

**Health and Wellbeing Partnership Board  
December 2010**

**Supporting People Report**

**Executive Summary:**

Purpose of Report

To provide an account of work over the past year from the Supporting People programme and invite comments from the Board in its oversight role.

**History and context:**

Why are we doing this?

The Oxfordshire Supporting People programme publishes an annual report to account for its work and to publicise its achievements.

Where are we in the process?

It is in the final stages of producing the third issue, looking at 2009-10. It is anticipated that the full report would be approved by the Supporting People Commissioning Body by end of January 2011. Copies of the full report will be made available to the members of the HWBP Board after that date. However, a summary report for consideration by the HWBP Board at its December meeting is attached.

Where else has it been?

Information has been considered by the County Council Management Team (CCMT).

Where else is it going?

The Supporting People Core Strategy Group will consider the annual report in December.

**Actions requested:**

The Board is asked to:

The Board is invited to consider the effectiveness of the Supporting People programme over the last twelve months.

**What does this item require members to take back to their organisation:**

Members are asked to:

Identify any housing and housing related support issues that should be addressed within their organisation to help achieve the objectives of the Supporting People programme.

**HWB Partnership Board aims supported by this paper:**

<input type="checkbox"/>	agree priority outcomes for health and well-being in Oxfordshire
<input checked="" type="checkbox"/>	promote action across partner agencies in planning and commissioning services for health and social care improvement
<input checked="" type="checkbox"/>	monitor delivery of action across partner agencies, assess effectiveness
<input checked="" type="checkbox"/>	monitor health improvement and other outcomes across the county
<input type="checkbox"/>	review priorities as part of the commissioning cycle
<input type="checkbox"/>	support involvement of service users in developing a strong strategic role
<input type="checkbox"/>	further the development of joint financial arrangements
<input type="checkbox"/>	ensure the implementation of priorities set out in the Sustainable Community Strategy and delivery of Local Area Agreement targets

**Author of paper:**

Natalia Lachkou  
Supporting People Programme  
Manager

**Person on whose behalf this has been written:**

Cllr Michael Gibbard  
Chair of Supporting People Commissioning Body

**Last date paper modified:** 18 November 2010

## **Supporting People Report**

### **Contents**

Introduction to the programme

How we spend Supporting People funding

Main achievements in 2009-10

Performance in key areas

- Performance delivered in 2009-10
- Outcomes for service users achieved in 2007-10

