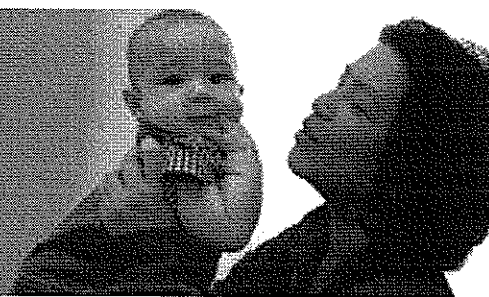


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**This Plan sets out the focus for Cumbria Supporting People for the next two years. It has been informed by the Supporting People Five Year Strategy, Cumbria Housing Strategy and reflects the shared priorities of key public, private and voluntary partners.**

The priorities are presented across four areas which are 'Improving Supporting People Services' and the three Supporting People client groupings as identified in the ODPM consultative strategy 'Creating Sustainable Communities' of 'Independence with Support,' 'Socially Excluded' and 'Care with Support.'

Drawing housing-related support services together in a single programme has enabled a strategic and coordinated approach to service provision. Partners including, the County Council, Districts Councils, Health and Probation, are starting to recognise how support fits with health, care and other support services, particularly as a means of early intervention and crisis prevention. This will however require a change in culture across many partner organisations and the development of even more constructive relationships with local as well as regional partners.

The Plan is underpinned by the 5 year Supporting People Strategy 2005-2010 which recognises future financial demands and implications. The budget, which accompanies this Plan, is designed to deliver the Plan and further determine the Commissioning Bodies priorities to 2008.

Within each theme there are a number of demanding aims that have specific targets. For example, the Plan recognises the need to increase throughput of floating support services to socially excluded groups in total by 76 in 2007/2008.

The relative priority between each area is determined by a number of factors including: citizens' views; commitments and aspirations of the Commissioning Body; stakeholder views; and Department for Community and Local Government imperatives.

Contained within the Plan are a number of cross-cutting improvement priorities including increasing user focus and making our services more accessible and responsive.

Initiatives will include:

- Launching a Citizen Participation strategy
- Establishing working groups with a 50/50 split between providers, commissioners and users to develop options for strategic commissioning across sheltered housing, floating support, community alarms, and accessing services.

The Supporting People Commissioning Body Plan is underpinned by the concept of achieving greater value for money, greater efficiency, effectiveness and more efficient use of resources. This includes:

- Improving financial and budget management.
- Using benchmarking and comparative information to inform decisions.
- Achieving and demonstrating efficiency from provider of services.

The ongoing development of the Plan will be further informed from learning from the performance management process and customer feedback to be undertaken throughout 2006-07.

It is therefore the intention of the Commissioning Body to update this plan for the years 2007/2008.

# 2

## What the Commissioning Body wants to achieve

The Cumbria Supporting People Commissioning Body is all about:

Supporting the well-being of Cumbria's people and communities by:

Supporting people to be **INDEPENDENT**

Supporting people to be **PART OF THEIR COMMUNITY**

Supporting people to have a real **CHOICE** about the services they need

This is our **Vision.**

The Cumbria Supporting People Commissioning Body will achieve this by:

Designing services, which focus around the user and aim to achieve independence, well-being and choice

Ensuring service provision is transparent, equitable and coordinated and achieves value for money

Achieving preventative approaches which enable independence and quality of life

Integrating support services with the other local services that vulnerable people need and receive

Promoting independence and reducing social exclusion

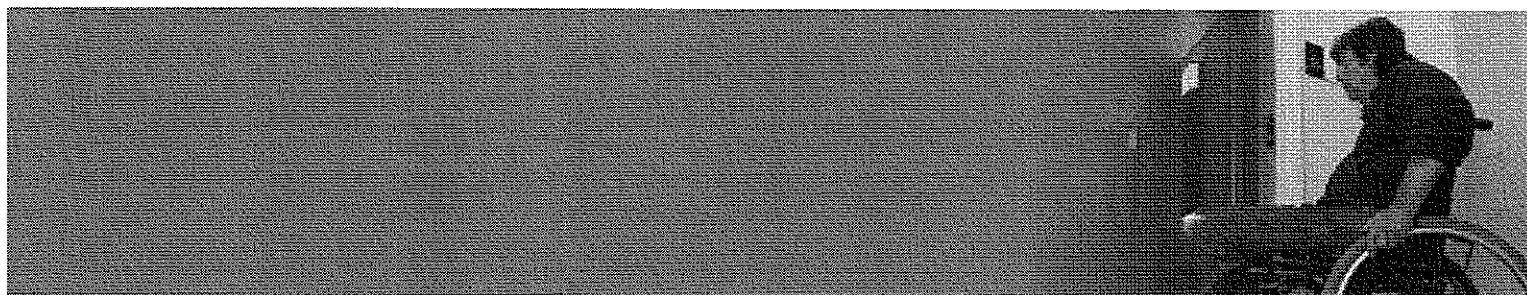
Modernising housing support infrastructure to improve access to services

These are our values, that are also underpinned by the County Councils values which is all about '**Building Pride in Cumbria**', as follows;

- Caring about what we do and caring about each other
- Respecting and valuing each other
- Celebrating our heritage and culture
- Improving through learning
- Acknowledging and respecting our diversity
- Recognising our successes and inspiring others

(Source Cumbria County Council Plan 'Building Pride in Cumbria')





## 2.1 Themes

The Supporting People Commissioning Body will focus its efforts on:

**Improving Supporting  
People Services**

**Improving services to people living  
independently with support only**

**Supporting the well-being of  
Cumbria's people and communities**

**Improving Services to people in  
receipt of care and support**

**Improving services to  
people experiencing or at risk of  
social exclusion**

These are our **Themes**.

