



Supporting People Strategy 2010-15 Summary

Consultation and challenge

The draft Supporting People strategy sets out how the partnership of the council, health and probation will work together to meet the needs of vulnerable & socially excluded people in Islington through the provision of housing support. The Strategy sets out the financial context in which this will be achieved, identifies the priorities and how the programme will be delivered.

This summary document provides you with the highlights of the strategy i.e. its vision, aims and objectives along with an opportunity to feedback and get involved. Our events are being organised as part of the formal consultation period, details of these along with the fuller version of the draft strategy and associated documents can be found at:

www.islington.gov.uk/housing/supporting_people

Our consultation period runs from 1st July 2010 to 30th September 2010.

Delivering independence and creating opportunity

1. Background

Our local programme has been in place since 2003.

Between April 2009 and March 2010 the Supporting People programme on average:

- Facilitated 857 vulnerable people in short term supported accommodation (of less than 6 months) to live independently of which 77.63% were able to move on to full independent living
- Facilitated 2474 vulnerable people in long term accommodation (of up to 2 years) to live independently, of which 97.5% were in receipt of a support package

In 2009-10 the programme supported 603 people to resettle and move to settled accommodation of which: 186 were young people at risk / care leavers; 128 were offenders; 126 were people with substance misuse (drugs and alcohol) problems; 82 were people with mental ill health needs; 60 were single homeless; 11 were women escaping domestic violence; 4 were refugees/asylum seekers; 3 were teenage parents and 3 were people with a learning disability.

Overall the net worth of the programme can be demonstrated to be £7.7M annually to the borough¹. Without the annual £15.9M supporting people programme investment the cost to the Council & its partners of meeting people needs through other means would be £23.6M per annum.

The programme continues to provide a community alarm service or care and repair service in Islington to nearly 2,000 residents.

2. Our Vision

Our Vision for Supporting People is to improve the quality of life of vulnerable and socially excluded people living in the borough through the delivery of personalised preventative & early intervention housing support services. We want to make Islington a place where people are able to achieve their potential for independent living. This will be delivered in a time of continued change which will bring with it challenges and opportunities.

3. Our Four Aims

Through the development of this strategy we have identified four overarching aims that underpin the delivery of the Programme and achieving the desired outcomes. These are:

1. **Delivering independence** through providing stable environments which enable greater independent living;
2. **Creating opportunities** by offering vulnerable and socially excluded people the chance to improve their quality of life;
3. **Providing effectively managed services and value for money through** delivering high quality and strategically planned, personalised housing support services which are **well managed**, reliable, cost effective and complement existing care services;
4. **Enhancing engagement and influence** by putting users at the heart of service development and delivery.

¹ Based on assessment made using 'Communities and Local Government Value for Money Tool'
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3.1 Aim 1 - Delivering independence

The programme is committed to making sure that every resident of Islington has the opportunity to live a fulfilled, active and independent life, and plays a major role in assisting individuals who have become vulnerable at a point of crisis, a period of change or in times of hardship to reassert & regain their independence. Having the right housing and support at the right time is an essential part of maintaining a person's independence, and affords them the ability to make the most of opportunities and improve their (and their family's) quality of life.

Our strategic objectives in order to deliver independence are to:

- i. Act promptly and responsibly in times of crisis or to prevent crises reoccurring;
- ii. Provide targeted support to gain and maintain settled accommodation;
- iii. Help ensure their existing or new accommodation meets their needs;
- iv. Support individuals to move to more independent living settings.

3.2 Aim 2 - Creating opportunities

Whilst having a safe, warm, decent home is important, having a stable home is also an essential requirement for general well-being, piece of mind and in order to keep or find a job, build a social network, or participate in a range of other opportunities. If people are worrying about where they will live, the worry and disruption can easily prevent them from accessing opportunities and could even cause the loss of their current job or existing social networks.

Our strategic objectives to create opportunities are to:

- i. Ensure people have the life skills they need to live independently, such as budgeting, healthy eating, maintaining networks; accessing utilities;
- ii. Enable people to manage or kick their addictions;
- iii. Help people to claim the right benefits;
- iv. Help people identify training, employment and volunteering opportunities;
- v. Support people to access other services or help themselves.

3.3 Aim 3 - Providing effectively managed services and value for money

There is a need to deliver efficiencies and demonstrate that the services we commission not only justify the investment but are delivered in such a way as to represent best value for tax payers whilst also maximising the number of vulnerable people the Programme is able to support.

Our strategy objectives in order to meet these challenges are to:

- i. Reduce bureaucracy and deliver efficiencies;
- ii. Benchmark services, adapt best practice and innovation, and embrace information technology developments;
- iii. Consolidate, re-engineer and commission services in partnership;
- iv. Maximise service availability, usage and turnover whilst delivering value for money through commissioning actions;
- v. And enhance contracts and performance management mechanisms.

3.4 Aim 4 - Enhancing engagement and influence

Users of our services, their carers, residents and others want to be involved in the decisions that impact upon them, the services they received and their local communities.

Our strategy objectives to enhance engagement and influence are to:

- i. Ensure users, carers and other stakeholders are actively involved in service design, delivery, review and identifying unmet needs;
- ii. Establish mechanisms for engagement and empowerment;

- iii. Encourage active citizenship, self help and pride in the community;
- iv. Provide accessible and useful support service information as well as information on other services.

