record returns to establish the utilisation of all housing related support services by individuals from the travelling and Gypsy community.

Information from the client record returns identifies that during 2007 two individuals from the Gypsy and traveller community accessed existing housing related support services, one in services for single homeless people and the second in a service for people with learning disabilities.

- Liaise with other Local Authorities with established Cross Authority Housing related support services to establish the outcomes identified from service provision.
- Utilise the information obtained from the cross authority needs mapping to establish the capacity for a specific housing related support services for gypsy and travellers to be developed on a Cross Authority basis.

The Supporting People team have contacted a number of other local authorities with different support models for delivering housing related support to gypsies and travellers. A number of other local authorities did not have in place the complementary services which are currently established for this client group in Darlington or had very specific demographic characteristics which are not found within the Borough of Darlington. The potential for services to more effectively meet the needs of individuals from travelling and gypsy communities will be focused upon throughout the relevant client group strategic reviews particularly in relation to floating support.

- Raise awareness of the Supporting People programme and continue through liaison with sure start to identify any potential areas of unmet needs due to the transient nature of the site.

The refreshed service directories will be promoted on site and information regarding the outcomes of strategic reviews including the Older Persons Strategic review will be distributed, particular awareness raising will be carried out where changes have been made to improve service accessibility.

Darlington Five Year Supporting People Strategy

Refugees and Asylum Seekers

There are currently no designated housing related support services for refugees or asylum seekers.

Current Supply and needs information

The National Asylum Support Service (NASS) provides accommodation and financial support to destitute asylum seekers whilst they are awaiting a decision on their asylum application. Although the Supporting People grant would not contribute towards the cost of supporting these individuals, it is known that there are a small number of asylum seekers that receive Supporting People services, accommodation and floating support in Darlington but who are funded by Social Services as a consequence of their duty under the National Assistance Act 1948 section 21.

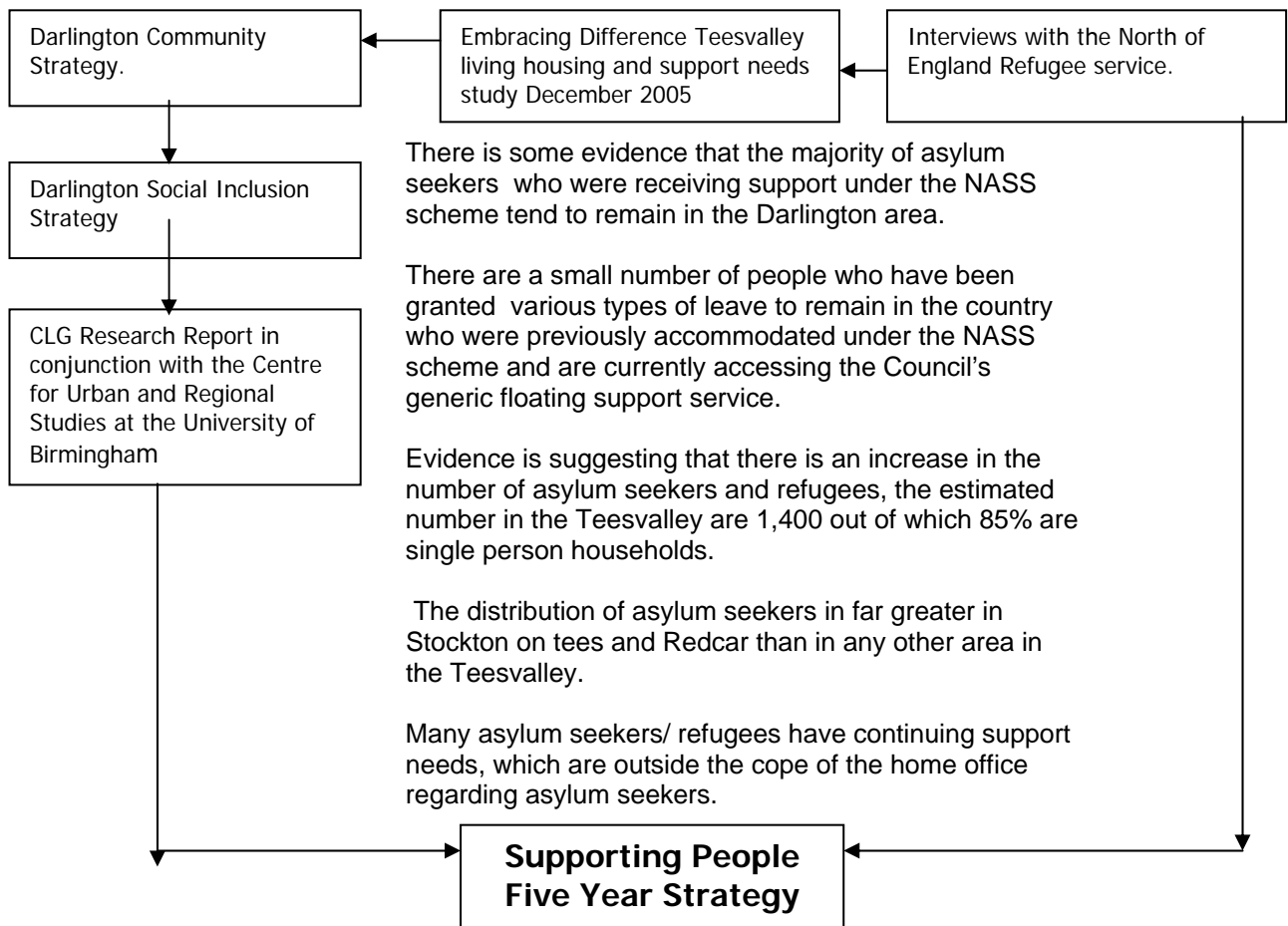
Darlington Borough Council is a member of the North East Consortium for Asylum Support Services (NECASS) and the Council also holds a contract with the National Asylum Support Service (NASS) to provide 16 units of furnished accommodation for approximately 29 asylum seekers. The total number of asylum seekers dispersed in Darlington accounts for less than 0.0005 per cent of its population. The main nationalities of people seeking asylum in Darlington are Iraqis, Iranians, Palestinians and Congolese. Through liaising with the North of England refugee service it was identified that there are approximately 35 asylum seekers at any one time in Darlington, about 40% will actually be looking to be accommodated within Darlington. The Annual statistics produced by NASS, published in June 2007 (which were the latest dataset available at the time of updating the strategy) identify that there were 37 asylum seekers supported in NASS accommodation in Darlington. This is an increase of 12 individuals on the previous year.

Some asylum seekers, refugees and individuals with other asylum statuses have had traumatic experiences in the past that result in enduring mental health issues as well as an inability to cope with daily living, or long-standing vulnerabilities that are not related to their seeking asylum, for example, a learning disability. The North of England refugee service identified that the main area of unmet need in current service provision are around long term resettlement support needs, including advice of what service and support they can access, their rights and budgeting skills.

At present there are outreach sessions which are run in Darlington, through NASS. Refugees and asylum seekers are allocated a two hour slot for advice and information from the citizens advice bureau. Further investigation is required to establish the extent to which the support issues presented could be addressed through housing related support.

Darlington Five Year Supporting People Strategy

Research, strategic analysis and connections



Targets

- Research into the access levels into existing specialist supported housing services for example, mental health or generic support services for refugees and people with other asylum status.

The provision of short term housing related support to enable asylum seekers and refugees to sustain tenancies, access benefits and so on is vital. There may also be a need for specialist-supported accommodation for mental health issues, physical disabilities, learning disabilities and so on. Information obtained from the client record returns identify that individuals seeking asylum have accessed services to meet other needs including services for people with mental health issues within the borough of Darlington and floating support services.

- Research into the level of need for floating support provision specifically for refugees and people with other asylum statuses:

Darlington Five Year Supporting People Strategy

The research into the specific needs of certain client groups who have no designated provision of housing related support will be carried out through the strategic review of generic housing related support services which will focus upon the utilisation of housing related support services by particular client groups. This strategic review is due to commence in April 2009.

Information from the client records returns for 2006/7 identify that individuals from the refugee and asylum community have accessed existing housing related support services to meet specific needs including services for people with mental health problems, and services for vulnerable adults with support needs.

People at risk of Domestic Abuse.

Number of Units: 33

Number of Providers: 2

Percentage of Supporting People Budget as of January 2008. 4%

Domestic Abuse is defined by the Home Office as:

‘Any violence between current and former partners in an intimate relationship, wherever and whenever the violence occurs. The violence may include physical, sexual, emotional and financial abuse.’

Domestic Abuse has a real and terrible impact on the children of women it affects - they often witness and overhear Domestic Abuse, or they can be directly targeted by the perpetrator.

Also, the majority of refugees across the country are unable to accommodate male children over a certain age for very valid reasons. This is a real dilemma facing women fleeing Domestic Abuse, in circumstances when a young male child is unable to stay in a refuge with his mother it leads to the temporary break up of the remaining family unit.

Supporting People Grant does not fund children’s services, which are provided in refuges across the country, but recognises that these types of services are extremely valuable.

There is a new purpose built 8-unit refuge managed by Family Help in Darlington. One unit is adapted for wheelchair use. In addition, there are two units, which are self contained bed sits.

The client record returns annual report 2005, identifies that women affected by domestic abuse are also accessing other housing related support services.

This report identified that

1 individual accessed longer-term supported housing

67 Women accessed the womens refuge

Darlington Five Year Supporting People Strategy

1 Individual accessed a foyer for young people
21 women accessed outreach services

The 2005/06 Annual Report from Family Help stated:

'Family Help have a good on-going working relationship with Darlington Supporting People Team. Without this funding Family Help would not be able to offer such an extensive service to the many women and children who are in need of help and support.'

The existing Family Help service in Darlington has been designated a cross authority scheme. The recently published 'Guide to Accommodation and Support Options for Households Experiencing Domestic Abuse' makes reference to the challenge of meeting accommodation and support needs of women fleeing Domestic Abuse who live in rural areas. The guide suggests that outreach provision may be more appropriate in rural areas rather than local refuges. There are a number of small villages served by Darlington Borough Council and its two main neighbouring authorities; County Durham and North Yorkshire are large rural councils.