## 2.2 The Supporting People Commissioning Body's Aims within Each Theme

### Improving Supporting People Services

#### Key Aims:

- Supporting People will focus services on citizens needs and increase accessibility
- Commissioning Body will be an effective partnership and work closely with key partners
- Supporting People will achieve greater efficiencies, value for money and continuous improvement
- The Commissioning Body will improve its information base and ensure that decisions are evidence-based.

### Improving services to people living independently with support only

#### Key Aims:

- Complete a strategic review of sheltered housing services by December 2006
- Complete a strategic review of community alarm services by December 2006
- Review of Home Improvement Agencies.

### Improving services to people experiencing or at risk of social exclusion

#### Key Aims:

- Complete strategic review of floating support services by December 2006
- Implement recommendations of Substance Misuse review by September 2006
- Reprovide Carlisle's Womens Refuge
- Reprovide Carlisle's Men's Accommodation Service
- Improve the flexibility of commissioned services to meet the needs of refugees, asylum seekers, people living with HIV/Aids, gypsies and travellers
- Improve accessibility of supporting people services to all socially excluded groups
- Pursue joint contracting and commissioning.

### Improving services to people in receipt of care with support

#### Key Aims:

- Establish joint pricing and commissioning plan for Learning Disability Services
- Further develop extra care housing
- Establish joint commissioning plan for Mental Health services
- Determine commissioning plan for disabled adults seeking supported accommodation.



## How the Supporting People Commissioning Body will deliver

**For the Commissioning Body to achieve its Aims, the partnership needs to work together.**

**The key focus of the programme over the next two years is on getting the right services and outcomes for vulnerable people.**

---

This needs all local authorities, working in partnership with other service commissioners and with service providers, to make sure that all local services are coordinated to work together properly. It requires authorities and providers to make sure that service design and provision is integrated and focused around and involves the people accessing support services.

In promoting an improved focus on and within the provision of housing-related support, it is important that funding arrangements support local delivery. It is important that the Commissioning Body and providers continue to make sure that the management of the programme and service delivery is carried out in an efficient and effective manner. This will include improved joint working across different commissioning streams and the application of best procurement practice ensuring appropriate support for the voluntary and community sector.

The implementation of CareSupport during 2006 and early 2007 will ensure that the right systems are in place to improve programme performance in financial management and create an environment that enables effective provider performance monitoring.





**Lead Director:** Corporate Director, Adult Social Care **Lead Cabinet Member:** Cllr Oliver Pearson

## 4.1 This Theme

The Commissioning Body will put citizens first when making decisions about allocation of resources and service delivery to ensure value for money and high quality.

As part of its commitment to inclusion and continuous improvement the Commissioning Body wants, through citizen participation, to hear what people feel should be done to improve services.

This includes working with service providers to develop effective citizen participation within their organisations.

## 4.4 Context

- Supporting People deliver support to over 10,000 service users across Cumbria each year
- 248 individual services are commissioned from over 50 providers
- Grant funding has been reduced to £9,0533.99 for 2006.07 with a potential further cut of 5% for 2007.08.
- Programme expenditure for 2006.07 is likely to be £8.8 million.

## 4.2 Achievements in 2005

- Value for money strategy successfully implemented with efficiencies achieved £1,363,373
- 5 Year Strategy agreed
- 3 year review programme completed
- Agreed Eligibility framework implemented.

## 4.5 Key Partners

Cumbria County Council, Allerdale Borough Council, Barrow Borough Council, Carlisle City Council, Copeland Borough Council, Eden District Council, South Lakeland District Council, National Probation Service for Cumbria and Health partners.

## 4.3 Supporting Plans and Strategies

Cumbria County Council Plan 2006-2009, Commissioning Strategy for Services for Older People, Council Procurement Strategy, Learning Disabilities Strategy, Local Delivery Plan, Local Information Plan, Positive Attendance Strategy, Training Plan, Workforce Strategy, Children and Young People's Plan.

## 4.6 Key Improvement Activities 2006-2007

- Review the Commissioning Body Memorandum of Understanding
- Implement CareSupport phase 1 from October 2006 and phase 2 January 2007.
- Restructure Supporting People Team in line with ODPM strategy "Creating Sustainable Communities"
- Prepare for inspection in August 2006
- Stage an Inclusive Forum to seek the views of all stakeholders in taking forward the SP program.



