



VALE OF GLAMORGAN COUNCIL



**Bwrdd Iechyd Lleol
Local Health Board**
Bro Morgannwg
Vale of Glamorgan



GWASANAETH PRAWF CENEDLAETHOL
dros Loegr a Chymru
NATIONAL PROBATION SERVICE
for England and Wales



**VALE OF
GLAMORGAN
COUNCIL
SUPPORTING
PEOPLE
OPERATIONAL
PLAN
2004/05 TO
2005/06**

August 2004



SUPPORTING PEOPLE OPERATIONAL PLAN 2004/05 – 2005/06

Contents

Part One: Mission & Vision Statement	3
Part Two: Executive Summary	5
Part Three: Management & Planning for Supporting People	10
Part Four: Needs Assessment	12
Part Five: Supporting People Revenue Grant Project Descriptions	15
Part Six: Sheltered Housing & Community Lifeline Schemes	17
Part Seven: Community Care Schemes	18
Part Eight: Reviewing & Remodeling Existing Projects	19
Part Nine: The Strategy 2004/05—2005/06	20
Appendix 1: Needs Assessment Information	33
Appendix 2: Supply Map (Supporting People Revenue Grant)	40
Appendix 3: Supply Map (Supporting People Grant - Sheltered Housing)	46
Appendix 4: Supply Map (Supporting People Grant - Community Care)	51
Contacts	56



PART ONE: MISSION & VISION STATEMENT

Introduction

The Vale of Glamorgan's Supporting People Partnership aims to ensure that vulnerable residents get the support they need. We want quality of life, safety, health and independence for all of the Vale of Glamorgan's community, and we intend that our Supporting People programme will fully contribute to our agenda for action.

This central purpose forms the basis of our Strategy. We believe that top-quality housing support services are the key to independent living across the continuum of care needs, helping those who are most vulnerable to find their place in the Vale of Glamorgan's community.

Our Supporting People Programme aims to work across the traditional boundaries of the many different organisations that are responsible for services for vulnerable people. We recognise that our agenda for health, housing, social care and community safety can only be achieved effectively through modern partnerships, which share objectives, programmes and operational working methods.

The Vale of Glamorgan's Supporting People Strategy Mission and Vision is:-

Our Mission:-

"To make the Vale a place in which individuals, children and families can live their lives to the full."

Our Vision:-

"To meet the needs of individuals and communities by providing quality services, in partnership with others, which respects diversity and promotes independence."

Our Strategy:-

- * Sets out the Partnership's objectives, priorities and plans for high quality, best value support services for vulnerable people
- * Is soundly-based on detailed mapping of existing services and robust analyses of current and future demands, stock condition surveys, and options appraisals for schemes and projects



PART ONE: MISSION & VISION STATEMENT

- * Promotes engagement and participation across all sectors, including users, carers, service providers and commissioners
- * That establishes contract-based operations to enable stable services, financial security, agreed standards and transparent monitoring
- * That is underpinned by comprehensive strategic review, best value planning, and a systematic rolling programme of scheme reviews
- * Is well integrated with wider cross-cutting strategies for housing, health, social care and community safety in Vale of Glamorgan
- * Aims to build strong cross-authority coordination and partnership to help tackle regional priorities.

The challenge for our health, housing and social care agencies is to therefore ensure intervention that challenges discrimination, responds to the needs and aspirations of individuals and communities, and delivers change, health and independence. Our Supporting People strategy is an integral part of the vision of the Vale of Glamorgan's Community Strategy, to make the Vale of Glamorgan a place that is safe, clean and attractive, where individuals and communities have opportunities to improve their health, prosperity and well being.

We know we will have succeeded when:-

- * All partners feel involved in developing and delivering support services.
- * All people, who are capable and want to, are living independently.
- * All services are producing effective outcomes within approved tariffs.
- * Service users tell us that all services are accessible and respond to individual needs and they feel valued and included.



PART TWO: EXECUTIVE SUMMARY

Introduction

Supporting People is a new framework for delivering supported housing services to vulnerable people. Led by the Welsh Assembly Government, Supporting People will Administer grant funding to service providers, ensure service quality by introducing a framework for monitoring and reviewing services in the Vale of Glamorgan. It will also reform and simplify the financial basis of Supported Housing, the assessment and referral of clients and the planning framework for Supported Housing. The aim is for less dependence on institutions and more independence and, as such, there is a greater emphasis on people staying in their own homes.