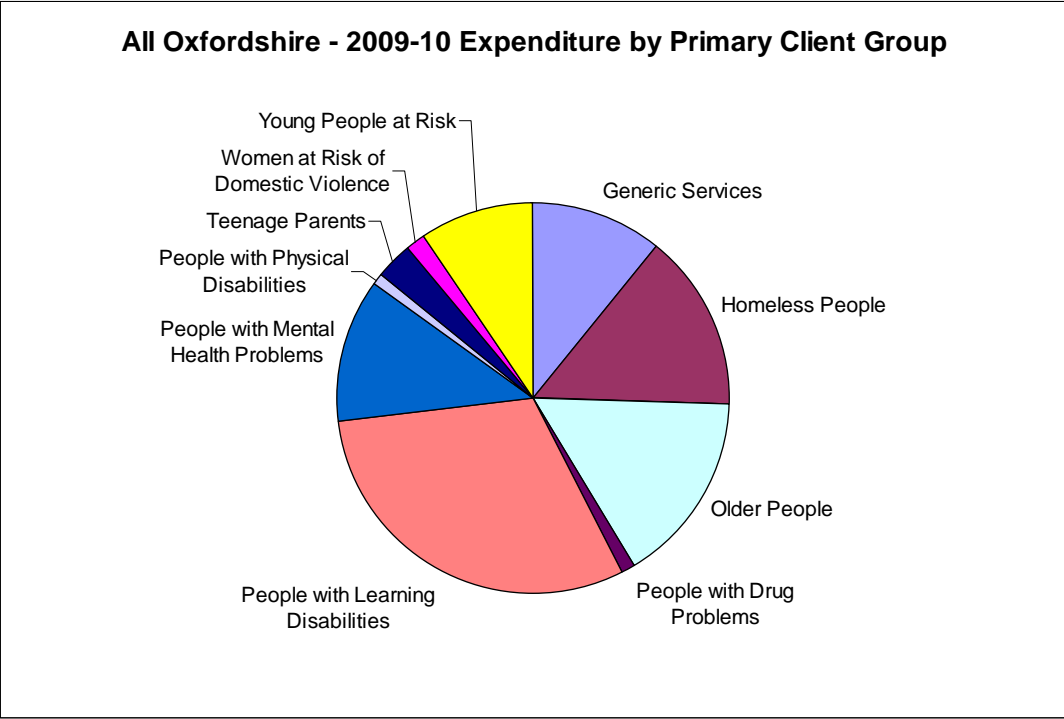
Looking to the future

### **Introduction**

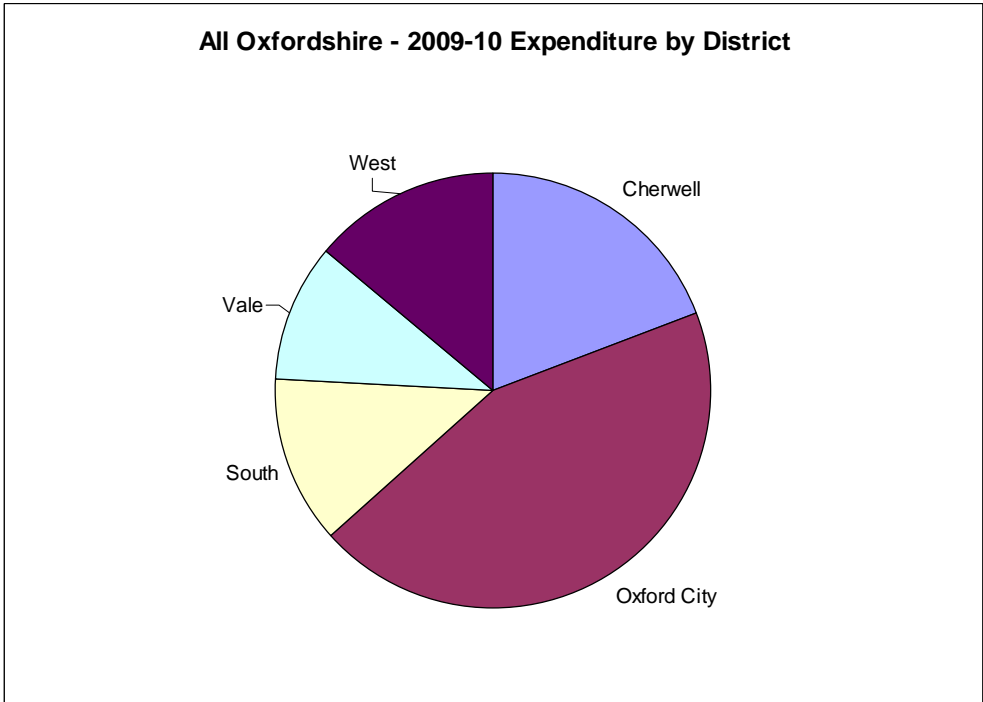
1. Oxfordshire Supporting People programme commissions essential preventative services for 11,500 vulnerable people who need support to secure and sustain a stable home and lead independent lives for as long as possible.
2. The vision statement for the programme is:  
“Working together to enable people of Oxfordshire to:
  - access and sustain a stable home of their choice
  - live independent and healthy lives
  - make an active contribution to society”.
3. Key facts about the Oxfordshire programme in 2010-11 are:
  - It funds more than 100 services and nearly 1,000 direct payments for older people, with a budget of £17.5 million.
  - The programme is being overseen by the Commissioning Body, members of which represent six local authorities, Primary Care Trust and probation service.
  - The programme is administered by a team of 8 officers, employed by the county council as the administering authority, who among other duties undertake specific procurement projects and manage 40 contracts with 30 provider organisations.

### **How we spend this funding**

4. In 2009-10 the programme’s expenditure reached £17.6 million.
5. The programme supported over 11,400 people; with the majority of service users being older people.
6. The biggest proportion of expenditure is on people with learning disabilities followed by older people and homeless people.



7. Compared to similar areas Oxfordshire has a higher proportion of spend on people with learning disabilities and teenage parents. Oxfordshire has a lower proportion of spend on older people and women at risk of domestic violence.
8. By geographical area, Oxford City continues to have the largest proportion of Supporting People spend followed by Cherwell, West Oxfordshire, South Oxfordshire and Vale of White Horse district.