## 4.7 Key Aims and Targets

Key Aims	Key Targets
Supporting People will focus services on citizens needs and increase accessibility	<ul style="list-style-type: none"> <li>• Consult and implement Citizen Participation Strategy, by June 2006</li> <li>• Promote take up of Fairer Charging Policy in 2006</li> <li>• Complete Equality Impact Assessments for 2 Year Plan and Eligibility criteria</li> <li>• Develop approaches to meet the needs of people living in rural communities with Rural Officers Group.</li> </ul>
Commissioning Body will be an effective partnership and work closely with key partners	<ul style="list-style-type: none"> <li>• Contribute to the delivery of a Local Area Agreement for Cumbria with partners and Government Office North West from March 2007-2010 for implementation in April 2007.</li> </ul>
Supporting People will achieve greater efficiencies, value for money and continuous improvement	<ul style="list-style-type: none"> <li>• Produce a plan to roll out steady state contracts for all SP services in 2006 by September 2006</li> <li>• Implement a review of contract and monitoring procedures by September 2006</li> <li>• Work with all providers to improve performance and quality in service delivery               <ul style="list-style-type: none"> <li>- Development of service specifications</li> <li>- Implement North West 'outcomes framework'</li> </ul> </li> <li>• Implement improvement action plan following Audit Inspection recommendations</li> <li>• Determine with the Cumbria Sub Regional Housing Group the need for a Move On Strategy.</li> </ul>
The Commissioning Body will improve its information base and ensure that decisions are evidence-based	<ul style="list-style-type: none"> <li>• Deliver a robust arrangement for producing key performance information from July 2006</li> <li>• Deliver robust management arrangements for reporting key performance information to all Supporting People partners from September 2006</li> <li>• Introduce a system to update on a 6 monthly basis housing related support needs of all vulnerable groups from June 2006</li> <li>• Complete collection of service rich data June 2006.</li> </ul>

# Improving Services to people living independently with support only

**Lead Director:** Corporate Director, Adult Social Care **Lead Cabinet Member:** Cllr Oliver Pearson

## 5.1 This Theme

Many vulnerable people are able to live independently with a small amount of support that can make a critical difference in being able to maintain or improve their independence. Examples of this type of support can include sheltered housing with support staff, community alarms, floating support and home improvement agencies. People who may benefit from the assistance of lower-level support can include older people, people with moderate learning or physical disabilities, people in a managed phase of HIV/AIDs and people with moderate mental health conditions.

The Commissioning Body believes that there are opportunities to improve the extent to which this support is made available to people in their own homes.

## 5.3 Supporting Plans and Strategies

Older people's strategy - A shared vision for Cumbria 2006,

Cumbria's health and well-being strategy for older people - 2006-9,

District Council Housing Strategies,

Cumbria Commissioning Strategy for Community Care Services for Older People and their Carers.

North Cumbria Mental Health Implementation Plan (2003),

Cumbria Housing Strategy for People with a Learning Disability (2003),

Morecambe Bay Primary Care Trust Strategy- "Building a new kind of Service" (2003),

The Best Value Action Plan for Mental Health.

## 5.2 Achievements in 2005

- Reviews completed for all sheltered housing and community alarm services, resulting in improvements in support planning, involvement and choice for service users.
- Service User Surveys completed for sheltered housing and community alarm services
- Increase in provision of targeted services to older people living in their own homes
- Service reviews completed for all mental health and learning disability services
- Achieved Foundations quality mark for Home Improvement Agencies.

## 5.4 Context

Cumbria has a significantly ageing population. By 2028 over 1 in 3 people in the county will be of retirement age, a 62% increase since 2003. The 2001 census indicates that a large majority of households over the age of 60 are owner-occupiers and the number of owner occupiers over the age of 65 will increase by 50% between 2001-2021.

To meet these increasing demands on older people services and develop preventative approaches we need to modernise sheltered housing provision across the County. The review of sheltered housing and community alarm provision will seek to achieve outcomes, which focus around older people's well-being and choice. Few low level services are currently provided to adults with a learning disability and no services to physically disabled adults. A supported housing needs survey will identify need and enable partners to determine strategies to address this gap in provision.

Improved performance management will be introduced to increase the use of floating support services to mental health users and increase the numbers of people using generic services.

Performance frameworks will also be introduced for both community alarms and home improvement agencies.



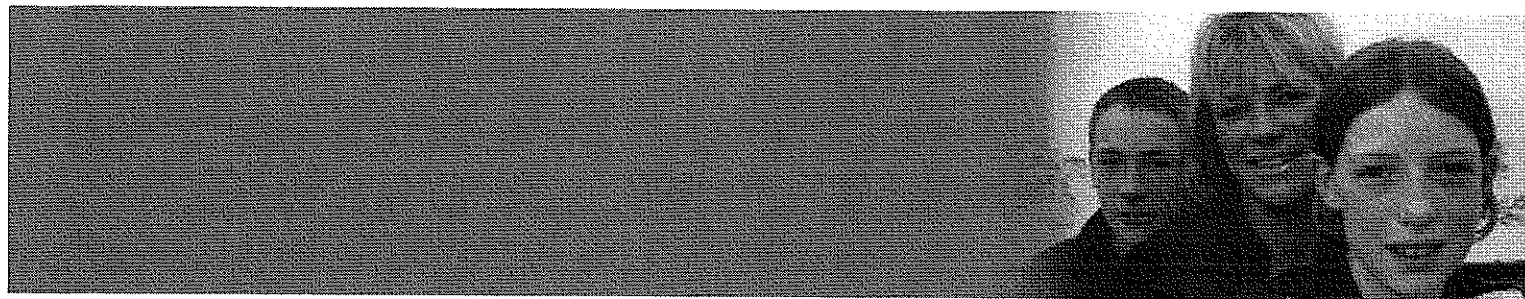
### 5.5 Key Partners

Housing and support providers, Cumbria Adult Social Care, 6 District Council housing departments, Health, Cumbria Housing Forums, Local Strategic Partnerships, Independent Sector.