The Supporting People Strategy is closely linked to specific frameworks for housing and support, such as the National Housing Strategy, but also takes on community issues from Health Improvement Plans, Crime Prevention and the Community Plan. It also links with the local MAPP (Multi-Agency Public Protection Panel) in order to establish best practice in accommodating high-risk offenders.

Administration and Management of Supporting People

The Supporting People team is located within the Housing & Community Safety Division within the Council's Community Services Directorate. As required by the Welsh Assembly Government a Supporting People framework has been established comprising the Supporting People Planning Group and Supporting People Liaison Group.

Highlights from the Individual Needs Assessment Module

Under the Individual Needs Assessment Module (INAM) the Operational Plan has identified core areas of significant support need based on the assessment of **2,991** completed INAM forms. Of the **2,326** clients with support needs, **18.42%** of people identified mild support needs, **25.52%** moderate support needs and **56.06%** serious support needs. The most important serious issues self-selected by clients are Homelessness/potentially Homeless, Physical Mobility, Learning Disabilities, Mental health, Domestic Abuse and Young & Vulnerable people.

Highlights from the Supply Mapping

The scale of existing services is extensive and supply mapping exercises have been undertaken to identify all the housing related support provision in the Vale of Glamorgan. In total **2,565** units of support have been mapped. The current sup-



PART TWO: EXECUTIVE SUMMARY

ply of services in the Vale shows that there are high levels of supported accommodation for older people, people with Learning Disabilities and people with substance misuse needs, single homeless with support needs, people with drug problems and offenders, and lower levels of supported accommodation specifically for homeless and potentially homeless people, people with physical disabilities, vulnerable families and single parents and people with HIV/AIDS.

Reviewing & Remodelling Existing Projects

The Council began contract review and monitoring of Supporting People projects in the Autumn of 2003. To date 8 reviews have commenced and the findings are being mapped to inform planning and development of services.

Work on re-configuring under utilised schemes also began in the Autumn of 2003 and is phased for completion by April 2005. It is anticipated that over the course of this operational plan a total of a further 35 designated elderly units will be remodelled as general needs housing. It is anticipated that this programme will be supplemented by other opportunities that will emerge from reviews currently taking place.

Whilst reviewing the supply and needs information and current projects this year, it has become apparent that with the exception of the three projects highlighted, 4 Kemeys Road, 22 Woodlands Place and 10 Montgomery Road, the turnover, low void levels and standard of support being received justifies the continuation funding for existing schemes.

The in-depth monitoring of SPG funded schemes has not yet identified any savings for reallocation to other projects, however as only one SPG funded provider's review is nearing completion, the Council is hopeful of identifying savings over the next 12 months following the work being undertaken with other Providers.

Summary of the Supporting People Strategy for the Vale of Glamorgan

Through an analysis of the supply map and use of the Independent Needs Assessment Model (INAM), the Council has identified a number of issues affecting wide groups of people and specific areas where new services are a priority. These have been developed via the Supporting People Planning Group.



PART TWO: EXECUTIVE SUMMARY

Supporting People Grant—New Priorities

A number of new projects have been identified for funding over the next 12 months.

1. Floating support for 24 learning disability clients across tenure.
2. Increase the Adult Placement Scheme from 11 bed spaces to 24.
3. SPG funding for the New Learning Disability 6 bed space Supported Housing Project developed by First Choice at Dobbins Road, Barry.
4. Floating Support for elderly and physically disabled community care clients. The cost of these service – revenue and capital – is estimated to be **£609,279.52**

Supporting People Grant—Development &/or Re-configuration of Existing Services

1. The expansion of the Vale Community Alarm Service to support independent living where feasible—The service has expanded from 812 to 924 users.
2. The re-modelling/development of an extra care scheme to accommodate the changing needs of elderly people. A scheme to accommodate 50 households is viewed as a suitable project under this programme – especially those being discharged from hospital and institutions. This is seen as an important service development.
3. Void levels collected for all projects have highlighted that there are three long term vacancies at 4 Kemeys Road, 22 Woodlands Place and 10 Montgomery Road, for clients with Learning Disabilities, despite a large gap existing between the supply and needs of services for this client group. It was acknowledged by the Supporting People Planning Group that it was not always possible to match clients needing accommodation to projects with existing tenants, and therefore further information has been requested before any decision is made on the reconfiguration of these schemes.