9. Compared to other districts:

- Cherwell has a higher proportion of spend on teenage parents, women at risk of domestic violence and people with physical disabilities
- Oxford has a higher proportion of spend on homeless people, people with mental health problems and people with drug problems
- South has a higher proportion of spend on people with learning disabilities
- Vale has a higher proportion spent on older people

**Main achievements in 2009-10**

10. We have commissioned a new pathway of services for young people and teenage parents and ensured smooth transition to new arrangements by April 2010. To deliver this project we have worked effectively with our colleagues in the Children, Young People and Families directorate and all district councils. In delivering this project we gained one unit of service and met the 20% savings target.
11. We have produced with the Primary Care Trust a joint strategy for housing and support services for people with mental health issues. We have made good progress with designing a new pathway of mental health services and made plans to commission these services in 2010.
12. We have continued to promote and support the work of the Supporting People Service User Working Group. The group has run a number of successful events during the year. Service users have been involved in the decision making processes throughout different working streams (e.g. by helping us to select new providers of young people services).
13. We have published revised Supporting People strategy setting out the programme's plans for 2008-11 and reviewed our strategic objectives for non-hostel based services for homeless people.
14. We continued to regularly publish the directory of Supporting People services to make sure that people had up to date information on how to access services we fund.

**Performance in key areas**

**Performance targets in 2009-10**

15. Performance of services is measured against the following two key targets:
  - National Indicator 141 which measures the number of people moving on in a planned way from short term services. This indicator measures performance of short term support services. In 2009-10 our Local Area Agreement target was to reach 60%. We have surpassed this target by achieving 66.5%.  
To achieve this target we worked together with service users, providers and partners to improve the number of planned moves from Oxford based services for single homeless people, who make up the largest group of people considered under this indicator.

- National Indicator 142 which measures the number of service users who are supported to establish and maintain independent living. This indicator measures performance of long term and floating support services. In 2009-10 our target was to reach 98.9%, which we have done.

16. Other local performance targets:

- We collect on a quarterly basis from all providers data on service availability, staffing levels and throughput. The following table shows the scores for these areas for 2009-10. This local data output does not include the learning disability pool

Measure		2009-10 score
SPI 1	Availability	99.1%
SPI 2a	Utilisation (accommodation based services)	96.8%
SPI 2b	Utilisation (non accommodation based services)	109.8%
SPI 3	Staffing	100.9%
SPI 4	Throughput	135.2%

17. The return rate for Oxfordshire Supporting People performance data is the best in England.

**Outcomes for service users in 2007-10**

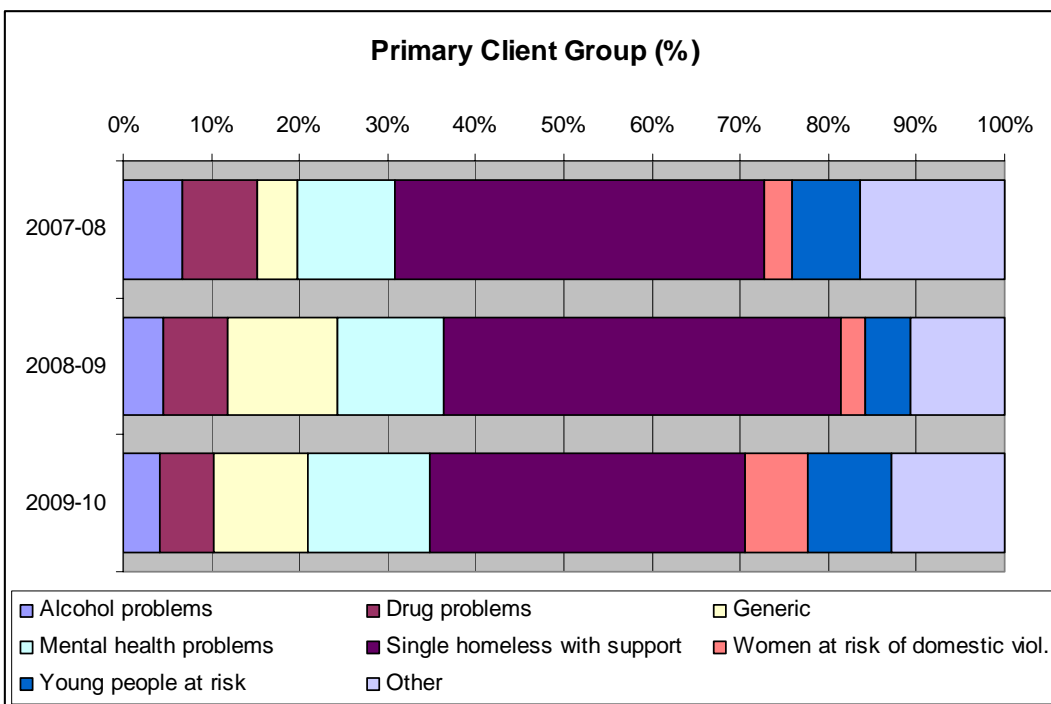
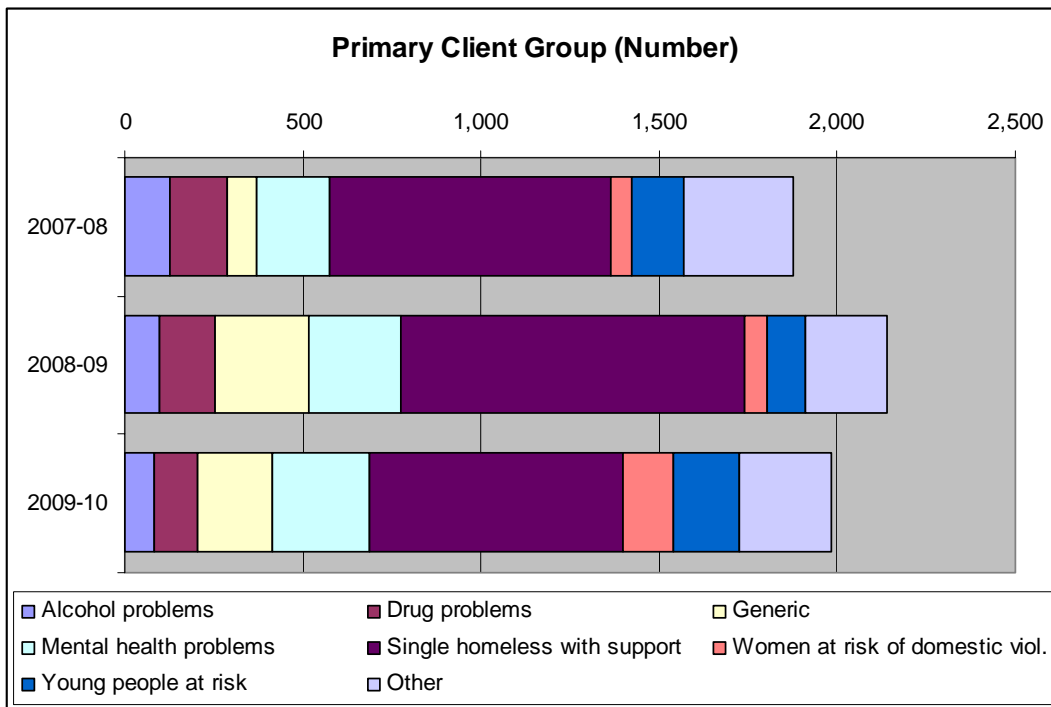
18. We collect data about individuals who are supported by the programme at the point they enter support services (i.e. client records data) and when they leave these services (i.e. outcomes data). This data is now available over the last three years.