### 5.6 Key Improvement Activities 2006-07

- Complete a strategic review of sheltered housing and community alarm services by December 2006 to determine commissioning options which seek to achieve the following outcomes:
  - Improved access to services
  - Increase provision of community floating support to older people
  - Improved quality and performance
  - Establish a value for money framework
- Review of Home Improvement Agencies
- In partnership with Adult Social Care Directorate and housing partners determine a commissioning plan for disabled adults seeking supported accommodation
- In partnership with Adult Social Care Directorate implement telecare service by July 2006 and contribute to POPP bid round 2
- Commissioning Body to agree a policy on leaseholders by June 2006





## 5.7 Key Aims and Targets continues on page 12

Key Aims	Key Targets			
	Baseline	Performance	Planned Performance	2007/08
Number of older people helped to live in their own home and communities	2004/05	2005/06	2006/07	
	Capacity 3110	Capacity 3116	Capacity 3041	Capacity 3041
	KPII A 2547	KPII A 2516	KPII A 2516	KPII A 2516
	Long Term			
Short Term Leaseholders	Capacity 13	Capacity 13	Capacity 16	Capacity 16
	KPII A/B 23	KPII A/B 21	KPII A/B 26	KPII A/B 32
	19	17	17	17
	Actual Spend 2005/06		Planned Spend 2006/2007	
Total Expenditure	£1,227,654		£1,231,738	
Community Alarms	Baseline	Performance	Planned Performance	
	2004/05	2005/06	2006/07	2007/08
	Capacity 5,689	Capacity 5,689	Capacity 5,689	Capacity 5,689
	Actual Spend 2005/06		Planned Spend 2006/2007	
	£775,871		£775,871	
Home Improvement Agencies	Baseline	Performance	Planned Performance	
	2004/05	2005/06	2006/07	2007/08
	N/A	N/A	N/A	N/A
	Actual Spend 2005/06		Planned Spend 2006/2007	
	£228,507		£228,507	
Number of adults with a Learning Disability living independent with support only supported to establish or maintain independent living	Baseline	Performance	Planned Performance	
	2004/05	2005/06	2006/07	2007/08
	Capacity 34	Capacity 34	Capacity 34	Capacity 34
	KPII A 29	KPII A 29	KPII A 34	KPII A 34
	Actual Spend 2005/06		Planned Spend 2006/2007	
	£165,106		£144,786	

<sup>1</sup>Key Performance Indicator (KPI) 1 refers to the number of service users who are supported to establish and maintain independent living (full definition available on page 21)



## 5.7 Key Aims and Targets continued from page 11

Key Aims	Key Targets					
	Baseline 2004/05	Performance 2005/06	Planned Performance 2006/07	Planned Performance 2007/08		
Number of adults with a Physical Disability living independently with support only supported to establish or maintain independent living	0	0	0	0		
	Actual Spend 2005/06		Planned Spend 2006/2007			
	£0		£0			
Number of adults with mental health living independently with support only supported to establish or maintain independent living	Baseline 2004/05	Performance 2005/06	Planned Performance 2006/07	Planned Performance 2007/08		
	Capacity 137	Capacity 137	Capacity 140	Capacity 140		
	KPI1 A 95	KPI1 A 122	KPI1 A 140	KPI1 A 140		
Long Term	Capacity 54	Capacity 54	Capacity 54	Capacity 54		
	KPI2 A 14	KPI2 A 16	KPI2 A 21	KPI2 A 30		
	Actual Spend 2005/06		Planned Spend 2006/2007			
Short Term	£1,284,834		£1,278,851			
	Baseline 2004/05	Performance 2005/06	Planned Performance 2006/07	Planned Performance 2007/08		
	Capacity 17	Capacity 17	Capacity 17	Capacity 17		
Expenditure	KPI1 A 17	KPI1 A 15	KPI1 A 17	KPI1 A 17		
	Actual Spend 2005/06		Planned Spend 2006/2007			
	£222,424		£222,424			
Number of adults living independently with support only supported in generic services to establish or maintain independent living	Baseline 2004/05	Performance 2005/06	Planned Performance 2006/07	Planned Performance 2007/08		
	Capacity 17	Capacity 17	Capacity 17	Capacity 17		
	KPI1 A 17	KPI1 A 15	KPI1 A 17	KPI1 A 17		
	Actual Spend 2005/06		Planned Spend 2006/2007			
	£222,424		£222,424			

<sup>2</sup> Key Performance Indicator (KPI) 2 refers to the numbers of service users who have moved on in a planned way from temporary living arrangements. (full definition available on page 22)

# Improving Services to people experiencing or at risk of social exclusion



**Lead Director:** Corporate Director, Adult Social Care **Lead Cabinet Member:** Cllr Oliver Pearson

## 6.1 This Theme

For people experiencing or at risk of social exclusion, housing-related support plays an essential part in preventing or dealing with a crisis situation and restoring independence in a sustainable way. The role of housing-related support is principally around sustaining existing independence and preventing its decline. For people experiencing or at risk of social exclusion, its focus is more around preventing or dealing with crisis as well as providing support for a return to stability.

The Commissioning Body believes that there remain challenges to ensure that local government and other agencies focus properly on the needs of this group.

## 6.3 Supporting Plans and Strategies

Cumbria DAT Community Plan, Cumbria Homelessness Strategy (2003), Local Authority Housing Strategies, Cumbria Domestic Violence Forum Business Plan and Action Plan, Probation Service Accommodation Strategy, The Cumbria Teenage Pregnancy and Parenting Partnership Strategy (2001-10), The Regional Reducing Re-offending Action Plan.