Supporting People Revenue Grant

- (1) Extend floating support services under the Council's Tenant Support Schemes to provide support (in order of priority) to:-



PART TWO: EXECUTIVE SUMMARY

- a) Vulnerable homeless people
 - b) Ex-offenders with substance misuse needs
 - c) People with physical disabilities
 - d) Learning Disabilities
 - e) Mental health
 - f) People fleeing domestic violence
 - g) Young people aged 16 – 21 and former care leavers
- (2) Specialist supported accommodation to meet the needs of people with physical disabilities.
 - (3) Supported accommodation for vulnerable families and single parents including those who are fleeing domestic violence.
 - (4) Permanent supported accommodation for People with Learning Disabilities including people following out of county placements is required. This needs to include the provision of 'core & cluster' projects

The cost of these service – revenue and capital – is estimated to be **£764,194.08**

Whilst reviewing the supply and needs information and current projects this year, it has become apparent that with the exception of the two floating support projects highlighted at 200 and 217 Holton Road, the turnover, low void levels and standard of support being received justifies the continuation funding for existing schemes.

Many of the SPRG funded schemes commenced just prior to the start of Supporting People, funded by Transitional Housing Benefit. Much of the support was commissioned following a tendering process, which involved very close scrutiny of the costings. This has meant that the schemes already monitored and reviewed to date have not identified any savings for reallocation to other projects.

Further Research

As in last years Operational Plan there are still clear gaps in information that do not enable an informed decision to be made as to the relative priority of certain services. In particular:-

- * Further work is needed to identify specific accommodation and support services for people with AIDS & AIDS related conditions who are HIV positive in



PART TWO: EXECUTIVE SUMMARY

partnership with the Vale of Glamorgan Local Health Board.

- * Further work is needed for a women only project requiring high levels of support, but not client type specific after the collation of data.
- * Further develop cross-authority working with neighbouring local authorities, probation and Local Health Boards.



PART THREE: MANAGEMENT & PLANNING FOR SUPPORTING PEOPLE

Introduction

Whilst the operational and strategic development of Supporting People Services in the Vale of Glamorgan rests with the Housing & Community Safety Division of the Council, the development of services is based on the ethos of effective partnership working with statutory and non-statutory agencies.

Managing Supporting People in the Vale

The Planning and delivery of Supporting people in the Vale of Glamorgan is being achieved through the following bodies.

The Supporting People Team who are implementing the assessment of needs framework, collating the supply map, developing steady state contracting and co-ordinating the development of the Supporting People Operational Plan.

The Supporting People Liaison Group is the primary vehicle for involving all stakeholders (service users, service providers, voluntary organisations, statutory agencies). Meetings are held approximately 4 times per year.

The Supporting People Planning Group (SPPG) reconvened in February 2004 has responsibility for identifying service priorities for future years based on the detailed assessment of the INAM database, Supply Map and data provided by stakeholders.

The SPPG group is made up as follows:-

- * Operational Manager Public Sector Housing (Chair)
- * Supporting People Co-ordinator
- * Operational Manager Strategy, Performance Management and Best Value
- * Operational Manager Learning Disabilities & Mental Health
- * South Wales Area National Probation Service Representative
- * Vale Local Health Board Officer
- * Voluntary Sector Representative (Vale Housing & Homelessness Forum)

The SPPG met on 6 occasions to draft the Operational Plan and set down the Strategy for supporting people in the Vale for 2005/06—2006/07. These meetings, and the needs assessed were as follows:-

- * February 24th – Agree terms of reference, roles and functions of SPPG and



PART THREE: MANAGEMENT & PLANNING FOR SUPPORTING PEOPLE

format for assessment of client groups in future meetings.