19. Client record data shows that support services work with a high proportion of males, a high proportion of single homeless people and a high proportion of people from Oxford City district. This data is presented in the tables below:

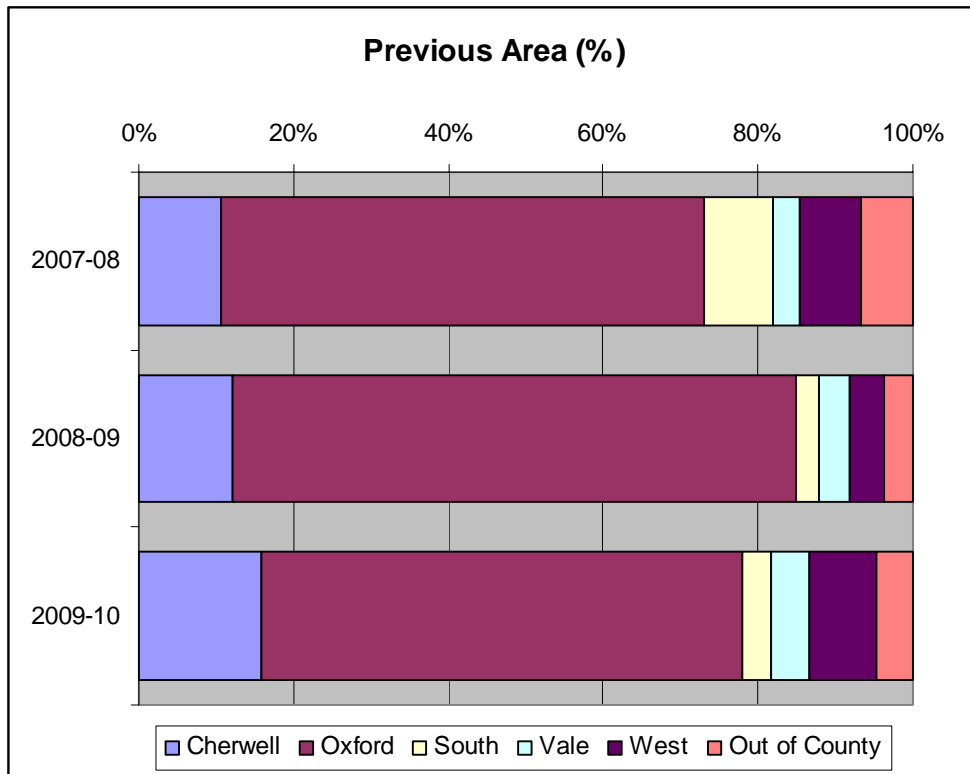
- The proportion of females/ males over the last 3 years is as follows. The female proportion has increased.