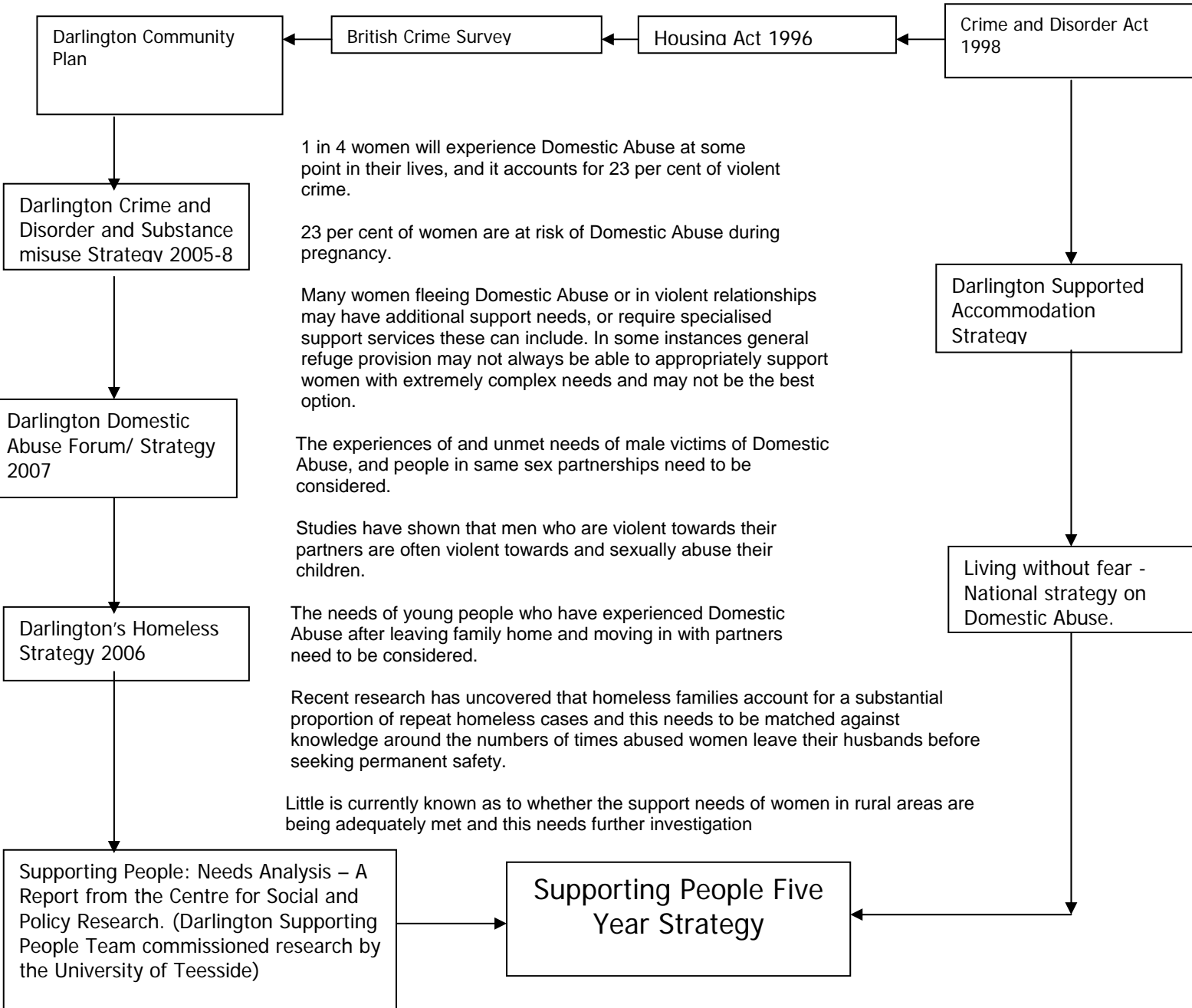
The outreach service that operates in the Darlington area is managed by Family Help. The service does not receive any Supporting People funding but currently receives time limited funding from other sources. In Darlington the outreach worker has supported 78 families over the past year and the independent living worker has visited 176 ex-residents in their new homes.

Floating support services are an important part of service provision for this client group not only for women who are moving on from the refuge, but also for:

- Women who wish to remain in their home and have the perpetrator removed.
- Women who have moved away from the perpetrator but are still experiencing difficulties.
- Women who are living in rural communities.

Darlington Five Year Supporting People Strategy

Research, strategic analysis and connections



Gaps in provision

One of the Best Value Performance Indicators for 2005/06 requires each authority to have services for women escaping Domestic Abuse equal to 0.8 of a place for every 10,000 head of population.

Darlington does not currently reach this target as the refuge has only 8 places.

Darlington Five Year Supporting People Strategy

Targets

- Research into whether the current supported accommodation provision for this client group is sufficient in terms of units.
- Research into whether the needs of women in rural communities are adequately being met.
- Establish the potential unmet needs in current service provision for male and same sex victims of Domestic Abuse.

In line with Supporting People Five Year Strategy priorities and cross cutting strategic priorities in Darlington's Crime and Disorder and Domestic Abuse Strategies during 2007, a floating support services for people affected by Domestic Abuse was commissioned. The service was commissioned to meet the needs of individuals living in rural communities, male victims of domestic abuse and to provide an alternative source of support for people affected by domestic abuse who did not wish to access refuge accommodation or required support when leaving the refuge.

The development of the floating support service for people affected by Domestic Abuse has created choice for individuals living in rural communities wishing to access designated housing related support services. Information obtained from this service demonstrates that individuals living in rural communities have accessed the floating service.

The service will have been operational for one year in July 2008, The service is fully utilised and receives referrals from a range of voluntary and statutory sectors as well as self-referrals. The service has achieved positive outcomes for the individuals who access it and have effectively supported individuals to remain living independently.

Provision of housing and support services for people affected by Domestic Abuse support a number of the objectives of the LAA including: -

NI32	Repeat incidents of Domestic Abuse
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- Research into the number of women with multiple needs that access Domestic Abuse services in the Darlington area: What happens to the women with complex needs that cannot access refuge provision because it is unsuitable? Is there a need for specialist refuge services for women with complex or specific needs in the Borough?

Anecdotal evidence from service providers and information obtained from the client record returns for 2006/7 identify that individual with particularly complex needs have accessed refuge provision, where individuals needs have been too high they have been signposted to alternative service provisions.

Darlington Five Year Supporting People Strategy

Continual needs analysis as part of the cross authority working group will identify any potential need for the development a cross authority service for women with complex needs in need of housing related support.

People with a Physical or Sensory Impairment

Number of Units: -35

Number of Providers: - 2

Percentage of Supporting People Budget as of January 2008. 6%

Current Supply

There are 18 accommodation-based units for people with a physical or sensory impairment in Darlington funded through the Supporting People grant, which is at the lower end of the range of provision, but a comparative high cost service. However, the Council's commitment in recent years to include wheelchair standard accommodation in all new general needs housing developments has resulted in reducing demand for adapted accommodation, as evidenced in the Housing Needs Survey 2003. However the unmet need for adapted properties was identified during consultation with people with physical and sensory impairments.

Previously there were no designated floating support service for people with a physical impairment, previous consultation with service users identified that people with impairments do access the emergency alarm system, warden services and the home support scheme.

Approximately 600 of the people receiving services from the council's warden service department have declared a disability or impairment. (This includes people living in local authority, RSL properties or their own homes.)

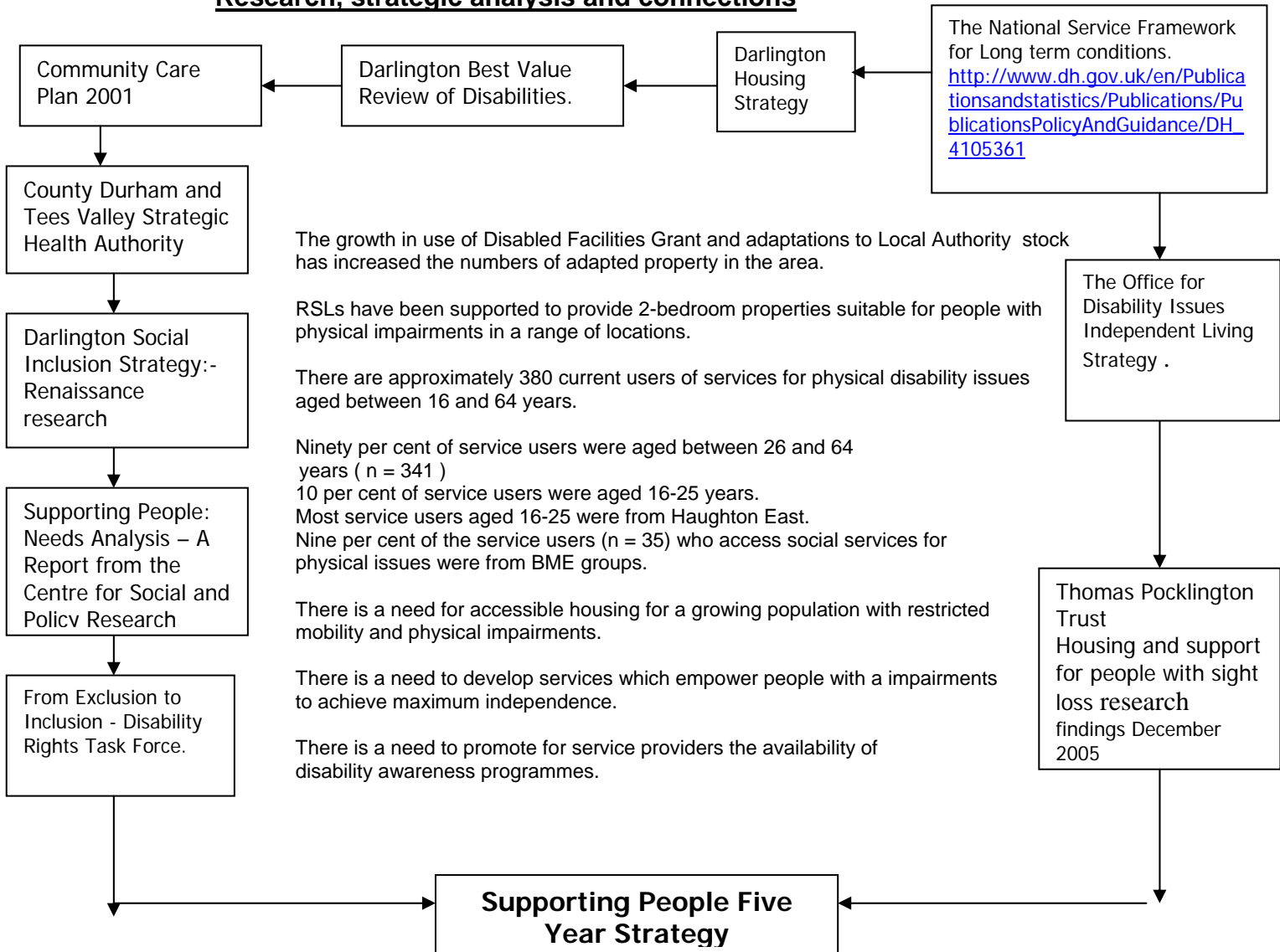
Of these 600 people, approximately:

- 170 are between 20 and 60 years of age.
- 24 live in council owned properties (a small number of whom have either one or a range of the following illnesses/complaints:
 - Multiple Sclerosis
 - Epilepsy
 - Learning Disabilities
 - Paraplegic
 - Spina Bifida
 - Cerebral Palsy
 - Blindness

There is anecdotal evidence to suggest that some of these people require higher levels of support than the warden services are able to provide.