- * April 21st – Assessment of People with Drug dependency, People with Alcohol Dependency, Young People who require support, single Homeless People who require support and ex-offenders.
- * May 19th – Assessment of Individuals Funded by Community Care & Elderly People funded by Community Care.
- * June 23rd – Assessment of Women experiencing Domestic Abuse, Vulnerable Single Parents, People with Mental health problems, People with learning Disabilities, People with Physical Disabilities who require support and people with Chronic Illness (including Aids, Aids related conditions etc.)
- * July 23rd—Agree future service priorities.
- * August 11th – Confirm final draft for submission to Welsh Assembly Government.

In addition to the core membership, service managers from a range of agencies who work and have data on the provision and assessment of alternative housing and support were invited to each Planning Group meeting. These people presented to the Group in order to allow fully informed decisions on the future service priorities to be made.

Across Authority Working

The Vale of Glamorgan works in partnership with six South Wales authorities in co-ordinating supporting people services and developing cross-boundary working. The group meets quarterly since its establishment in October 2002.

Two joint bids have been submitted for capital funding through the across authority group:-

- * 18 bed spaces for offenders with substance misuse (joint bid between Cardiff, Rhondda Cynon Taff and the Vale of Glamorgan); &
- * Detox facility (joint bid from Bridgend, Cardiff, Merthyr Tydfil, Neath Port Talbot, Rhondda Cynon Taff, Swansea and the Vale of Glamorgan).



PART FOUR: NEEDS ASSESSMENT

Introduction

The Vale of Glamorgan Council commenced the assessment of support needs utilising the Welsh Assembly Government Individual Needs Assessment Model (INAM) in April 2002. Through the use of the INAM the Council has sought to establish a universal system across the Vale of Glamorgan that enables individuals to self-select and determine their support needs. Coverage of the INAM system has been extended to all departments of the Council, Housing Associations, Voluntary Sector Groups, the Local Health Board, Probation Service and other organisations and individuals to ensure as complete a picture of support needs are identified.

Analysis of Needs Assessment

In total **2,991** clients have been assessed for supporting people services. Of this figure 1,160 (38.8%) are men and 1,645 (55%) women. Some 31.45% of clients are aged between 16 – 25, 25% between 26 – 40, 19.25% 41 – 60 and 20% over 60. In addition, some 4.26% did not record their age.

In terms of their current accommodation, 1,947(78.48%) of clients had a fixed abode, 459 (18.5%) were of no fixed abode, 19 (0.77%) were in local authority care, 25 had been discharged from prison, 15 in psychiatric hospital, 6 in hospital, 7 in the Armed Forces and 3 recorded their housing circumstances as “other”. Of those in fixed abode, 476 (31.78%) were tenants of the Council, 196 housing association tenants, 337 in private rented sector accommodation, 79 were home owners, 257 living with parents, 135 with other relatives/friends and 18 occupying other forms of accommodation.

With regard to those who had no fixed abode, only 24 people identified themselves as sleeping rough. Some 1,423 clients, however, identified themselves as having a range of issues relevant to housing. Of this figure 438 noted restricted mobility (30.78%), 783 health issues (55.02%), 183 safety issues (12.86%) and 19 sexuality issues (1.34%).

The ethnicity of assessed clients shows a high percentage of cases who are white, 96.93% of all INAM's. Of the others recording this information, 27 identified themselves as mixed, 6 as Black or Black British and 9 as Asian or Asian British. Some 39 clients completing the INAM Form did not self-select their ethnic origin.