Gender %	2007-08	2008-09	2009-10
Female	33.1%	33.9%	41.8%
Male	66.9%	66.1%	58.2%
Total	100%	100%	100%

- The main client groups are single homeless, mental health and generic. The number of people within the mental health and women at risk of domestic violence primary client groups have increased over the last 3 years.

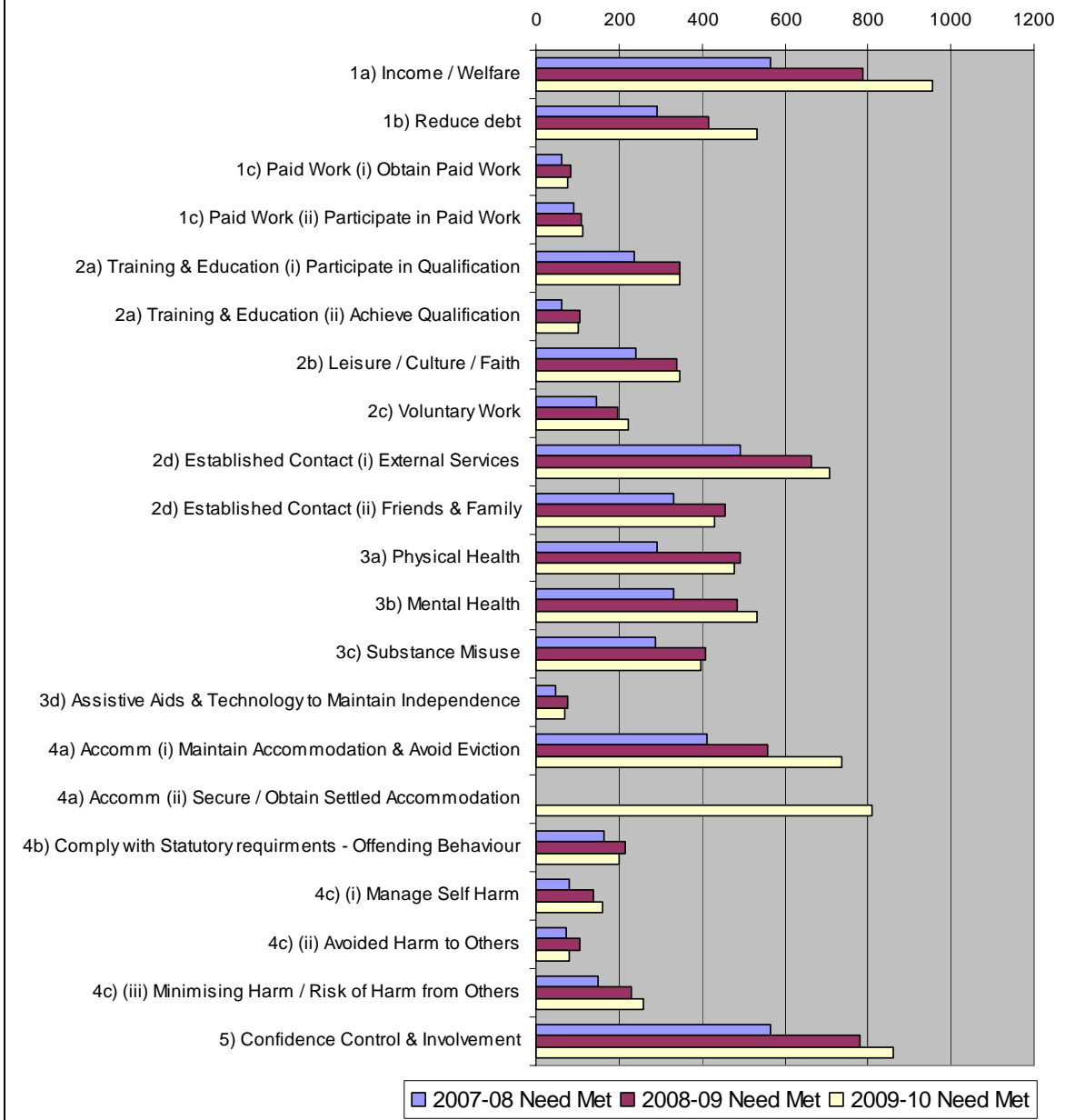


- Oxford City has the largest share of client record return cases. The proportion for Cherwell has increased over the last 3 years.