## 6.2 Achievements in 2005

- Increased service provision for:
  - Domestic Violence; 12 additional floating support units across Eden and South Lakes
  - Substance Misuse; accommodation based scheme by 5 units and 1 floating support Ulverston
  - Young Persons; accommodation based service by 6 units Ulverston
  - Offenders; 6 additional units of floating support (including one unit for no fixed abode)
  - 54 units in generic floating support Carlisle area.
- Strategic Review of Substance Misuse Services

## 6.4 Context

The Peter Fletcher research for Cumbria Supporting People conducted in 2004 states that need outstrips supply for all socially excluded groups resulting in the Five Year Strategy prioritising the following groups:

- Young People (including care leavers and teenage pregnancies)
  - Substance Misuse (covering both drugs and alcohol)
  - Domestic Violence
  - Offenders (including young offenders)
- Reviewing the way in which floating support services are being delivered and commissioned will enable an increase in provision to these top groups.

Improved performance management is key to increasing the number of people supported and the number of people who have moved on in a planned way.

A significant drop is recorded since 2004/05 of the number of individuals or homeless families moving on in a planned way. Low move on performance is also recorded for substance misusers, ex-offenders and young people. To address this the Cumbria Housing Strategy seeks to identify barriers and solutions to improve the way in which vulnerable people are moving through supported accommodation.

The Commissioning Body is committed to understanding the needs of all socially excluded groups therefore supported housing need surveys will be conducted for all groups to update our understanding of need.

To help deliver the Regional Reducing Reoffending Action Plan in respect of offender accommodation pathways, Supporting People in partnership with the National Probation Service will undertake specific research to determine needs analysis, provision and gaps in service.



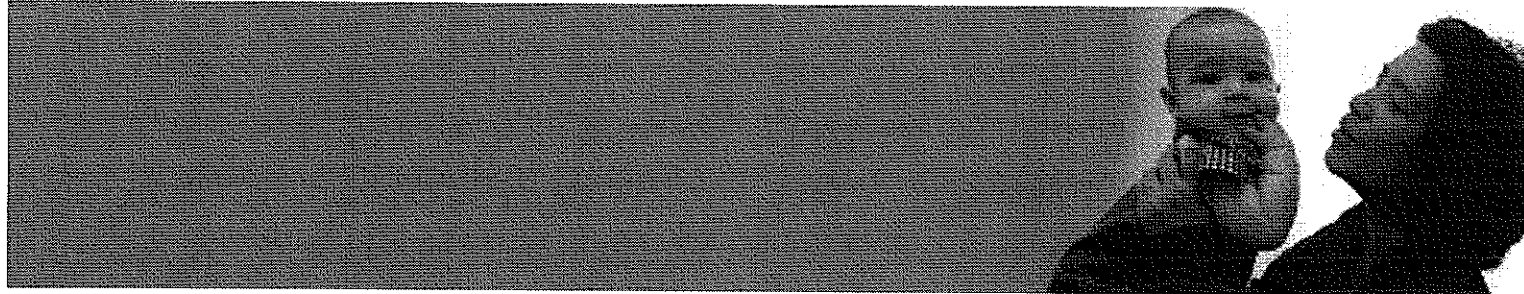
## 6.5 Key Partners

Housing Providers, Cumbria Adult Social Care, District Council Housing Departments, Cumbria Probation Service, Crime and Disorder Reduction Partnerships, Cumbria Drug and Alcohol Action Team, Cumbria Teenage Pregnancy and Parenting Partnership Board, Cumbria Homelessness Forum, Cumbria Domestic Violence Project, Health, Cumbria County Council.

## 6.6 Key Improvement Activities 2006-07

- Complete strategic review of floating support services by December 2006 to determine commissioning options which achieve the following outcomes;
  - Increased throughput by 30 young people living in Barrow, Allerdale and Copeland
  - Increased throughput by 6 people fleeing domestic violence living in Barrow,
  - Deliver support in all areas to people living in the private rented sector across all tenures and include those that have no fixed accommodation
  - Increased throughput by 10 units to ex-offenders living in Carlisle
  - Increased throughputs by 30 people with a substance misuse all areas.
- Implement recommendations of Substance Misuse review by September 2006
- Reprovide Carlisle's Womens Refuge in partnership with Impact Housing and Carlisle City Council
- Reprovide Carlisle's Men's Accommodation Scheme in partnership with Impact Housing and Carlisle City Council.
- Improve the flexibility of commissioned services to meet the needs of refugees, asylum seekers, people living with HIV/Aids, gypsies and travellers.
- Develop a county approach to reduce the number of all socially excluded people who are unable to access appropriate housing support.
- Joint contracting and commissioning with Teenage Pregnancy Partnership Board for Carlisle Teenage Parent Service.
- Research offenders accommodation pathway.





## 6.7 Key Aims and Targets continues on page 16

Key Aims	Key Targets					
	Baseline 2004/05	Performance 2005/06		Planned Performance 2006/07		2007/08
Numbers of drug users supported to move on in a planned way  Accommodation Based  Floating Support	KPI2 Capacity 26	KPI2 Capacity 26	KPI2 A 18	KPI2 Capacity 32	KPI2 A 20	KPI2 Capacity 32
	KPI2 Capacity 0	KPI2 Capacity 0	KPI2 A 0	KPI2 Capacity 0	KPI2 A 0	KPI2 Capacity 30 <sup>3</sup>
	Actual Spend 2005/06 £260,704		Planned Spend 2006/2007 £319,577			
Individuals or families who have become homeless and moved on in a planned way  Accommodation Based  Floating Support	KPI2 Capacity 163	KPI2 Capacity 163	KPI2 A 90	KPI2 Capacity 163	KPI2 A 150	KPI2 Capacity 163
	KPI2 Capacity 19	KPI2 Capacity 19	KPI2 A 18	KPI2 Capacity 19	KPI2 A 19	KPI2 Capacity 19
	Actual Spend 2005/06 £1,075,793		Planned Spend 2006/2007 £1,044,443			