Darlington Five Year Supporting People Strategy

Research, strategic analysis and connections



Gaps in provision

Not every person with a physical or sensory impairment requires housing related support, many people are able to sustain tenancies and own their homes, and not everyone with a disability of this sort can be described as vulnerable. Some individuals with physical and sensory impairments may however need housing support relating to their impairment to enable them to live independently, this can range from relatively low level support, probably on a long term basis, for example the provision of a community alarm through to non-Supporting People funded Home Care services.

The various supporting people client groups have access to accommodation based services which either have aids or adaptations or are wheelchair standard.

During 2005/6 specific consultation was carried out with people with physical and sensory impairments, the consultation was split into, consultation carried out by the Supporting People team with current service

Darlington Five Year Supporting People Strategy

users and potential service users, and consultation carried by external consultants as part of the Supporting People and Social Inclusion Strategy.

The remit of the consultation was to establish the accessibility and appropriateness of current service provision. All the individuals participating in the consultation felt that their greatest need was for aids and adaptations to enable them to remain independent. It was also identified by the individuals participating in the research that there is a need to publicise wider the role of home improvements agencies, this was undertaken as part of the remodelling of the Supporting People service directory.

An issue raised was that there is currently no accommodation based housing related services for individual with physical and sensory impairments wishing to remain in Darlington, as the current accommodation based service is in a surrounding village. The participants felt that a floating support service would provide flexibility particularly as individuals with newly acquired disabilities do not wish to move from their property to receive support, it was felt that floating support would give added flexibility and would span a wider group of ages and needs. The individuals participating in the consultation felt that their needs could potential be met through generic floating support services.

Targets

- Further detailed investigation into whether there is a need for additional specific supported accommodation/floating support aimed at this client group and the level of provision that is required, around people with:
 - Newly acquired disabilities
 - Short term disabilities

The development of a designated floating support service for individuals with physical and sensory impairments was a key strategic priority, To give added flexibility in support delivery opportunities, which would span a wide group of ages and needs. During 2007 Adult Social services identified a number of individuals with physical and sensory impairments with unmet housing related support needs and from existing in house service remodelling. There are now 17 individuals who receive floating support separated into high and low levels to support them to live independently in the community. The completion of the long term outcome data set for this service provision will provide information regarding the specific benefits the development of this service has in enabling individuals to live independently.

Provision of housing and support services for people with physical and sensory impairments provides support to a number of the objectives of the LAA including: -

NI124	People with long term conditions supported to be independent and in control of their conditions.
NI136	No of people supported to live independently though supporting people.

Darlington Five Year Supporting People Strategy

The County Durham and Tees Valley Strategic Health Authority (SHA) have carried out a review of services for people with some form of acquired brain injury a number of themes emerged for service improvement including.

- Improved access to appropriate supported living is required.

A case study taken from Headway a national charity for people with brain injuries states "My mum naturally wrapped me in cotton wool. I was 32 and living with my parents. I couldn't cook and my brain injury meant that I had real issues managing money and keeping track of bills. I felt there was no way I was ever going to survive on my own. My supported house has changed my life."

Whilst specific data for Darlington is not available, it is known that there are 9,391 people in the County Durham and Darlington area, who suffer from injury to the brain to various degrees. 70 per cent of all Adult Services departments within this Strategic Health Authority area state that there are gaps in provision for adults with acquired brain injury.

There are individuals who are being supported on the remodelled floating support service with acquired brain injuries who have been effectively supported to remain living independently.

- Young people with disabilities living at home, that would like to live independently

The remodelled floating support service for people with physical and sensory impairments will create designated support options for young people living at home who would like to live independently.

- Children with disabilities for indications of future provision
- People inappropriately accommodated in care homes with disabilities
- Further detailed investigation is also needed to determine the adequacy of other services that receive Supporting People funding and their ability to cater for this client group. (For example individuals with a physical or sensory impairment who may be fleeing Domestic Abuse, elderly and vulnerable people and those with mental health issues.) An audit of all supported housing schemes to determine their capacity to accommodate people with physical /sensory impairments, how many people with physical or sensory impairments actually access these other services, and can they always gain access?

Information obtained from the client records returns data set for 2006/7 identified that individuals with physical and sensory impairments are accessing services to meet other needs this included services for Homeless People with support needs, services for vulnerable adults

Darlington Five Year Supporting People Strategy

with housing related support needs, and floating support services for people with substance misuse issues.

- Exploration of the type(s) and level of provision needed for people that have sensory impairments, how do other supported housing schemes cater for their needs?

Floating support was the most desired option for support as individuals felt that the added flexibility floating support gives would enable the service to meet a variety of needs, it would also create choice as individuals would be able to secure their own accommodation and then where appropriate receive support to continue to live independently.

People with Mental Health Issues

Number of units: - 77
Number of providers: - 4

**Percentage of Supporting
People Budget as of January
2008. 8%**

Current Supply

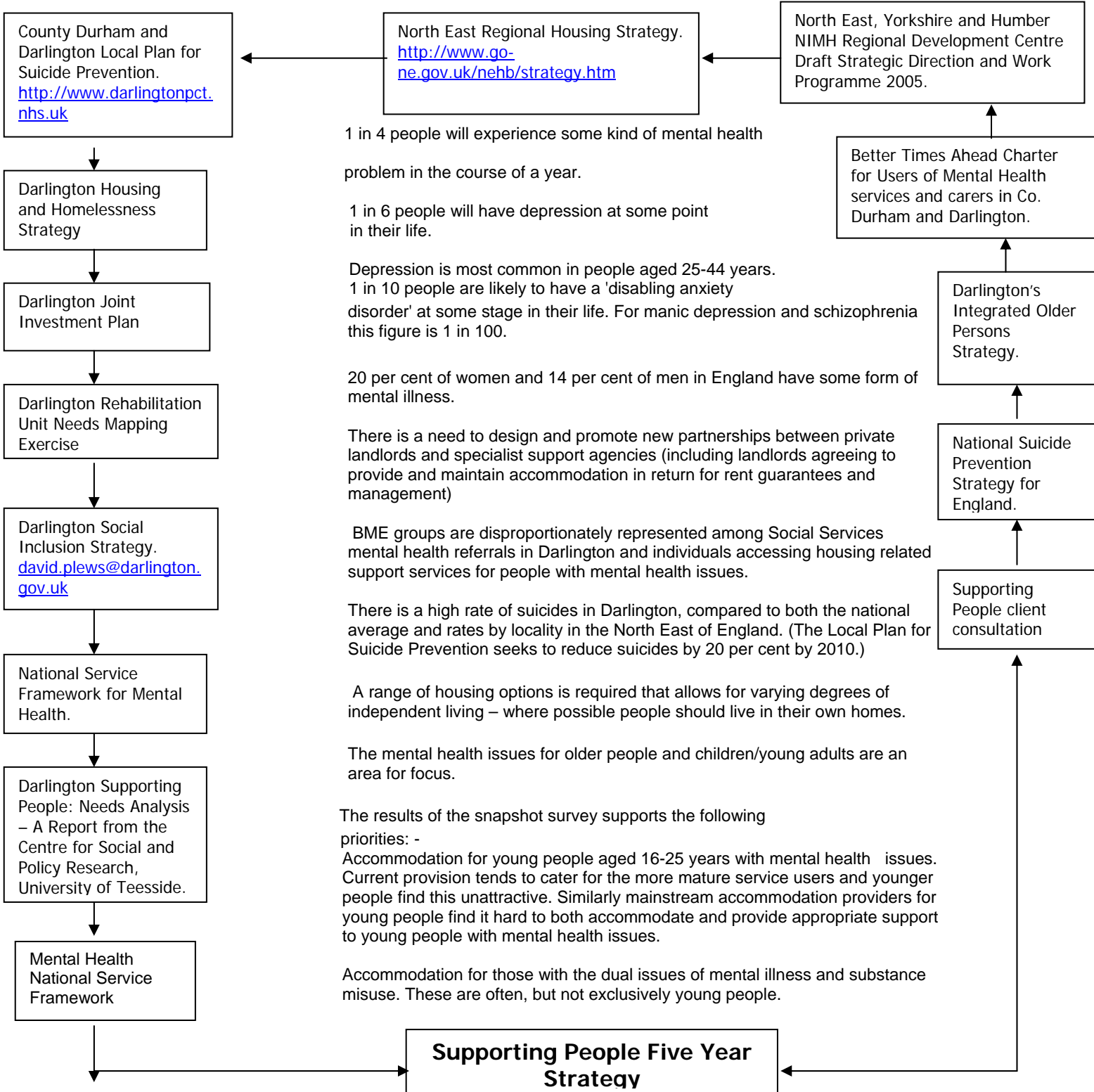
By secondary client group across all supporting people housing related support services the largest supply provision is for people with mental health issues.