A total of 1,703 identified they required support, 665 (39.05%) for up to six

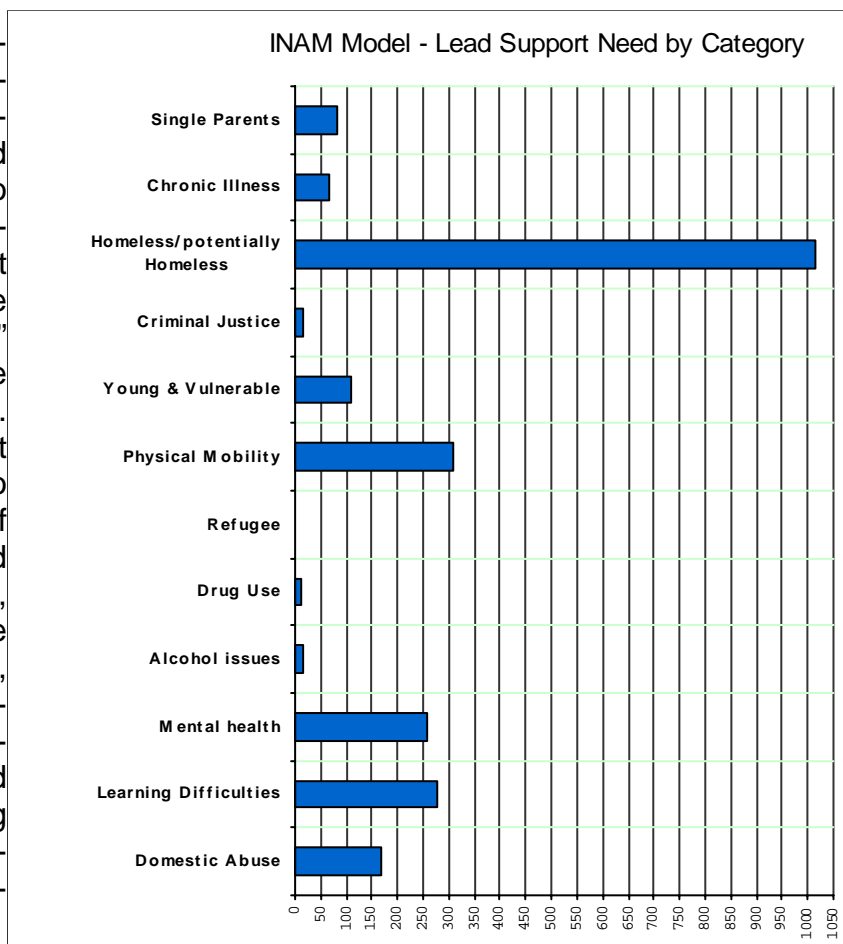


PART FOUR: NEEDS ASSESSMENT

months, 320 (18.79%) for between 6 – 18 months and 718 (42.16%) for longer than 18 months. Of this figure, 715 were men and 988 women.

Only 772 clients have identified their religious belief with the vast majority – 654 (84.72%) - being Christian. 49 people claimed to be Agnostic (6.34%) and 52 to be Atheist (6.74%). The only other religious denominations recorded were 4 Hindu's (0.52%), 2 Buddhist (0.25%), 8 Muslim 's (1.04%) & 1 Rastafarian (0.13%).

In terms of the location and type of accommodation required, 93.95% stated that they wanted to live in the Vale of Glamorgan. The vast majority of people wanted "ordinary" housing – some 80.84% of the total. The other significant figures related to 11.14% wanting self contained grouped accommodation, 6.78% wanting to live in shared housing, 0.71% requiring refuge, 0.35% Hostel accommodation and 0.1% each requesting specialist detox housing and bungalow accommodation.



In terms of the detailed support needs of clients assessed under the INAM model, some 2,326 out of the 2,991 clients (78%) assessed identified a support need. The most significant support issues relate to Homelessness (1,016), physical mobility (310), Learning Disability (278) and Mental Health (257). Only Refugee's recorded no returns.



PART FOUR: NEEDS ASSESSMENT

In terms of the level of support needs, some 1,073 (18.42%) identified mild support needs, 1,486 (25.52%) moderate support needs and 3,265 (56.06%) serious support needs. The most important serious issues self-selected by clients related to Homelessness/potentially Homeless (1,133), Mental Health (390), domestic abuse and physical mobility (298 respectively), young and vulnerable (287), chronic illness (268) and single parent (240). However, the bulk of clients had identified a range of support needs at varying levels rather than a single support issue. Dual diagnosis – where clients have more than one support need – is an important issue.

Conclusion

A significant number of people in the Vale of Glamorgan have identified a need for support to enable them to live as independently as possible in the community. The most significant issues of concern that can be drawn from this analysis is that there are a high number of people who are unable to sustain tenancies without some form of assistance from a support provider. This will ultimately result in homelessness for these individuals unless the matter is addressed. This information, coupled with the profiles on existing Supporting People Revenue Grant and Supporting People Grant Projects – outlined in proceeding sections of the operational plan - concludes with a summary of the priorities for investment in future years to tackle the needs of vulnerable people in the Vale.