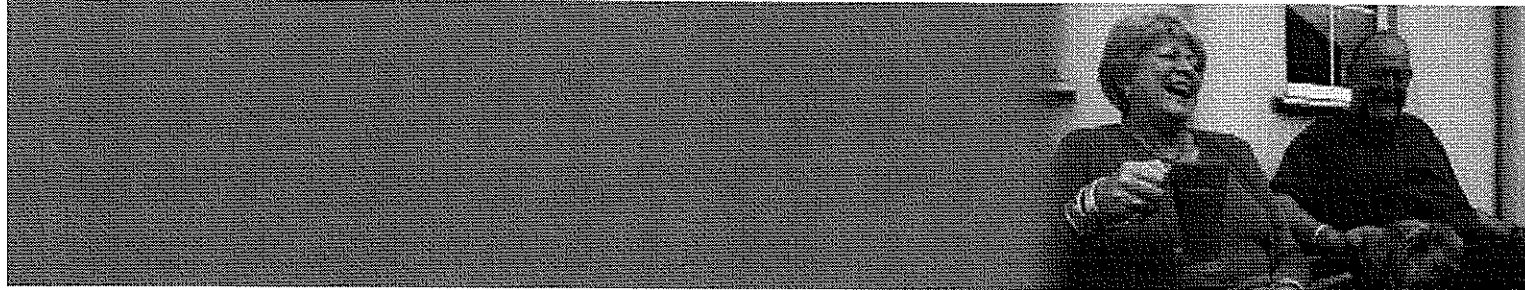
<sup>3</sup> The \* denotes increases in floating support services which will result from the strategic review of floating support services and a re-designation of unit capacity within generic floating support services. Increases will be achieved through better commissioning resulting from value for money approaches or improved performance specifications. Any increases in unit capacity will be cost neutral.



## 6.7 Key Aims and Targets continued from page 15

Key Aims	Key Targets					
	Baseline	Performance		Planned Performance		
Number of people fleeing domestic violence supported to move on in a planned way or established independence. Accommodation Based  Floating Support	2004/05	2005/06		2006/07		2007/08
	Capacity 10	KPI2 A 24	Capacity 10	KPI2 A 36	Capacity 16	KPI2 A 36
	Capacity 42	KPI1 A/B 38	Capacity 42	KPI1 A/B 40	Capacity 33	KPI1 A/B 40
	Actual Spend 2005/06 £199,352		Planned Spend 2006/2007 £234,760			
Number of offenders and ex-offenders supported to move on in a planned way. Accommodation Based  Floating Support	2004/05	2005/06		2006/07		2007/08
	Capacity 50	KPI2 A 24	Capacity 50	KPI2 A 24	Capacity 50	KPI2 A 35
	Capacity 35	KPI1 A/B 23	Capacity 35	KPI1 A/B 30	Capacity 41	KPI1 A/B 51
	Actual Spend 2005/06 £404,873		Planned Spend 2006/2007 £434,006			
Number of Young People leaving care or otherwise at risk supported to move on in a planned way Accommodation Based  Floating Support	2004/05	2005/06		2006/07		2007/08
	Capacity 74	KPI2 A 69	Capacity 74	KPI2 A 60	Capacity 74	KPI2 A 70
	Capacity 37	KPI1 A/B 50	Capacity 37	KPI1 A/B 50	Capacity 34	KPI1 A/B 100
	Actual Spend 2005/06 £578,431		Planned Spend 2006/2007 £594,902			

Key Aims	Key Targets					
	Baseline	Performance		Planned Performance		
Number of teenage parents supported to establish or maintain independent living	2004/05	2005/06		2006/07		2007/08
	Capacity 6	KPI1 A/B 9	Capacity 6 KPI1 A/B 18	Capacity 12 KPI1 A/B 36	Capacity 12 KPI1 A/B 36	
	Actual Spend 2005/06		Planned Spend 2006/2007			
	£15,637		£35,579			
Number of gypsies and travellers supported to establish or maintain independent living	Baseline	Performance		Planned Performance		
	2004/05	2005/06		2006/07		2007/08
	0	0		0		0
	Actual Spend 2005/06		Planned Spend 2006/2007			
Number of refugees supported to establish or maintain independent living			£0		£0	
	Baseline	Performance		Planned Performance		
	2004/05	2005/06		2006/07		2007/08
	0	0		0		0
Number of people supported to establish or maintain independent living in generic services			£0		£0	
	Baseline	Performance		Planned Performance		
	2004/05	2005/06		2006/07		2007/08
	Capacity 25	KPI1 A/B 30	Capacity 25 KPI1 A/B 30	Capacity 25 KPI1 A/B 30	Capacity 25 KPI1 A/B 30	
Accommodation Based Floating Support	Capacity 206	KPI1 A/B 312	Capacity 206 KPI1 A/B 419	Capacity 260 KPI1 A/B 527	Capacity 260* KPI1 A/B 527	
	Actual Spend 2005/06		Planned Spend 2006/2007			
	£788,679		£843,348			





# Improving Services to people in receipt of care with support

**Lead Director:** Corporate Director, Adult Social Care **Lead Cabinet Member:** Cllr Oliver Pearson

## 7.1 This Theme

For people in receipt of care and support, housing-related support underpins health and social care services. The objective of the Supporting People programme is to sustain or enable independent living. For people who fall within this grouping will normally need, and should receive, social and health care services in order to retain or maintain independence.