Information obtained from the client record returns data set for 2006/7 identify that there are individuals with mental health issues who are accessing other housing related support services to meet additional needs across a range of service provisions including services:-

- services for older people with support needs.
- services for people with learning difficulties.
- services for single homeless people with support needs.
- services for people with substance misuse issues.
- services for ex-offenders or those at the risk of offending

Darlington Five Year Supporting People Strategy

Research, strategic analysis and connections



Gaps in Provision

Mental health issues can be devastating, destroying an individual's effective functioning in life, as well as affecting their families and the people surrounding them. People with mental health issues can be of any age and

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any social background: although a high prevalence of mental health issues is also associated with the following groups:

- People who misuse alcohol or drugs.
- Asylum seekers and refugees.
- Carers.
- Offenders/ex-offenders.
- Military Personnel.
- War veterans.
- People who are or have been homeless.

Some of the major disorders common today include dementia, bipolar disorder, schizophrenia and eating disorders.

A snapshot survey amongst carers, with a 27 per cent response rate identified the following:

- 11 young men aged 19-32 would like supported accommodation.
- 14 would like 24-hour support.
- Single accommodation is required.
- Help with medication is needed.

The National Service Framework (NSF) for Mental Health and the National Service Framework for Mental Health – five years on and the associated Policy Implementation Guides have formed the core structure for services for the past 7 years. Implementation of targets from these policies has been audited annually by the Strategic Health Authority and the Commission for Social Care Inspection (CSCI) in the Autumn Assessment.

In 2004, Mental Health and Social Exclusion and Action on Mental Health was published by CLG These were aimed explicitly at tackling the stigma, discrimination and isolation people with mental health issues experience and focused on key areas such as employment, community participation and housing. Following the release of these documents, further targets were added in the Autumn Assessment on social inclusion, including whether there is “an adequate range, number and quality of housing available for people with mental health issues”. Further, a joint inspection on community mental health services for adults of working age by the Healthcare Commission and CSCI starts in April 2006 and one piece of data being collected is proportion of people with mental health issues on Supporting People programme per social services directorate population.

During 2007 adult social services within existing budgets remodelled existing in house housing related support services in order to increase the provision of floating support to people with mental health issues. This resulted in an increase of 19 units in the designated supply profile for people with mental health issues.

Continual analysis of information through the client record returns and outcome monitoring will enhance the needs information and enable the

Darlington Five Year Supporting People Strategy

positive outcomes achieved by the individuals accessing the service to be identified.

Further areas of needs research priorities include:-

Explore the extent to which the needs of young people with mental health issues are being effectively addressed within current service provision.

Provision of housing and support services for people with mental health issues provides support to a number of the objectives of the LAA including:

NI149	Adults in contact with secondary mental health services
NI130	Social Care clients receiving self directed support.

Locally, Darlington's Joint Investment Plan and Better Times Ahead Charter for Mental Health Sets out in accordance with the national policy framework for Mental Health, the key service requirements and strategic goals for improving mental health services in Darlington. The Joint Planning system identifies the following key areas:

- **Right Accommodation with the Right Support** – flexibility and equity of choice is important in order to cater for service users' individual support requirements, within the community.
- **Involving Users and Carers in Consultation** – many people felt let down when they became ill either ending up in poor accommodation, becoming homeless on discharge from hospital or were so before admission. Many flagged up the need for some sort of in between resource between hospital and returning to the community where they could be 'safe' and where they could prepare for moving on into their own home.
- **Hospital Discharge** – work has begun under 'Care Co-ordination' to include accommodation in the range of needs being assessed on hospital discharge. Discharge planning will therefore start at the point of admission, with a care plan to include educational, employment and accommodation needs. Appropriate training and joint working will be undertaken between housing and mental health services. Better Times Ahead for mental health outlines service user rights and the service standards they can expect from admission to integration into the community, feedback from service users suggests this information is empowering.
- **Educating Communities** – to raise awareness and increase tolerance. There is a specialist worker employed by Darlington PCT, who leads on mental health promotion and standard 1 for the NSF. In order to increase public understanding links will be made with the established roles of Community Education, Community Safety and Community Protection to improve individuals understanding of the diversity and the needs of this group.

Darlington Five Year Supporting People Strategy

Resulting from the unmet needs identified during the Supporting People service review three services for people with mental health issues were remodelled. This was in recognition of the unmet needs identified by service users in the current service delivery for people with enduring mental health issues, who require long-term stable accommodation. One service was remodelled from accommodation based to floating support to create added flexibility in service delivery.

A selected no of previously designated short term accommodation units for people with mental health issues were remodelled into units long term supported accommodation specifically for people with enduring mental health issues who were unable to move on from short term accommodation. This has achieve positive outcomes with all individuals identified being effectively supported to maintain living independently,

The remodelling of this services address multi-agency joint strategic within Adult Social Services, The PCT and Darlington's Community Strategies focus upon health and well being and the priorities outlined in Better Times Ahead for the "Right accommodation and the right support".

Continual monitoring will take place though the client record returns and outcome monitoring to ascertain the extent to which current service provision is effectively meeting individuals needs.

Targets

- Exploration of the possibilities for developing new services to cater for young people aged 16-25 years with mental health issues that are also able to support young people with dual diagnoses.

The monitoring of service utilisation by people aged between 16-25 will be carried out through the information available through the client record returns, information form the short term outcome forms will provide information surrounding the outcome for individuals aged between 16-25 with mental health issues assessing existing services. The Supporting People team will also be working closely with providers throughout the contract monitoring process to ascertain the effectiveness of meeting young people with mental health issues need within existing service provision.

Needs information supplied by current providers of short term accommodation identify that the needs of young people with mental health issues are apparent in a range of primary client group service provisions which predominantly are services for single homeless people with support needs but also include:-

- Services for young people at risk
- Services for young parents with support needs
- Services for people with learning disabilities.

Darlington Five Year Supporting People Strategy

On service for young homeless people with support needs has designated one support workers time to directly support young people with mental health issues within the hostel.

- Exploration of the possibilities for developing new intensive support services to cater for people leaving long term rehabilitation units.

During 2006 the Darlington Supporting People Team will be carried joint consultation with Durham Supporting People team to establish the needs of individuals leaving long-term rehabilitation units.

Specifically in relation to service provision in Darlington the main needs identified were for those individual with enduring mental health issues were presently accommodated in short term supported housing. Units of accommodation were remodelled to long-term accommodation to meet the needs of these individuals.

The remodelled floating support services provides support to a number of individuals with enduring and complex mental health issues.

The potential unmet meets needs within existing service provision for people who have been previously accommodation in or are leaving long term rehabilitation units will be an area for further exploration in the strategic review of housing related support mental health provision which is due to commence in April 2009.

- Investigation into the need for culturally sensitive provision for people from culturally diverse community groups.

The monitoring work carried out by the Supporting people team continues to identify that the most utilised short term accommodation by people from culturally diverse community groups remains services for people with mental health issues.

Fair, Access, Diversity and Inclusion will be a continued focus with providers, all provider delivering services to people with mental health issues at the time of updated this strategy have achieved at least a level B.

Darlington Five Year Supporting People Strategy

Young People at Risk/Young People Leaving Care

Number of Units: 19 units
for young people at risk.

Number of Providers 2

Percentage of the
Supporting People budget
as of January 2008 3%

Current Supply

Young people who have left care or are at risk often have a range of needs. They have often had traumatic childhoods, chaotic family backgrounds and may have experienced abuse or homelessness. Housing related support services for this client group are vitally important because they enable young people to succeed in tenancies; settled housing often has a positive impact on the other aspects of a young person's life.

In response to the requirements of the Children (Leaving Care) Act 2000 Darlington Social Services Department ensures that all young people Leaving Care have their needs identified and assessed and are given advice and support up to the age of 21. Financial support is provided to those classed as 'relevant children'. (These people are not eligible for Supporting People Funding until they are 18 years of age and from then are able to access supported accommodation.)

'Research tells us that the average age for a child to leave the family home for good is 25, and possibly as late as 29 for young males. And yet we still expect our most vulnerable and least prepared young people to make this huge transition to adult life at the age of 16, 17 or 18, in many cases without the safety net of a family to fall back on'

Bryn Melyn Group Foundation

Table 10 outlines a model of the spectrum of support a young person may travel through towards independent living and highlights the level and range of supported housing options.

Although there is very little specific accommodation with support funded by Supporting People that caters for young people at risk or leaving care, it is known that this group are accessing other Supporting People funded services:

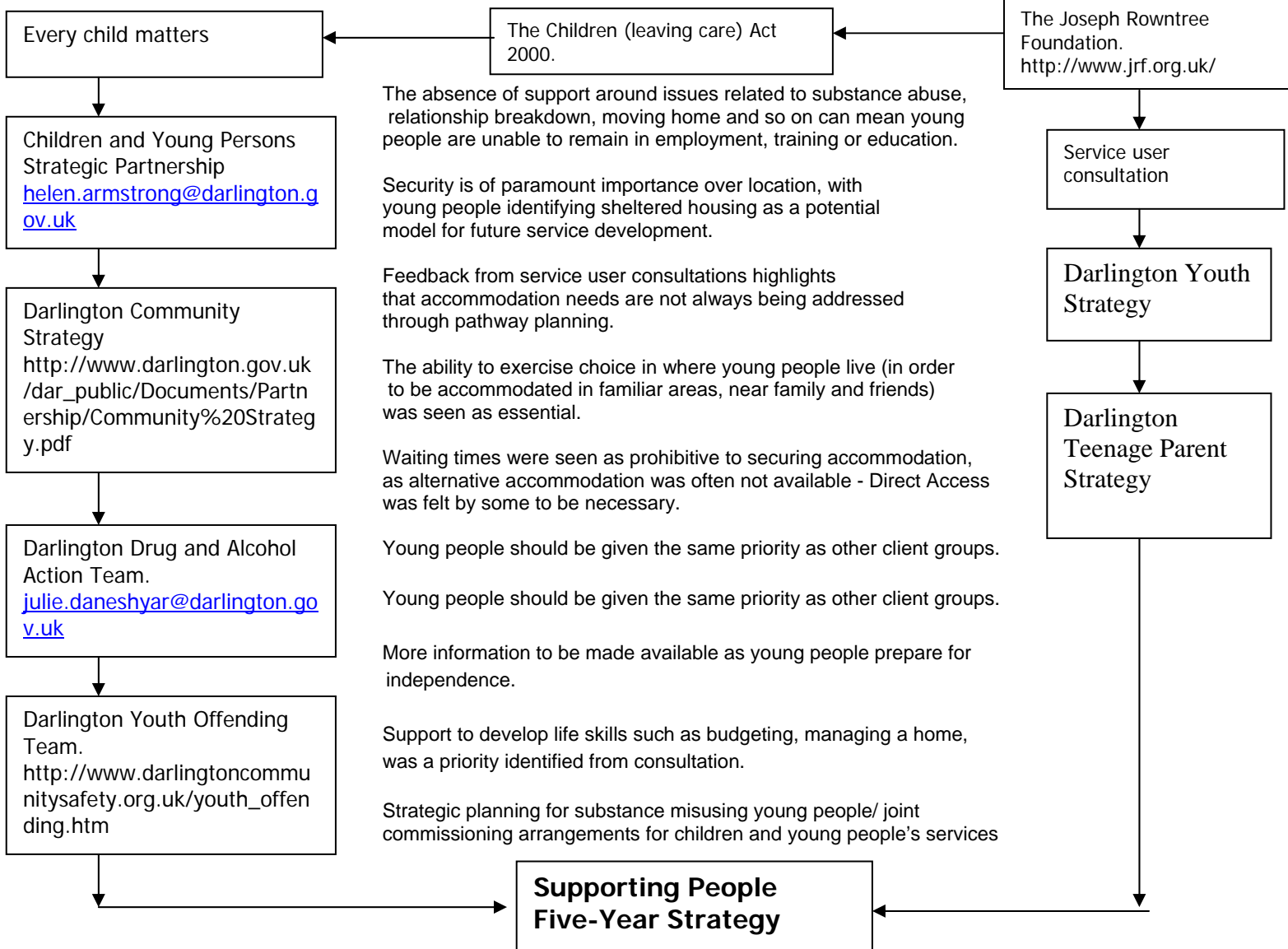
- There is currently a floating support scheme for teenage parents and an accommodation-based scheme for 6 teenage parents was opened in May 2004
- The 700 Club provide accommodation based and floating support services to homeless people - a significant proportion of who are young people.

Darlington Five Year Supporting People Strategy

- The YMCA provides accommodation and support to people under the age of 30.
- Stonham Housing also provides floating support to young people at risk including people who have left care. (In addition, the council's generic floating support service can provide low-level support to this group.)
- The opening of St Georges Hall, which has 11 units of short term accommodation for first time homeless people, priority is given to care leavers. Statistical for St Georges Hall continues to identify that young people leaving care are accessing this service.
- The planned development of a supported housing scheme for people with substance misuse will cater for adults of all ages. Further work is being undertaken, by the DAAT task group to identify whether a similar service is needed for young people.
- Supporting People will be monitoring the extent to which the development of a floating support and accommodation based service for people with substance misuse issues is meeting individuals multiple needs.
- Darlington Bond Scheme, Nightstop, Grange Road Baptist Church and First Stop also provide additional valuable services that are accessed by young people but receive their funding from other sources.

Darlington Five Year Supporting People Strategy

Research, strategic analysis and connections



Gaps in provision

Information available from the Leaving Care Team is:- that on average 10 young people will leave care each year, with 4 accessing supported living, 4 living independently without support and 2 leaving Darlington to live elsewhere. The Leaving Care Team has also identified 32 children over the age of 15 for whom the authority will need to assist to secure suitable accommodation and support when they reach 18.

- Development of a supported lodgings service for care leavers.

In June 2007 a six unit supported lodging service was commissioned for young people leaving care through an Open Tender exercise. Throughout the service specification stage a focus group was held with young people at which an outlined service model was presented the young people were fully consulted on the draft service model and directly influenced the final

Darlington Five Year Supporting People Strategy

service specification. The development of the service has addressed areas of unmet need previously identified for young care leavers with support needs to help facilitate independent living, and joint strategic priorities for Children's services and the Supporting People programme.

Targets

- Improve access into generic services for young people leaving care.

The client record returns demonstrate that individuals leaving care are accessing existing housing related support services predominantly in services for single homeless people, services for young people at risk, young parents and services for people with mental health issues.

Saint Georges hall continues to be accessed by young people leaving care.

- Pathways planning information of children in care that are nearing age of independence, to be shared with the Housing Division to identify suitable supported accommodation. Each agency to support the young person by identifying a 'named officer'.

The Supporting People team continue to work closely with young people leaving care team to establish the accessibility of current housing related support services. The development of a supported lodgings service was the key joint strategic priority for the Supporting People team and Children's Services, the this model of the support provision was required to complete the range of housing and support options to young people leaving care.

- Sign up of all parties to the multi agency joint protocol for young homeless people

The need for a specific protocol for young homeless people will be an area for further exploration throughout the strategic review of homeless services which will commence in April 2008.

People with Learning Disabilities

Number of Units 131

Number of Providers 11

Percentage of Supporting People Grant as at January 2008. 33%

Current Supply

The World Health Organisation defines learning disabilities as:

- 'A state of arrested or incomplete development of mind' and
- 'Significant impairment of intellectual functioning' and
- 'Significant impairment of adaptive/social functioning'

Darlington Five Year Supporting People Strategy

In short the person has difficulties understanding, learning and remembering new things, and in generalising any learning to new situations. Impairments, which cause or contribute to learning disability, can happen before, during or after birth. Due to these difficulties with learning, the person may have difficulties with a number of social tasks, for example communication, self-care, awareness of health and safety.

The provision of housing related support services to this client group can enable people with a learning disability to live independently or with a degree of independence, exercise choice in their living arrangements and overall have a better quality of life.

Current provision within Darlington includes:

- Networks/Floating Support – a 9 unit service run by Keyring, in receipt of Supporting People funding
- Group/shared homes, with individual tenancies – there are a number of shared living services in the area (the predominant form of provision).
- There are also units of individual self-contained accommodation that receive Supporting People funding.
- One service based upon the supported lodgings model, in receipt of Supporting People funding

The Learning Difficulties Commissioning Strategy identifies the specific needs of people with Autistic Spectrum Disorders. People with Autistic Spectrum disorders/ Asperger's syndrome can often have accompanying learning disabilities but everyone with the condition shares a difficulty in making sense of the world. Autism impairs a person's ability to interact socially and communicate, and affects their imagination. Structured support can make a huge difference to people with this disability. It can enable people to lead an independent life within the community.

Costs

A significant amount of Darlington's Supporting People annual budget is used to fund services for people with learning disabilities. The proportion of Darlington's budget spent on services for people with learning disabilities is greater than the national proportion of Supporting People Grant that is spent on services for this client group

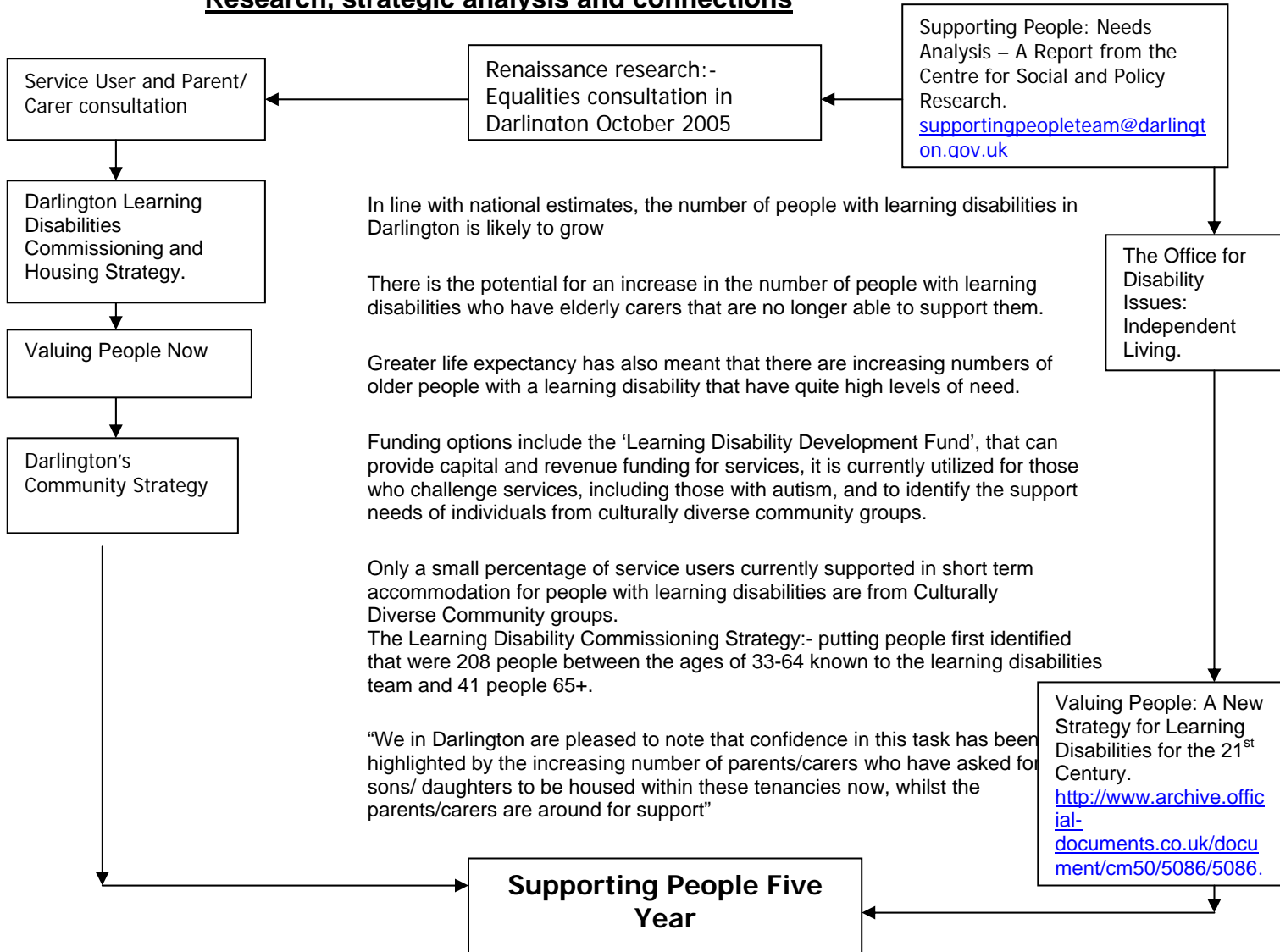
Services for this client group that are funded by Supporting People in Darlington cater for a wide range of different support needs and consequently vary in cost.