PART FIVE: SUPPORTING PEOPLE REVENUE GRANT PROJECT DESCRIPTIONS

Summary & Profile of Supporting People Revenue Grant Projects

There are currently 323 Supporting People Revenue Grant (SPRG) bed spaces in the Vale of Glamorgan. Of this figure 274 are floating support bed spaces, 33 supported housing bed spaces, 11 shared temporary housing and 5 direct access. There are currently no low level ongoing support projects in the County area.

In terms of coverage, there are 69 bed spaces for people with mental health problems, 61 for people with a physical disability who require support, 35 for young single homeless people who require support and young people leaving care, 19 for vulnerable single parents, 19 for ex-offenders, 23 for women seeking refuge from domestic abuse, 23 for people with substance misuse needs, 13 with chronic illness, 56 for homeless or potentially homeless people and 5 for people with learning disabilities. Currently 407 tenants have been referred to and accepted support under the Council's Tenant Support Scheme (TESS).

The Supporting People Planning Group has identified a number of priorities for service development over the next 12 – 24 months. These are the extension of floating support services under the Council's Tenant Support Schemes and the development of specialist supported accommodation to meet the needs of people with physical disabilities, vulnerable families and single parents, adult prison leavers, ex-offenders with a history of substance misuse and for young & vulnerable people exhibiting challenging behaviour.

In addition permanent supported accommodation for People with Learning Disabilities and especially those to be re-located back to the Vale of Glamorgan following out of county placements is required.

The Supporting People Planning Group has also identified a range of SPRG projects that require further research to identify how best to meet needs. These are specific accommodation and support services for people with AIDS & AIDS related conditions who are HIV positive, a women only project requiring high levels of support and exploration of the provision of supported accommodation for people with mental health problems to bridge the gap between a rehabilitation Centre and floating support within someone's own home.

Whilst reviewing the supply and needs information and current projects this year, it has become apparent that with the exception of the two floating support projects highlighted at 200 and 217 Holton Road, the turnover, low void levels and standard of support being received justifies the continuation funding for existing



**PART FIVE: SUPPORTING
PEOPLE REVENUE GRANT
PROJECT DESCRIPTIONS**

schemes.

Many of the SPRG funded schemes commenced just prior to the start of Supporting People, funded by Transitional Housing Benefit. Much of the support was commissioned following a tendering process, which involved very close scrutiny of the costings. This has meant that the schemes already monitored and reviewed to date have not identified any savings for reallocation to other projects.



PART SIX: SHELTERED HOUSING & COMMUNITY LIFELINE SCHEMES

Summary & Profile of Sheltered Housing & Community Lifeline Issues

Most of the Vale of Glamorgan's Supporting People services are sheltered housing, elderly designated and lifeline schemes for older people, although very few of these are for frail elderly people. Currently there are 667 sheltered housing units in the County. In terms of the 667 bed spaces identified, 566 (84.85%) are Category 2 Grouped sheltered housing and 101 (15.15%) category 1 Dispersed sheltered housing. Newydd Housing Association manages 169 of these units, Wales & West Housing Association 125 and the Vale of Glamorgan Council 373 units.

With regard to Community Lifeline coverage there are 1,477 community alarm group schemes in flatted/bungalow accommodation designated for the elderly in the County area. Of this figure, some 1,352 are provided under the Council's Vale Community Alarm Service (VCAS) in Council and housing association accommodation and 125 by a Wales & West Housing Associations Call Centre. These figures include community lifeline provision to sheltered housing as well. In addition to these individual grouped/dispersed homes the Council also provides 924 dispersed lifelines in individual residents homes.

In last years Operational Plan the Council and its partners identified three main service development issues for sheltered housing and community lifeline Supporting People Grant services over the next 12—24 months. The areas identified for development and the current position are as follows:-

- ✧ Re-configuration of low demand OAP accommodation to house other age groups, especially younger vulnerable and homeless people—Work began in the Summer of 2003 on the re-designation of these homes and it is anticipated that some 76 units will be re-aligned for alternate needs in the next 12 months. The Council is investing significant capital resources to enable this to happen.
- ✧ The expansion of the Vale Community Alarm Service to support independent living where feasible—The service has expanded from 812 to 924 users.
- ✧ The re-modelling of existing sheltered housing schemes to accommodate the changing needs of elderly people—The Council is exploring the options for developing extra care housing.