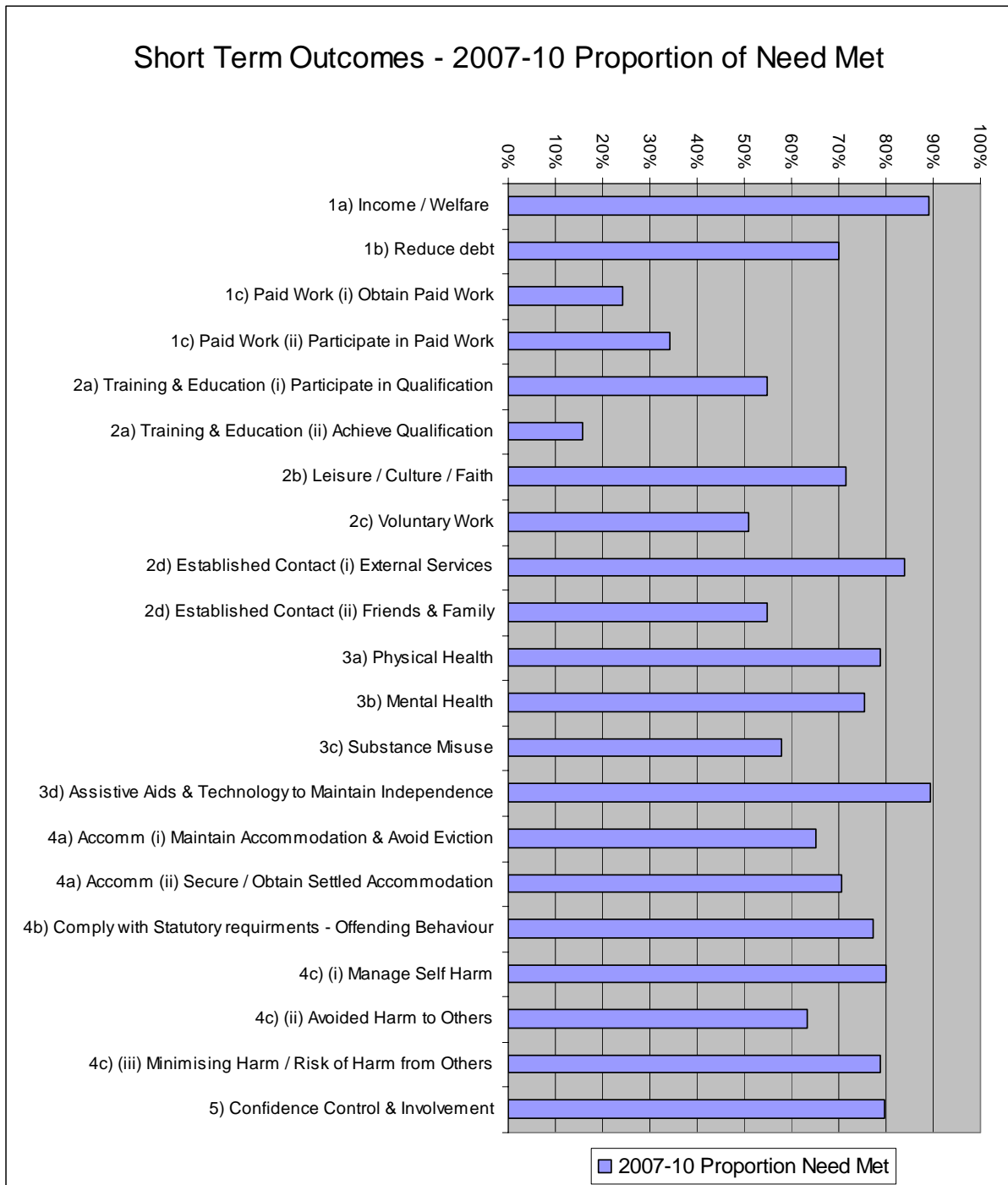
20. Outcomes data shows that for people using support services provided on a short term basis (i.e. for less than two years) across all areas in which outcomes are measured the need was met in two out of every three cases.
21. The numbers of outcomes met over the last three years of data collection are as follows:

## Short Term Outcomes - Needs Met (Number)



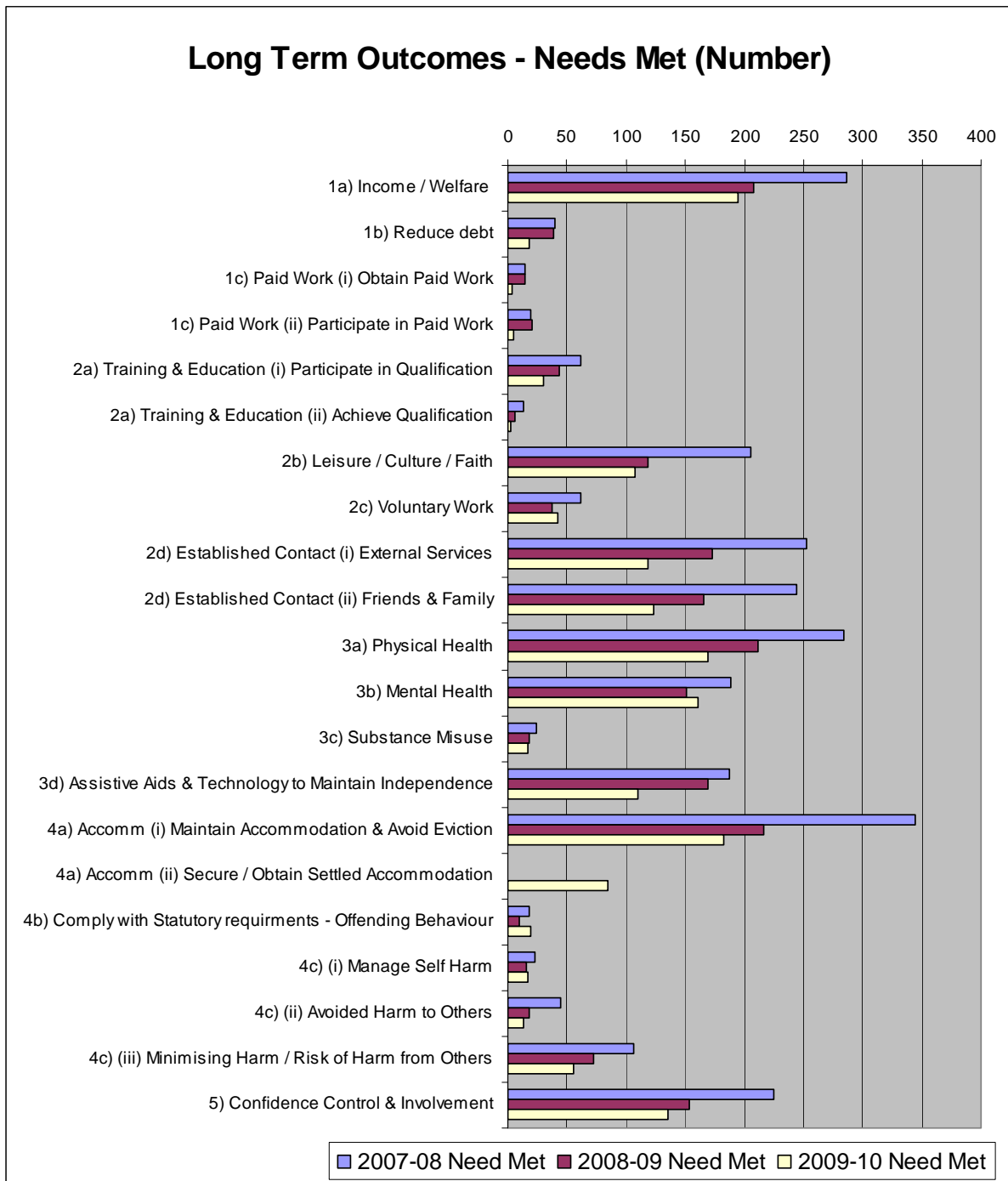
22. Over three years the five highest needs met are income welfare (2,307), confidence (2,208), contact with external services (1,864), maintain accommodation (1,704) and mental health (1,352).

23. The three areas with the highest proportion of short term needs met for 2007-10 are assistive aids (89.3%), income welfare (89.1%) and contact with external services (83.9%).