There are currently no supported housing services that specifically cater for people with Autism that are funded by Supporting People in Darlington. At present the needs of this group are relatively unknown. Although there are individual with Autism who are currently supported in long term accommodation for people with Learning Disabilities.

Darlington Five Year Supporting People Strategy

Through the Learning Disability Commissioning Strategy, Putting People First and the Learning Disability Partnership Boards there are specific actions identified which will begin to identify the unmet needs of people with Autism and Aspergers syndrome.

Research, strategic analysis and connections



Gaps in provision

- Increase the provision of own front door accommodation.

During 2007 the Supporting People team worked alongside Adult Social services as part of the New Opportunities Accommodation project to meet the needs of particular individuals whose current accommodation and support could no longer effectively meet their needs. This project addressed cross cutting strategic priorities, and addressed the key priority of the National Valuing People Now Strategy to increase the number of people with learning disabilities who are supported to live within appropriate accommodation within the community.

Darlington Five Year Supporting People Strategy

- Producing exact information on the number of people with learning disabilities

The Supporting People programme presently supports 131 individuals with learning disabilities to live independently within the community.

Based on the prevalence rate identified in the Valuing People Strategy, there are approximately 2,450 people living in Darlington with a mild to moderate learning disability, assuming that Darlington has a population of 98,000. (The prevalence of mild to moderate learning disability has links to poverty and tends to be higher in deprived urban areas.)

In addition to the two groups of people with learning disabilities discussed above, attention has to be given to:

- Young People with Learning Disabilities – for example, could be leaving residential education, living at home with parents etc.
- People with learning disabilities in care homes/leaving long stay hospitals/sheltered housing for older people that want to live independently

Figures available from Adult social services identify the following age profiles of people with learning disabilities

Mapping of people who use services by age	
Age of Person	Known to service
14-18 years	19
19-23 years	28
23-64 years	208
Over 65 years	41
Total	286

Children's Services have identified there are 31 individuals with learning disabilities within transitions.

Supporting People funded services in Darlington are at present provided to people with learning disabilities living in Local Authority or RSL rented accommodation, Privately renting and owner-occupiers. (Owner occupation can encompass shared ownership, co-ownership, Trust ownership, using parental property or equity, out right ownership, joint ownership between parents and children.)

Darlington Five Year Supporting People Strategy

Targets

- To identify the extent to which current service provision is meeting needs and look at the possibility of developing a wider choice of housing with support options available to people with learning disabilities including different tenure options, to provide more self-contained accommodation.

The housing related support provision for people with learning disabilities within the borough of Darlington is subject to a large-scale strategic review commencing in April 2008. Notification of the strategic review and the opportunity to become a member of the time limited strategic review has been widely distributed.

- The strategic review will focus upon a number of areas including:-
- Current service models, the outcomes they achieve and the difficulties they may present.
- The current allocation of the Supporting People grant to Learning Disability services.
- Future Challenges particularly in relation to the introduction of the personalisation agenda, and self direct support.
- The priorities outlined for support within Valuing People Now.
- The Opportunities to improve Value For Money,
- The strategic relevance of certain service models.
- The commitment to continued innovation and improved outcomes for service users.
- Identifying the needs of people with Autistic Spectrum Disorders through the Learning Disability Partnership Board.

The work of the strategic review will also address the following potential gaps in needs information.

As part of the strategic review focused consultation will be carried out with current service users and parents/carers of people with learning disabilities.

- Identifying the needs of individuals living in different tenures option will help to address the issues that will arise in the future around people with aging carers and carers in poor health, more diverse provision across tenure will enabling more choice.
- Research and ongoing monitoring into levels of need – via waiting list/register, survey, 14 + transition plans, person centred plans, commissioned research and continual user involvement
- Positively influence the take up of services by ethnic communities, through the provision of information about Supporting People funded services/raising the profile of Supporting People and influencing best

Darlington Five Year Supporting People Strategy

practice in relation to this among providers of services through contract monitoring and the Quality Assessment Framework (QAF) processes.

Through the contract monitoring process it has been identified that there are a number of providers of services to people with learning disabilities who have achieved level B in equality and diversity in the Supporting People QAF. During 2007 the number of people with learning disabilities in supported housing from culturally diverse community groups has increased.

The provision of housing and support services for people with learning disabilities provides support to a number of the objectives of the LAA including: -

NI 145	Adults with learning disabilities in settled accommodation
NI 146	Adults with learning disabilities in employment
NI 130	No of social services clients receiving self direct support

People with alcohol misuse issues and people with drug misuse issues

Number of Units 18

Number of Providers 1

Supporting People grant allocation as of January 2008. 3%

Current Supply

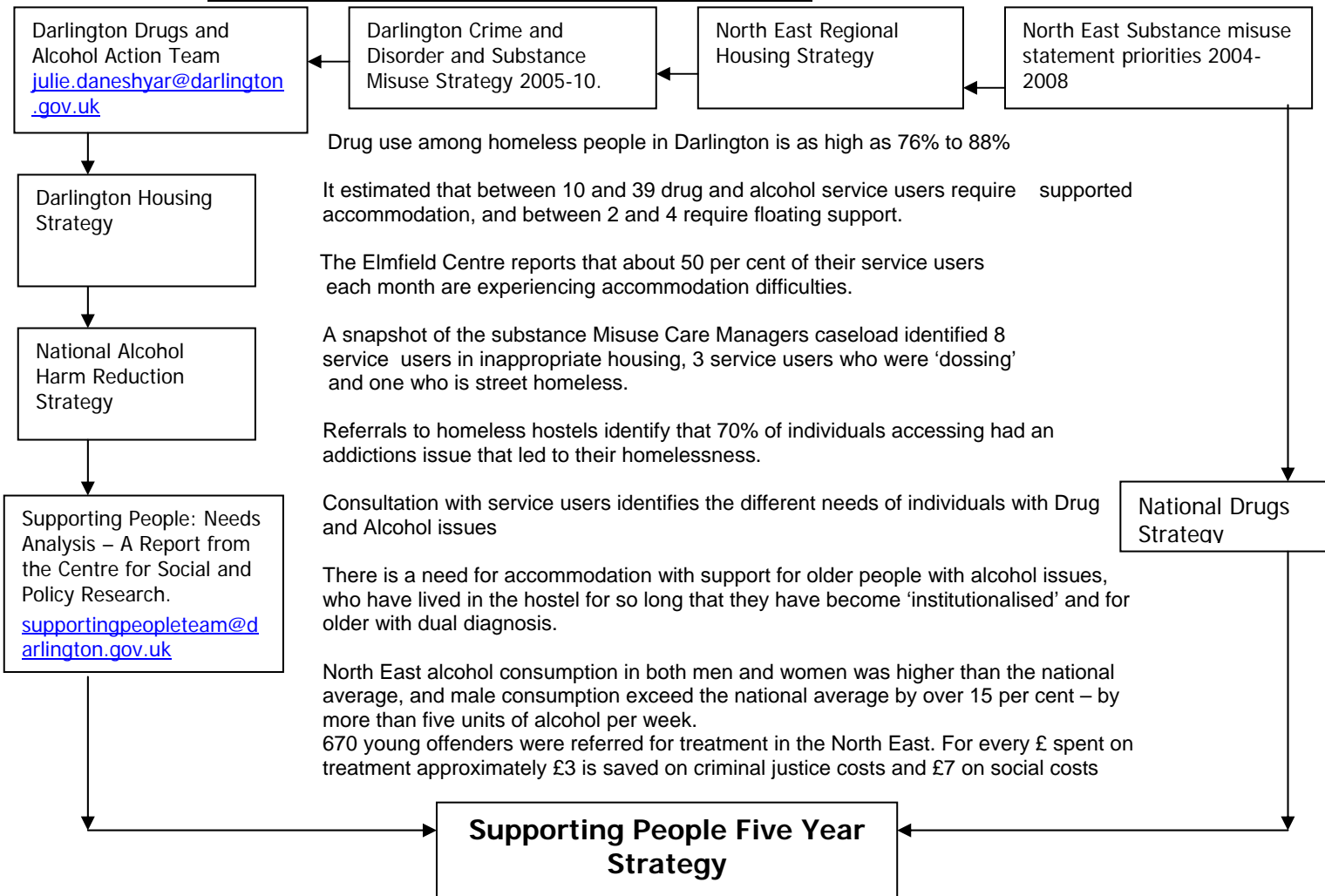
In recognition of previously identified areas of unmet needs within Housing related support services within the borough of Darlington and cross cutting strategic priorities for the PCT, the Crime and Disorder Reduction Partnership, Probation the Police, Housing and Supporting People

The Supporting People Commissioning Body agreed revenue funding for housing related support in the shared housing and floating support stage of a proposal based upon The National Treatment Agency (NTA) “**Models of Care**” guidance on how to design, commission and implement a drug treatment “**system**”. The model includes screening and initial assessment, direct access emergency accommodation, a number of shared houses and a floating support service. Funding for this service has been secured through efficiency savings following completed service reviews.

In June 2006 an housing related accommodation based and floating support service has been commissioned by Supporting People that cater specifically for people with drug or alcohol issues.

Darlington Five Year Supporting People Strategy

Research, strategic analysis and connections



Problematic substance misuse is often symptomatic of other social and economic issues including high levels of unemployment, deprivation and crime and as such can be seen as a cause of community decline.

Housing providers play a crucial role in combating issues associated with drug use through efforts to regenerate neighbourhoods, dealing with anti social behaviour and supporting the provision of effective treatment outcomes for individual drug users.

The newly commissioned housing related support service for people with drug and alcohol misuse issues has achieved positive outcomes for the individuals accessing the service. The service has 8 units of accommodation-based support and 10 units of floating support. During quarters 1 and 3 of 2007/8 2 individuals moved on from the short-term accommodation based service into permanent accommodation. In addition to this 75% of individuals accessing the floating support service for people with drug and alcohol misuse issued maintained living independently with two individuals moving on from the service after successfully completing programmes of floating support.