PART SEVEN: COMMUNITY CARE SCHEMES

Summary & Profile of Community Care Project Issues

There are currently 98 Supporting People Grant (SPG) Community Care Scheme bed spaces in the Vale of Glamorgan. Of this figure 87 are Shared housing bed spaces and 11 are floating support bed spaces. Of the services provided, 70 are to clients with learning disabilities and 28 to other client groups. Of the 70 supported bed spaces for learning disabilities, 54 are provided by Housing Associations, 15 by the Vale of Glamorgan Council and 1 from private landlord.

The detailed review of Supporting People Grant (Community Care) Schemes began in the Autumn of 2003 and is due for completion in the Spring of 2005. This process will give the SPPG clear evidence on the future needs of all current SPG funded Community Care schemes and will be based on an analysis of performance information, evidence of fitness to deliver services and users views in order to deliver a locally responsive service.

Whilst reviewing the supply and needs information and current projects this year, it has become apparent that with the exception of the three projects highlighted, 4 Kemeys Road, 22 Woodlands Place and 10 Montgomery Road, the turnover, low void levels and standard of support being received justifies the continuation funding for existing schemes.

The in-depth monitoring of SPG funded schemes has not yet identified any savings for reallocation to other projects, however as only one SPG funded provider's review is nearing completion, the Council is hopeful of identifying savings over the next 12 months following the work being undertaken with other Providers.

In last years Operational Plan the SPPG also committed to identifying the strategic priorities for new Supporting People Grant (Community Care) Schemes. This analysis has been completed and information on these priorities are set out in Section 9 of the Operational Plan.



PART EIGHT: REVIEWING & REMODELING EXISTING PROJECTS

The Supporting People Team began the detailed monitoring and reviewing of supporting people funded services in the Spring of 2004.

SPRG Projects

Whilst the administration and monitoring of SPRG schemes will rest with the Welsh Assembly Government, the Council continues to seek to ensure that these services are focussed on ensuring that service quality is high, that tenants are able to raise issues and that these are responded to effectively, and that the service provides the level of support in line with the funding received. The Council will seek to re-direct funds from failing or non-required services to priority areas.

SPG Projects

With regard to SPG schemes, the Council recognises that there are services where the funding should enable a provider to take in more vulnerable people due to higher levels of staffing, therefore referrals rather than funding will need to change. We will ensure that our processes are proportionate to the level of funding a provider receives and not unwieldy for small providers. This will be important in those sheltered services where there are tenants who are self-financing. Providers will be expected to have in place robust systems of quality assurance relating to the proposed national support standards. We will collect regular performance indicators to ensure that we can pick up on any problems/difficulties in service delivery quickly. We will continue to review our monitoring services to ensure that there is a rigorous system that highlights good and bad performance, seeks service improvements in quality and cost and is informed by feedback from service users, staff and committee members of provider agencies. Those providing effective but informal support will need to review how best to record support plans with tenants, but some record will be expected.

Conclusion

Our hope is to expand our services, reviewing and improving wherever possible but also continuing with diversity of provision. We hope to develop more services that will offer a greater range of choice for users, including services in people's own homes, and greater use of private sector housing. This range then needs to be offered to people in a way that gives real choice, and that considers their preferences as well as their needs.



**PART NINE: SUPPORTING
PEOPLE STRATEGY
2004/05–2004/05**

Introduction

This section of the Operational Plan sets out the Vale of Glamorgan's Strategic priorities for Supporting People over the next 12 months our priority is to bring forward new projects in the context of our vision, objectives and priorities identified in earlier sections of the Plan. The decision on which services to prioritise for development over the forthcoming year were assessed on a pragmatic and realistic basis to address those areas that had the greatest unmet needs identified under the INAM framework.

Supporting People Grant—New Priorities

A number of new projects have been identified for funding over the next 12 months.

- (1) Floating support for 24 learning disability clients across tenure.
- (2) Increase the Adult Placement Scheme from 11 bed spaces to 24.
- (3) SPG funding for the New Learning Disability 6 bed space Supported Housing Project developed by First Choice at Dobbins Road, Barry.
- (4) Floating Support for elderly and physically disabled community care clients.