The Commissioning Body believes that there are opportunities to improve how these services are commissioned and provided as an integrated package.

## 7.3 Supporting Plans and Strategies

Older people's strategy - A shared vision for Cumbria 2006

Cumbria's health and well-being strategy for older people - 2006-9, District Council Housing Strategies, Cumbria Commissioning Strategy for Community Care Services for Older People and their Carers.

North Cumbria Mental Health Implementation Plan (2003), Cumbria Housing Strategy for People with a Learning Disability (2003),

Morecambe Bay Primary Care Trust Strategy- "Building a new kind of Service" (2003)

The Best Value Action Plan for Mental Health.

## 7.2 Achievements in 2005

- Agreed approach in providing support to people with mental health receiving aftercare services.
- More targeted and efficient provision of services to people with learning disabilities and mental health.
- Ineligible services decommissioned by 26 units
- Development of Extra Care Housing Scheme for Older People and couples with dementia in North West Cumbria
- Scheme reviews completed to determine performance and quality
- Increase in service provision by 6 accommodation based units for adults with learning disabilities in Carlisle

## 7.4 Context

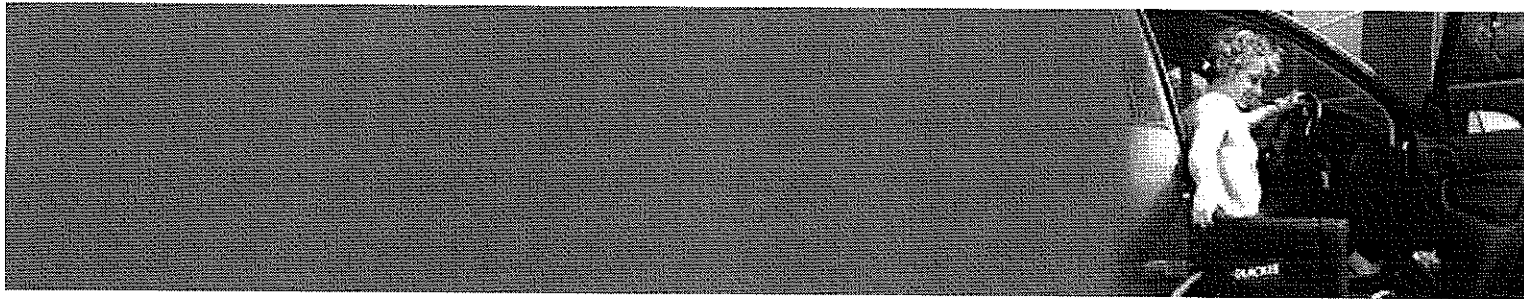
The Supporting People programme funds the housing related support element of people receiving care and support. This support is delivered via 49 separate services delivered by 22 providers to vulnerable adults throughout Cumbria.

Based on performance returns the numbers of adults with a learning disability supported in independent living compared to capacity is an area for improvement. Supporting People will work with partners in Learning Disability services to increase the number of people supported in independent living by improved performance management.

The take up of mental health placements is good; through performance management Supporting People will be aiming for total occupancy for these services.

A top aim of the Supporting People shadow strategy was the development of extra care housing for older people. Further increases in capacity are demonstrated by the development of a new scheme by 2007 achieving 259 sheltered units within an extra care scheme.

There are currently no services being delivered to physically disabled adults, this will be addressed in partnership with Adult Social Care Directorate to determine need and future objectives.



## 7.5 Key Partners

Cumbria Adult Social Care, Morecambe Bay Primary Care Trust, Eden Valley Primary Care Trust, West Cumbria Primary Care Trust, Carlisle and District Primary Care Trust, 6 District Council Housing Departments.

## 7.6 Key Improvement Activities 2006-07

- Establish joint pricing and commissioning plan for Learning Disability Services
- Re-submit bid in October 2006 to Housing Corporation for 40 unit extra care scheme in partnership with Barrow Borough Council, Accent Group and Adult Social Care Directorate.
- Work in partnership with South Lakeland District Council, Impact Housing and Adult Social Care Directorate to implement new build 37 unit extra care scheme in Kendal by Winter 2007.
- Establish joint commissioning plan for Mental Health services that seek to achieve the following outcomes;
  - Increase the proportion of people with mental health problems accessing supported accommodation
  - Tender Mental health services in partnership with Health, Adult Social Care
- In partnership with Adult Social Care and housing partners determine commissioning plan for disabled adults seeking supported accommodation.