Darlington Five Year Supporting People Strategy

The client records demonstrate the inextricable links within service users needs in short term accommodation for the following primary client groups:- homeless, mental health, substance misuse and people at risk of offending.

Provision of housing and support services for people with substance misuse issues provides support to a number of the objectives of the LAA including: -

NI 38	Drug related offending rate
NI 40	Drug users in effective treatment

Targets

- To work with existing providers of supported housing services to improve access for those who misuse substances.

The client record returns annual report 2006/7 identifies that significant numbers of people with substance misuse issues are accessing housing related support services for additional needs.

Primarily these are services for:-

- Young People at risk
 - Single Homeless people with support needs
 - Services for people with mental health issues
 - Services for ex-offenders or those at risk of offending.
- To work with providers and the DAAT to raise the levels of awareness of substance misuse, so that they can provide more effective services.

Providers of short term accommodation have a number of well established links with the DAAT in order to meet the holistic needs of the individuals who access their services. The DIP were a key stakeholder in the remodelling of housing related support provision for offenders or those at risk of offending.

- To ensure that when these services are established, other agencies are also engaged, ensuring that those service users who have multiple needs.

A focused meeting of key stakeholders was developed to support the implementation of this service and agree local protocols around referrals to the service, and joint support planning. The appropriate systems were developed, which worked effectively, reporting mechanisms are in place to the relevant health treatment groups.

- To identify the needs of the people from culturally diverse community groups in relation to substance misuse.

Darlington Five Year Supporting People Strategy

Information from the client record returns identify that the number of individuals accessing services for people with substance misuse issues from culturally diverse community groups is consistent with the size of the borough. Presently from the needs information available for the borough of Darlington no specific needs for individuals from culturally diverse community groups with substance misuse issues have been identified which can not be met within existing service provision. Any specific needs relation to individuals from culturally diverse community groups would be highlighted at the north east regional meeting for the supporting people programme. This will be an area for continued monitoring.

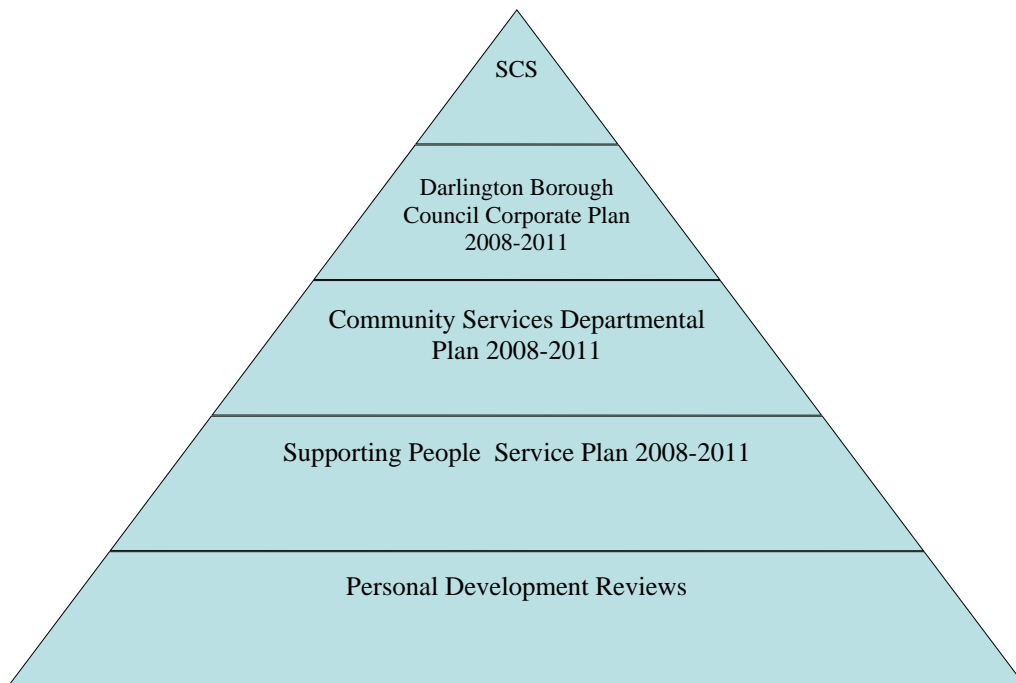
Darlington Five Year Supporting People Strategy

Appendix 1

Supporting People Service Plan 2008/9

Purpose of this Plan

This Service Plan sets out the activities that the service will deliver over the next three years and ensures that these activities complement the aims and objectives of the authority and the community as a whole. The Service Plan is part of the Council's 'golden thread' that ties together all the key strategies, from the Darlington Partnership's Sustainable Community Strategy (SCS) down to individual staffs PDRs. This is shown below:



Darlington Five Year Supporting People Strategy

Strategic objectives and performance indicators for the service

Service Objective	Departmental Objective	Corporate Objective	Sustainable Community Strategy Theme	Performance Indicators
Ensure housing related support services help to deliver local priorities for community cohesion and health and well being of local residents	Improve health, well being and quality of life for all communities in Darlington	Shaping a better Darlington	Healthy Darlington	LI2402
Develop innovative support services which enable people to achieve their potential for independent living	Provide high quality value for money services	Provide excellent services	Healthy Darlington	NI141 NI142 LI2401
Ensure service users and carers are integral to the planning of services	Engaging and enabling communities to shape places and services	Putting the customer first	Healthy Darlington	
Promote services that are flexible and responsive to changing needs, enhancing diversity and are accessible to all	Promote social inclusion and community cohesion	Ensure access for all	Healthy Darlington	
Ensure value for money in the provision of support services.	Provide high quality value for money services	Enhancing our capacity to improve	Healthy Darlington	LI2400 LI2812

Achievements and Challenges

Achievements in 2007/2008

- Procurement and monitoring of new services ensuring they achieved outcomes for service users with drug and alcohol problems, young people leaving care in supported lodgings and service users who are victims of domestic abuse.
- Evaluated the DCLG outcome monitoring toolkit with implementation of the agreed model to measure outcomes for service users.
- Reviewed the Local Strategy and aligned it to the National Strategy
- Worked with the New Opportunities Accommodation Project to meet identified unmet needs for people with Learning Disabilities.
- Successfully developed and implemented a commissioning strategy for Darlington
- Developed joint commissioning with Durham Supporting People Team for offenders
- Developed new model of support for Older Persons in Darlington
- Held the first exclusive service user forum, from which a planned approach to involvement can be developed.
- Worked regionally with other Supporting People teams to develop a common approach to Contract Monitoring and Validating the Quality Assessment framework
- Reviewed the budget in light of the Comprehensive Spending Review.

Challenges for 2008/11

The challenges facing Supporting People in 2008/2011 include:

- Implementation of the Commissioning Strategy
- Review of services for Older People, including the decisions on future need and methods of renewing services
- Review of services for People with Learning disabilities in line with the Commissioning Strategy
- Review of services for Single Homeless People in line with the Commissioning Strategy.
- Monitor the new service for Ex Offenders
- Establish effective links with the LSP, in preparation for integration into the LAA
- Continue to engage effectively with service users, to ensure their views are incorporated into the Supporting People Programme
- Continue to review the budget in light of the Comprehensive Spending Review and the distribution formulae implemented by CLG.

CHANGE DRIVERS

For each of the 8 types of change drivers, list issues most likely to impact on this service:	Distillation of the issues that will need to be addressed by this service to achieve change/improvement
GOVT. PRIORITIES (changed legislation, standards etc. specifically affecting this service).	
Promote Equal Opportunities by improving access to services	Ensure our services are accessible to all <ul style="list-style-type: none"> • Continue to progress on the equality standard for Local Government ensuring work towards level 4
Measure outcomes for service users in Supporting People programme	Provide high quality, value for money services <ul style="list-style-type: none"> • Improve outcomes for service users
National Strategy	Provide high quality, value for money services <ul style="list-style-type: none"> • Align Supporting People to National Strategy
Integration into LAA's April 2009	Work with partner organisations to integrate services and provide a more joined up approach <ul style="list-style-type: none"> • Review governance arrangements
LOCAL PRIORITIES (member commitments, BVRs, issues particular to Darlington, demographics)	
Delivery of Commissioning Strategy	Work with partner organisations to integrate services and provide a more joined up approach <ul style="list-style-type: none"> • Review Older Persons 08/09
CONSULTATION (community survey, complaints, other surveys, focus groups – what service users want changing)	
Commissioning of Strategy	Continue to strengthen our approach to community consultation and engagement <ul style="list-style-type: none"> • Consult with stakeholders, users and providers

For each of the 8 types of change drivers, list issues most likely to impact on this service:	Distillation of the issues that will need to be addressed by this service to achieve change/improvement
PERFORMANCE MANAGEMENT (PMF, comparison with others on PIs, inspection findings etc.)	
CPA – KPIs	Provide high quality, value for money services <ul style="list-style-type: none"> • Monitor contracts and identify efficiency savings
Quality Assessment framework (QAF)	Provide high quality, value for money services <ul style="list-style-type: none"> • Seek continuous improvement in the services provided
Outcome monitoring framework	<ul style="list-style-type: none"> • Develop baseline figures of outcome measures • Implement from 09/10
RESOURCES (Budget pressures / surpluses; recruitment/retention issues; asset management)	
Delivery of Commissioning Strategy	Provide high quality, value for money services <ul style="list-style-type: none"> • Identify Gershon efficiency savings through re-commissioning services
Comprehensive spending review	Provide high quality, value for money services <ul style="list-style-type: none"> • Review and manage Supporting People Grant and Admin budget in light of integration into the LAA • Review and manage Supporting People Grant and Admin budget in light of the reduction in the grants over the next 3 years
Workforce development	Support the development of the workforce and staff well-being <ul style="list-style-type: none"> • Feed into and deliver actions from workforce development plan
OPPORTUNITIES (Procurement, re-engineering, funding) budget restrictions	
Delivery of Commissioning Strategy	Opportunities for Joint Commission of services – Adult Services and other Local Authorities
RISKS (What could stop the service delivering its strategic objectives)	
Procurement/Commissioning issues for new and existing services	Implementation of the Commissioning Strategy