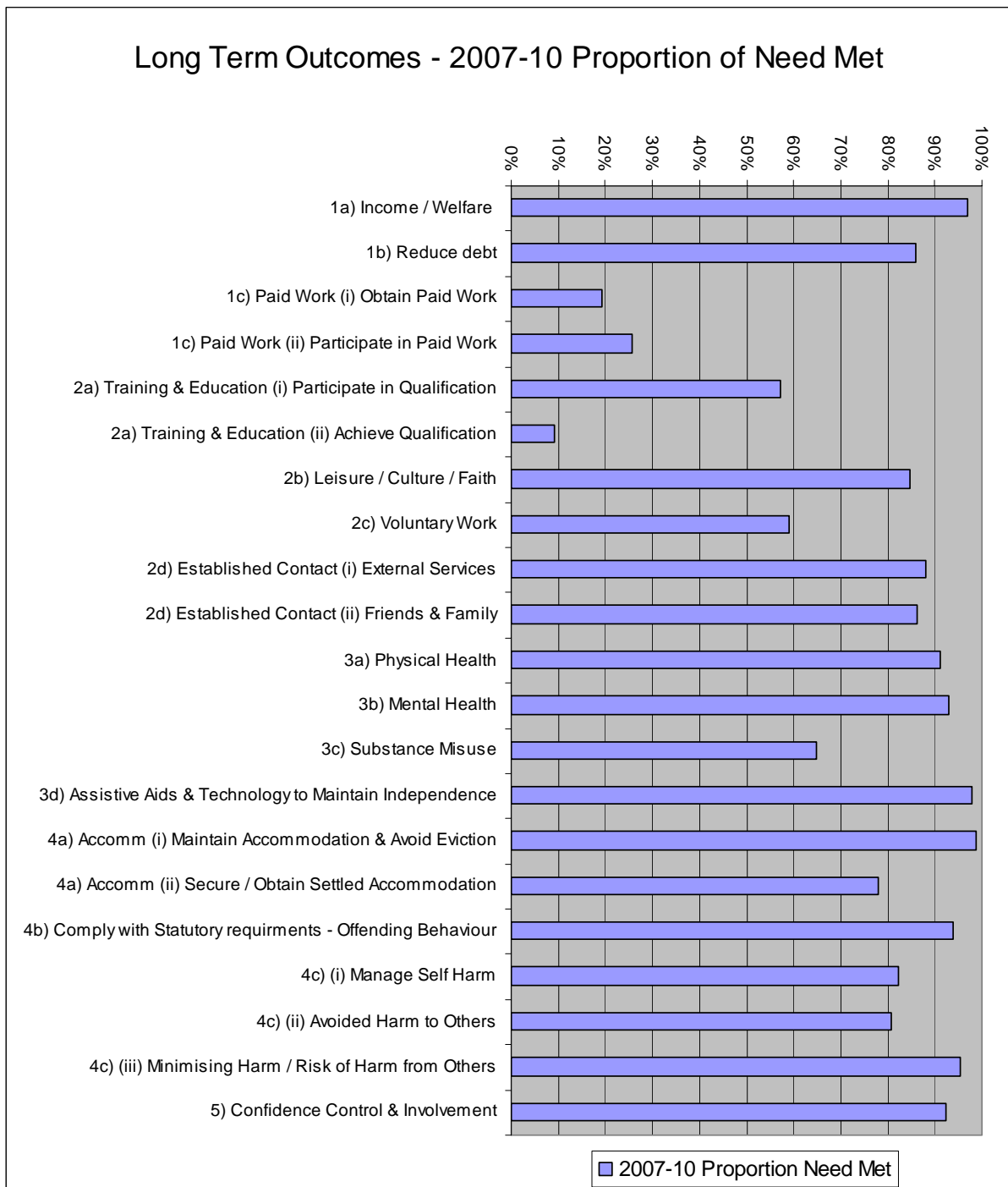
24. For people using long term support (i.e. for more than two years) across all areas in which outcomes are measured the need was met in six out of every seven cases.

25. The numbers of outcomes met over the last three years of data collection are as follows:



26. Over three years the five highest needs met are maintain accommodation (743), income welfare (689), physical health (665), contact with external services (544) and contact with friends family (532).

27. The three areas with the highest proportion of long term needs met for 2007-10 are maintain accommodation (98.7%), assistive aids (97.9%) and income welfare (97.0%).



## Looking to the future

28. In March 2010 the partnership commenced work on producing the Oxfordshire Supporting People strategy for 2011-16, which would include a financial and risk management strategy for the programme.
29. Further work on the strategy would be dependent on specific announcements about Oxfordshire Supporting People allocation expected in early December. It would also be informed by the outcomes of the Star Chamber process for adult social care and children's services, especially in those areas where the programme is jointly commissioning these services.
30. Timetable for formal decisions:
  - 2 December 2010 – draft Local Government Finance Settlement announcement
  - Date to be confirmed – discussion at the Leaders meeting
  - 20 January 2011 – Commissioning Body meeting to consider specific saving targets for 2011-12 and revised proposals for future years
  - Date to be confirmed – discussion at the Leaders meeting
  - 25 March 2011 – Commissioning Body meeting to agree the full strategy document and budget for 2011-12

Natalia Lachkou  
Supporting people Programme Manager  
18 November 2010