4. The Future

Supporting People spans client groups and works best when it is delivered as part of a planned, integrated approach. Recognising the role that housing support services play in the lives of the most vulnerable and excluded means that council's and its partners can deliver cost benefits in other areas.

In developing this strategy given the overall significant level of unmet need versus the reduction of available resources that are at the disposal of the programme, and the financial challenges this will bring, no one group's needs has taken precedence over the others. However the **primary focus of the future programme will be one of catering for the needs of the most vulnerable and socially excluded people particularly those falling outside the threshold for statutory services.**

In order to meet the difficult challenges ahead there will be need for:

- Sound **joint commissioning** across service groups, with partner organisations and with other boroughs
- A greater focus on the provision of **better information and advice services** in order for **people to help themselves or help others**
- A promotion of and focus on accessing established **well being services** e.g. those provided by NHS Islington and **universal services** e.g. libraries & leisure centre's.

Partnership working is our best means to meeting these challenges whilst continuing to support as many vulnerable and social excluded people as practicable. In reality as the effects of the recent economic downturn, tackling the national deficit and the need to reduce expenditure, deliver efficiencies & reduce bureaucracy starts to bite this will be a struggle. The partnership will need to determine how best strategically target its available resources. In doing so it will be guided by evidence that the programme and/or service:

- Supports vulnerable and social excluded people who fall below the threshold for statutory services;
- Delivers efficiencies, cost effectiveness and reduces bureaucracy;
- Delivers the core aims;
- Has a proven ease of delivery and is delivered in partnership with partners actively contributing resources;
- Has actively considered the impact of any associated disinvestment and mitigated risks;
- Is fair and reasonable.

5. Evidence used to help guide our strategy development:

Islington's Sustainable Community Strategy

This provided with the context in which the Supporting People Strategy needed to be placed. It can be found at: www.islington.gov.uk/community

Supporting People 'The Facts'

Officers and the Supporting People Core Strategy Group's examination of housing support needs analysis provided the grounding and focus for the strategy. It can be found at: www.islington.gov.uk/housing/supporting_people

Department of Communities and Local Government evidence and research

Officers and the Supporting People Core Strategy Group's examination and review of evidence

and research undertaken by Communities and Local Government have shaped the Islington's Supporting Peoples Strategy. Associated evidence, research, reports, and policies can be found at: www.communities.gov.uk

6. Have your say:

We want to make our support services better for local people and reflective of these needs. Our strategy sets out the changes and issues that need to be addressed over the next few years.

We are asking members of the public and people with an interest in this area to comment on our proposals over the next twelve weeks.

Once this consultation has ended, we will review all your feedback and responses. We will summarise all the comments and write a report on what you said and what we propose to do as a result. Everyone will get a copy of this report, as long as we have your contact details. The final strategy, along with the consultation report will then be published following Commissioning Body sign off.

7. How to get in touch with us:

On the back page you will find a consultation questionnaire which you can complete and return to us using our freepost address (see back page).

You can also complete the questionnaire on our website: www.islington.gov.uk/housing/supporting_people

If you would like to know more about the strategy, or would like someone to come and talk about it at your community group or organisation, please contact:

Andrew Gawthorpe

Supporting People Commissioning Manager
Islington Council,
338 - 346 Goswell Road
London, EC1V 7LQ
T 020 7527 8049 or 020 7527 8168

If you would like this document in large print or Braille, audiotape or in another language, please contact 020 7527 2000.

Bengali

যদি আপনি এই তথ্য গুলো আপনার নিজ ভাষায় পতে চান, তাহলে দয়া করে 020 7527 2000 নম্বরে যোগাযোগ করুন।

Chinese (Traditional)

如果你想要這資料的中文本, 請致電 020 7527 2000 聯繫。

Somali

Haddii aad jeclaan lahayd macluumaadkan oo ku qoran luqadaada fadlan la xidhiidh 020 7527 2000

Turkish

Buradaki bilgilerin Türkçesini istiyorsanız, lütfen 020 7527 2000 numaraya telefon edin.

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www.islington.gov.uk/housing/supporting_people



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Questions for response

Please answer the questions below so we know who has responded to this consultation. Your answers will be kept confidential.

1. Are you male or female? (Please circle) Male / Female

2. Which ethnic group do you belong to? (Please circle)

White British / White Irish / Other White Background
Mixed White and Black Caribbean / Mixed White and Black African /
Mixed White and Asian / Other Mixed Background
Black or Black British Caribbean / Black or Black British African
Other Black Background
Asian or Asian British Indian / Asian or Asian British Pakistani /
Asian or Asian British Bangladeshi / Any other Asian Background
Chinese
Any other Ethnic Group

If other please state:

3. How old are you? (please circle)

Under 16 / 16 -35 / 36 – 64/ 65 – 75 / Over 75

4. Are you an Islington resident? (Please circle) Yes / No

5. Do you work for the Council/NHS/London Probation? (Please circle) Yes / No

6. Do you represent a community group? (Please circle) Yes / No

If yes, please state name of group:

7. Do you think that our strategy has the right vision, aims and objectives? (please circle)

Yes / No / Not sure / Don't know

8. Is there anything you think we have forgotten in our strategy?

9. Do you have any further comments on Islington's proposed strategy?

Thank you for taking the time to tell us what you think. Please detach this questionnaire and post it back to us to the freepost address below:

C/o Andrew Gawthorpe
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338-346 Goswell Road
London EC1V 7LQ