

**PETERBOROUGH SUPPORTING  
PEOPLE**

**ANNUAL PLAN  
Summary**

**2009 – 2010**

**JANUARY 2009**



## Introduction

### Our vision for Supporting People in Peterborough

**To provide flexible housing related support services which are innovative, cost effective, high quality and fully integrated to enable people to live as independently as possible and maximise their potential in the community.**

The Supporting People programme commenced in April 2003 and is a government funded initiative, which offers **housing related support** to help vulnerable people live independently in the community.

Peterborough City Council is deemed the 'Administering Authority' for the grant, and the Supporting People Team is situated within the Programme Delivery section of Strategic Growth & Development. This division is part of the Operations Directorate.

The Supporting People grant from the Department of Communities and Local Government for the year 2008/9 was £4,930,000. The Department for Communities and Local Government have announced that the programme grant for 2009/10 will be paid to Peterborough City Council as a un-ringfenced grant, with the level of grant provided to the programme being set by Peterborough City Council.

The Supporting People programme in Peterborough is overseen by a Commissioning Body. The membership of the Commissioning Body consists of:

- the Cabinet Member for Housing Regeneration and Economic Development
- Head of Strategic Growth and Development – Peterborough City Council
- Director of Adult Social Care and Performance – Joint PCC/PCT post who represents both Health and Adult Social Care.
- Assistant Chief Probation Officer - Cambridgeshire Probation Service.

### What is 'Housing Related Support'?

**Housing Related Support Services are defined as '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/her capacity to do so.'**

The key words in the definition of housing related support are **developing** and **sustaining**. A short-term service (such as a hostel for the homeless) will develop capacity to live independently whilst a longer-term service (such as a sheltered scheme for older people) will sustain independent living. Generally, it is **'helping with'** rather than **'doing for'**.

The following are examples of housing related support services:

- help in setting up and maintaining a home or tenancy
- helping people fill in housing benefit application forms
- help in establishing social contacts
- advice on how to report repairs (but not the actual carrying out of repairs)
- community alarms

- housing related support from a sheltered housing scheme manager

### **What kind of services do we have in Peterborough?**

In Peterborough, the Supporting People programme supports over 3,500 people in over 100 services run by 24 Providers.

We fund a variety of services. Some support is provided linked to specific accommodation (accommodation based) and some is provided to service users in their own home (floating support).

#### **Case study 1: Handyperson Service**

**Supporting People has funded through the Care and Repair Team the provision of a handyperson service. The services provides, free of charge, tradesmen to carry out small scale repairs (not exceeding 16 hours per repair) for vulnerable people in any tenure.**

**An 84 year old lady from Thorney telephoned Care and Repair at 2 pm on 4 April 2008 stating that the light above her front door was not working and she had no one available to repair it. The lady was blind in one eye with limited vision in the other and had restricted mobility. A contractor was dispatched to repair the wiring fault that afternoon. Whilst this would appear a minor problem, without the fault being remedied that afternoon she would have been able to see to unlock the door or negotiate the step and threshold.**

**This small intervention may have avoided a serious fall and admission to hospital, and certainly addressed the ladies anxiety concerning the repair.**

#### **Case study 2: Time Stop**

**Supporting People fund the YMCA Timestop project to provide a direct access homeless hostel for young people aged between the ages of 16-19. The average stay within the hostel is 3 months.**

**A 17 year old young lady had fallen out with her family and accessed the Timestop direct access homeless hostel due relationship breakdown with her parents. With support from the project staff the young lady enrolled on a child care training course, obtained basic life skills such as cooking and nutrition, re-built the relationship with her parents, and successfully bid for a social tenancy through Choice Based letting. As part of the re-settlement support was provided to secure furniture household items.**

### **Who is eligible?**

People who are vulnerable and belong to the following client groups:

- Frail elderly
- older people with mental health problems/dementia

- older people with support needs
- homeless families with support needs
- single homeless with support needs
- rough sleepers
- mentally disordered offenders
- offenders or people at risk of offending
- people with a physical or sensory disability
- people with alcohol or drug problems
- people with HIV/AIDS
- people with learning disability
- people with mental health problems
- refugees
- teenage parents
- travellers,
- women at risk of domestic violence
- young people at risk
- young people leaving care

Whilst charges are levied in long term schemes ('Homes for Life'), Supporting People provides a subsidy based on eligibility to Housing Benefit and Fairer Charging.

### **The Supporting People Five Year Strategy**

The Supporting People Five Year Strategy was approved by the Commissioning Body in February 2005, and also by Policy and Overview Committees and Cabinet. It was published on 31<sup>st</sup> March 2005. The document sets out the programmes aims, objectives and strategic priorities for the period of the strategy.

### **The Supporting People Annual Plan 2009/2010**

The Strategy is reviewed on an annual basis to ensure its continual relevance and these reviews take the form of an Annual Plan. As 2009/10 is the last year of the Five Year Strategy, the annual plan both reviews the achievement of objectives outlined within the original strategy and sets those for the coming year.

### **What the Supporting People Programme is achieving?**

**The programme is supporting the Council in achieving its strategic priorities by:**

- Enabling people to achieve the best possible health, housing and well being.
- Provide high quality opportunities for learning and ensure children are healthy and safe.
- Make Peterborough a better place in which to live and work.

### **The programme is running successfully and to target.**

- All Detailed Tasks in the Action Plan for 2008- 2009 have either been completed or are on-going.
- All services are reviewed to ensure they continue to provide strategically relevant, high quality and value for money.

### **The programme uses the 'Excellent Grant Conditions'**

- As a result of Peterborough City Council receiving a 3 star CPA assessment the Supporting People programme has been able to use grant conditions reserved for 'excellent' authorities. The benefits of the grant conditions are that there is more flexibility in how services are commissioned and what they can provide.

### **The programme has worked in Partnership with NHS Peterborough to provide 'joined up' services.**

- The programme has jointly commissioned with NHS Peterborough the first combined social care and housing related support service at the Pavilions Extra Care Complex.

### **Provision of Floating Support Services For Young People**

- Floating support services for young people were subject to competitive tender and their capacity increased.
- A new service was commissioned for young offenders.
- The service for teenage parents was extended.

### **Supporting People and NHS Peterborough Joint Commissioning – The Independent living Support Service**

- The Supporting People Commissioning Body and NHS Peterborough have agreed to pool resources and jointly commission services to all adults who require housing related support and/or social care/low level health services in order to live independently within the community. Service users will be able

to purchase these services via Individual Budgets.

- A number of short-term pilot services were commissioned during 2008/9 to trial the trail joint working arrangements required to the provision of integrated services for vulnerable people.
- The Independent Living Support Service will go live on 1 October 2009.

**We want to work jointly with our colleagues in other departments and organisations to ensure the best possible outcomes for the residents of the City.**

- The Commissioning Body has agreed to direct investment in services for Gypsies and Travellers as recommended by the Peterborough City Council Travellers strategy.

- The Commissioning Body adopted the 'Young People's Accommodation and Housing Related Support Strategy' in December which was jointly prepared by the Supporting People team and Children Services. The recommendations of the strategy will inform future investment decisions for this client group.

**We want Service Users to continue to have their say and help shape the Programme.**

- The Commissioning Body have approved a revised service user consultation strategy which will enhance the opportunities of service users to become involved in developing both service provided by the programme and its strategic development. The programme will hold its first service user forum in May 2009 to engage as wide a cross section as possible of the 21 client groups supported by the programme.