## 7.7 Key Aims and Targets

Key Aims	Key Targets					
	Baseline 2004/05	Performance 2005/06	2006/07	Planned Performance 2007/08		
Number of adults with a severe learning disability supported to establish or maintain independent living	Capacity 208	KPI1 A 118	Capacity 183	KPI1 A 170	Capacity 183	KPI1 A 183
	Actual Spend 2005/06 £1,824,255		Planned Spend 2006/2007 £1,237,504			
	Baseline 2004/05	Performance 2005/06	2006/07	Planned Performance 2007/08		
	Capacity 65	KPI1 A 40	Capacity 56	KPI1 A 56	Capacity 56	KPI1 A 56
Number of adults with mental health supported to establish or maintain independent living	Actual Spend 2005/06 £407,791		Planned Spend 2006/2007 £399,825			
	Baseline 2004/05	Performance 2005/06	2006/07	Planned Performance 2007/08		
	Capacity 225	KPI1 A 191	Capacity 222	KPI1 A 222	Capacity 259	KPI1 A 259
	Actual Spend 2005/06 £91,893		Planned Spend 2006/2007 £87,240			
Number of older adults supported to establish or maintain independent living in extra care housing	Baseline 2004/05	Performance 2005/06	2006/07	Planned Performance 2007/08		
	Capacity 225	KPI1 A 191	Capacity 222	KPI1 A 222	Capacity 259	KPI1 A 259
	Actual Spend 2005/06 £91,893		Planned Spend 2006/2007 £87,240			
	Baseline 2004/05	Performance 2005/06	2006/07	Planned Performance 2007/08		
Number of physical disabled adults supported to establish or maintain independent living	Capacity 0	0	0	0	0	0
	Actual Spend 2005/06 £0		Planned Spend 2006/2007 £0			
	Baseline 2004/05	Performance 2005/06	2006/07	Planned Performance 2007/08		
	Capacity 0	0	0	0	0	0



## KPI 1 Service users who are supported to establish and maintain independent living

This KPI is intended to capture data on people who are being supported in independent accommodation. The support services provided to people living independently could be long term or short term.

**Living independently means people living in the following types of accommodation:**

- owner occupied accommodation;
- private rented accommodation – where the service user rents the accommodation as their long-term home. This will include accommodation that is rented under Assured Shorthold Tenancies as this is the normal type of tenure in this sector;
- long stay accommodation based services (over 2 years) – where the intention of the service is to provide a home for more than two years;
- local authority/RSL tenant – a service user living in general needs social housing;
- as part of another person's household, but where the arrangement is long stay (e.g. young person living with their family); and
- sheltered housing – accommodation that is specifically identified for older people and provided with warden services (on site or peripatetic).

It is recognised that some service users may have difficulties maintaining independent accommodation and may need to move to another type service that provides independent living with more support e.g moving from their own home to sheltered housing. Such a move will be treated as maintaining independent living.

Some individuals may no longer require a support service to maintain independent living. This will be the case where a floating support or resettlement service ceases because the individual is living independently.

**The following do not count as independent living:**

- a residential care home – a care home that is registered by the National Care Standards Commission;
- a nursing home – a care home that provides nursing care and is registered by the National Care Standards Commission;
- acute psychiatric hospital;
- long stay hospital or hospice care;
- taken into custody (where the service user has been remanded in custody or has received a custodial sentence);
- short stay accommodation based service (less than 2 years);
- direct access accommodation (less than a month's stay); or
- temporary accommodation (e.g. bed and breakfast).

Where a residential care home is in receipt of Supporting People funding it will be treated in the same way as any other type of accommodation based service (e.g. a long term service is treated as independent living but not a short term service).

The Supporting People programme recognises that some service users may need a high level of care or hospital treatment. The Department for Community and Local Government and Audit Commission will expect to see some movement from independent living into care homes or hospices, particularly for older people.



## KPI 2 Service users who have moved on in a planned way from temporary living arrangements

This indicator measures the proportion of service users who have moved on in a planned way from the following type of supported housing:

- short term accommodation based services (less than 2 years); and
- direct access accommodation (where the intended length of stay is less than a month).

This indicator also measures the extent to which outreach services <sup>4</sup> are able to support people to move onto more settled accommodation e.g.:

- moving rough sleepers into hostels; or
- supporting people to move on from unstable accommodation into supported housing or permanent housing. Unstable accommodation can include sleeping on friends' floors, staying in overcrowded accommodation, squatting, sleeping in cars.

This indicator does not include resettlement services as the outcomes for these services should be included under KPI 1 i.e. supporting service users to establish and maintain independent living. (For the purposes of this indicator, resettlement services are defined as housing related support services aimed at resettlement within long-term accommodation.)

This indicator defines a **planned** move as a move to appropriate housing. The housing may be linked to the provision of support. A planned move could involve a move to the following:

- a supported housing scheme;
- a residential care home;
- permanent accommodation;
- back to the service user's family, or
- other planned move.

The indicator defines **unplanned** moves as the following:

- abandonment;
- disappearance;
- evictions or a departure due to a notice;
- a move to an acute psychiatric hospital;
- taken into custody (where the service user has been remanded in custody or has received a custodial sentence); and
- other unplanned move e.g. rough sleeping, friend's floor.

Although a move to an acute psychiatric hospital can be planned, this indicator treats this outcome as an unplanned move as SP services are intended to help prevent these types of moves. Deaths are excluded from the calculation, apart from suicides which are counted as an unplanned outcome on the basis that support services are intended to help prevent suicides.

<sup>4</sup> There are some types of outreach service that support people that live in their own private home. Where this is the case they should be treated as floating support (see KPI1).

You can obtain copies of this Supporting People, 2 Year Plan 2006 - 2008  
and an easy to read summary from our website  
[www.cumbria.gov.uk/supportingpeople](http://www.cumbria.gov.uk/supportingpeople)  
Alternatively contact the Supporting People Team by calling 01228 601549  
or email [supportingpeople@cumbriacc.gov.uk](mailto:supportingpeople@cumbriacc.gov.uk)

The Supporting People Team  
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We can provide all documents in alternative formats if you ask us.  
You can also look at our website for other key documents and useful links  
to the people and organisations we are working with to deliver this plan.