For each of the 8 types of change drivers, list issues most likely to impact on this service:	Distillation of the issues that will need to be addressed by this service to achieve change/improvement
Lack of capacity within the voluntary sector to bid for services	Review of DBC relationship with VCS and identify any training requirements to address this
Mainstreaming of Supporting People into the LAA	Review and manage
Reduced funding (grants and admin)	Manage financial impact of the distribution formula
Non contract compliance of service providers	Monitoring and review performance to ensure appropriate management of contracts
Delivery of Commissioning Strategy	Withdrawal of service providers
Implications of National Supporting People Strategy	Align the local SP strategy to national strategy
EVENTS	
(Was anything special over the last year that would explain performance, resources etc. Will this continue)	
National Strategy	
Commissioning Strategy	
Achievement of successful procurement of services from Strategy	

Priority for Improvement: Provide high quality, value for money services

Link to Change Driver: Government, Performance Management, Resources	Link to Risk (if applicable) 1,2,3,4
Link to Service Plan objective Develop innovative support services which enable people to achieve their potential for independent living. Ensure value for money in the provision of support services.	Link to Departmental objective Provide high quality value for money services. Improve health, well-being and quality of life for all communities in Darlington.
Link to Corporate objective Shaping a better Darlington Provide excellent services	<i>Link to Community Strategy Themes - Healthy Darlington (One Darlington)</i>

Actions needed to deliver improvement	Lead Officer	Milestones	Date for completion	PIs	Targets
Improve outcomes for service users	A Sandys	Monitoring of KPI's	Quarterly		
Align Supporting People to National Strategy and LAA	A Sandys	Review budgets	April 08 April 09 April 10		
		Review and re-commissioning of services in line with the Commissioning Strategy timetable	March 09 March 10 March 11	NI141 NI142 LI2401 (NI143)	75% 96% 35
Monitor contract and identify efficiency savings	D Rudkin/N Childs/	Monitoring of 44 contracts	Quarterly		

		Annual appraisals of providers Ex offender Learning Disabilities and Older people Single Homeless/Generic and Young People at Risk Home Improvement Agency, Mental Health, Young Parents, Domestic Abuse, Drug and Alcohol Misuse, Physical and Sensory Impairment, Young People Leaving Care	April 2008 April 2009 April 2010 April 2011	LI2400	50%
Identify Gershon efficiency savings through re-commissioning services	D Rudkin/N Childs	Review clients groups – Annually in line with Commissioning Strategy	March 2009 March 2010 March 2011		
Review and manage Supporting People Grant and Admin budget	A Sandys	Monitor budgets	Monthly		
		Report to Commissioning Body	Bi-Monthly		
Deliver on Quality Assessment framework	A Sandys	Develop baseline figures of outcome measures	April 08		
		Implement	Quarterly from April 08		

Service Improvement description

[Improved outcomes for service users](#)

Expected Outcome

Improvement in QAF ratings

Expected efficiency gains (both cashable & non-cashable)

Efficiency savings projected following contract reviews and re-commissioning of services

Resource required to implement change

Implications for Corporate Services (please highlight changes to staffing, ICT requirements, HR implications, legal implications, etc.)

Additional information

Priority for Improvement: Continue to strengthen our approach to community consultation and engagement					
Link to Change Driver Consultation			Link to Risk (if applicable)		
Link to Service Plan objective Ensure service users and carers are integral to the planning of services			Link to Departmental objective Engaging and enabling communities to shape place and services		
Link to Corporate objective Putting the customer first			<i>Link to Community Strategy Themes - Healthy Darlington (One Darlington)</i>		
Actions needed to deliver improvement	Lead Officer	Milestones	Date for completion	PIs	Targets
Consult with stakeholders, users and providers	A Sandys	Develop working groups for re-commissioning	April 2008 And ongoing		
		Develop focus groups of service users	April 2008		
<i>Service Improvement description</i>					
Expected Outcome					
Integration into LAA					
Expected efficiency gains (both cashable & non-cashable)					
Resource required to implement change					

Implications for Corporate Services (please highlight changes to staffing, ICT requirements, HR implications, legal implications, etc.)

Additional information

Priority for Improvement: Work with partner organisations to integrate services and provide a more joined up approach					
Link to Change Driver Government, Local			Link to Risk (if applicable)		
Link to Service Plan objectives: Ensure housing related support services help to deliver local priorities for community cohesion and health and well being of local residents			Link to Departmental objective Improve health, well-being and quality of life for all communities in Darlington		
Link to Corporate objective Shaping a Better Darlington			<i>Link to Community Strategy Themes - Healthy Darlington (One Darlington)</i>		
Actions needed to deliver improvement	Lead Officer	Milestones	Date for completion	PIs	Targets
Review governance arrangements	A Sandys	Liaise with LSP	March 2009		
		Review structures of Commissioning Body and Core Strategy Group	March 2009		
Review of Older persons	A Sandys	Implement actions following review	March 2009		
		Identify links to other strategies	March 2009		
<i>Service Improvement description</i>					
Improved services eligibility for Older persons					
Expected Outcome					
<i>Improved equality in access to services</i>					
Expected efficiency gains (both cashable & non-cashable)					
Resource required to implement change					

Implications for Corporate Services (please highlight changes to staffing, ICT requirements, HR implications, legal implications, etc.)

Additional information

Priority for Improvement: Ensure our services are accessible to all					
Link to Change Driver; Government			Link to Risk (if applicable)		
Link to Service Plan objective Promote services that are flexible and responsive to changing needs, enhancing diversity and are accessible to all Ensure housing related support services help to deliver local priorities for community cohesion and health and well being of local residents			Link to Departmental objective Promote social inclusion and community cohesion		
Link to Corporate objective Ensure access for all			<i>Link to Community Strategy Themes - Healthy Darlington (One Darlington)</i>		
Actions needed to deliver improvement	Lead Officer	Milestones	Date for completion	PIs	Targets
Continue to progress on the equality standard for Local Government ensuring work towards level 4	A Sandys	Review funding of lifeline to provide tenure neutral provision	Dec 08	LI2402	300
<i>Service Improvement description</i>					
Expected Outcome					
Expected efficiency gains (both cashable & non-cashable)					
Resource required to implement change					

Implications for Corporate Services (please highlight changes to staffing, ICT requirements, HR implications, legal implications, etc.)
Additional information

Priority for Improvement: Support the development of the workforce and staff well-being					
Link to Change Driver: Resources		Link to Risk (if applicable)			
Link to Service Plan objective Ensure value for money in the provision of support services		Link to Departmental objective Promote well-being and development of the workforce			
Link to Corporate objective Enhancing our capacity to improve		<i>Link to Community Strategy Themes - Healthy Darlington (One Darlington)</i>			
Actions needed to deliver improvement	Lead Officer	Milestones	Date for completion	PIs	Targets
Feed into and deliver actions form workforce development plan	A Sandys	Support staff to gain Chartered Institute of Purchasing and Supply – Level 4 Foundation	March 09	LI2812	95%
<i>Service Improvement description</i>					
Expected Outcome					
Expected efficiency gains (both cashable & non-cashable)					
Resource required to implement change					

Implications for Corporate Services (please highlight changes to staffing, ICT requirements, HR implications, legal implications, etc.)

Additional information

INDEX OF TARGETS

Indicator	Definition	Responsible Officer
NI 141	Number of vulnerable people achieving independent living	A Sandys
NI 142	Number of vulnerable people who are supported to maintain independent living	A Sandys
LI 2400	Percentage of providers to achieve Level B or above of Quality Assessment Framework	A Sandys
LI 2401	Increase in the number of units of support for ex offenders living in settled or suitable accommodation (feeds into NI143)	A Sandys
LI 2402	Increase in the number of Lifelines funded by Supporting People	A Sandys
LI 2812	Supporting People Services PDRs – Individual	A Sandys

Appendix 2

Glossary

Accommodation based support

Support 'tied' to a specific address, for example support provided to sheltered housing, hostels, women's refuge or foyers for young people.

Accreditation

The process for assessing the viability and competency of an organisation and a method for formally recognising their ability to provide the support service

Client group

The Communities and Local Government have identified 21 client groups. This is on the basis that people from these groups have been identified as 'vulnerable' and may require support to enable them to live independently. In theory 'classifying' people into a group enables data to be collated and compared. However, individuals who can be 'classified' in a group may not have a housing related support need and can also 'fit' more than one client 'group'. This strategy aims to recognise the individual's needs.

Commissioning Body

The Commissioning Body is a partnership between the Darlington Borough Council, Darlington Primary Care Trust and the National Probation Service, and is responsible for the Supporting People programme

Core Strategy Development Group

Representatives from partners and stakeholders who oversee the work of the Supporting People Team, commission research and analyse information. It reports to the Commissioning Body.

Contract Monitoring

The process that the Supporting People Team carries out in partnership with service providers, service users and other stakeholders to ensure the service is meeting a need, is contributing to wider strategic aims and objectives, is high quality and offers value for money.

Eligibility

To receive funding from Supporting People, the type of support provided to the individual needs to be eligible. If a service is not provided housing related support it is not eligible. Non-housing related support – and therefore ineligible - services can include social 'care' services, housing management services or advice. As a provider often provides a range of support, the service review process aims to determine how much of this is housing related and therefore eligible for funding.

Floating support

Support that is made available to the individual in their own accommodation; it is not tied to specific accommodation.

Housing related support services

These are support services, which are provided to any person for the purpose of developing that person's capacity to live independently in accommodation or sustaining his capacity to do so.

Examples of housing related support are: ·

- Help older people remain in their own home as long as they wish to by funding visiting support services
- Continue to provide services (e.g. wardens) in sheltered schemes
- Help young people leaving care prepare for greater independence through training in basic skills such as cooking and hygiene
- Help people leaving institutions (e.g. prison) or who have been homeless set up home
- Provide on-going support for people adjusting to more independent living, if moving into their own home after living in a special housing and support scheme

Joint commissioning

The process of commissioning services with partners to seek greater efficiency and effective use of resources.

Performance Indicator

Information used by providers to measure and assess their performance.

Provider

The organisation who provides support to an individual; these can be the local authority, a housing association, a voluntary organisation, the NHS or a private company.

Service users

Individuals who receive housing related support.