Details on these bids are set out in following pages of the Operational Plan.

Supporting People Grant—Development &/or Re-configuration of Existing Services

The Council and its partners will continue with the following prioritised programmes as set out in last years Operational Plan:-to

- (1) The expansion of the Vale Community Alarm Service to support independent living where feasible—The service has expanded from 812 to 924 users.
- (2) The re-modelling/development of an extra care scheme to accommodate the changing needs of elderly people. A scheme to accommodate 50 households is viewed as a suitable project under this programme – especially those being discharged from hospital and institutions. This is seen as an important service development.

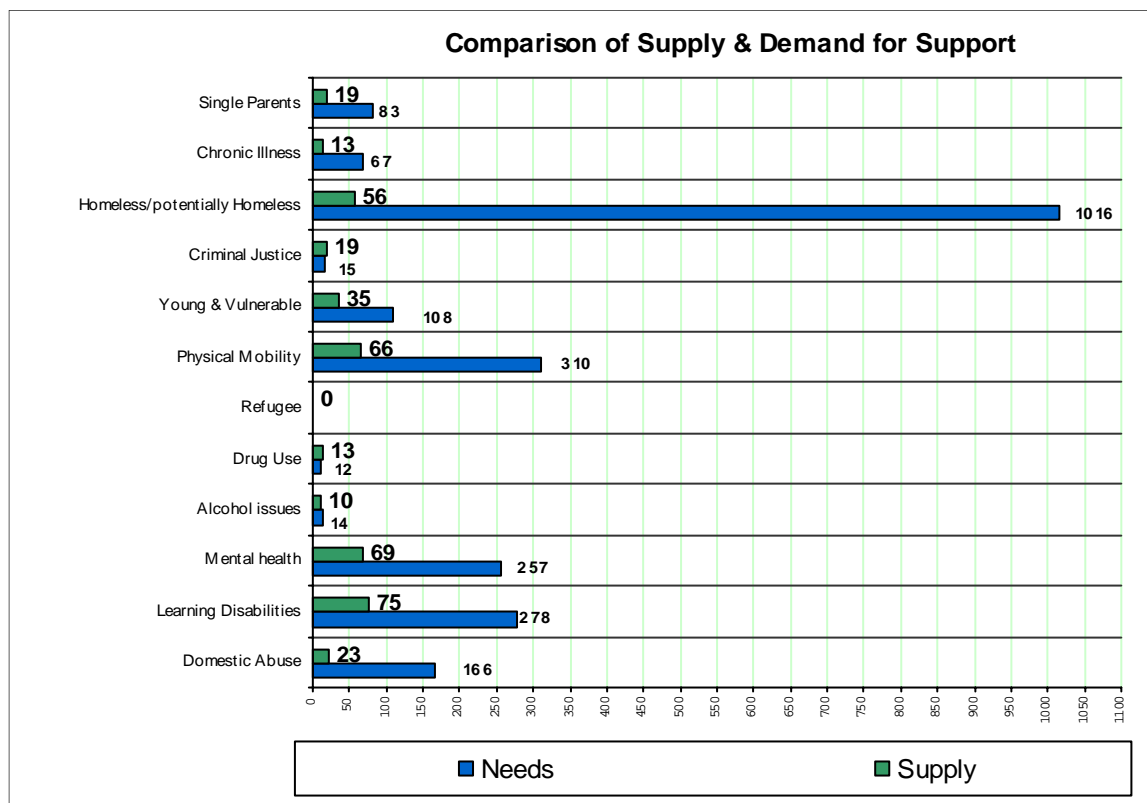


PART NINE: SUPPORTING PEOPLE STRATEGY 2004/05-2005/06

- 3) Void levels collected for all projects have highlighted that there are three long term vacancies at 4 Kemeys Road, 22 Woodlands Place and 10 Montgomery Road, for clients with Learning Disabilities, despite a large gap existing between the supply and needs of services for this client group. It was acknowledged by the Supporting People Planning Group that it was not always possible to match clients needing accommodation to projects with existing tenants, and therefore further information has been requested before any decision is made on the reconfiguration of these schemes. Work will be carried out in the next few months to look at the long term prospects of the voids being filled and the action needed to guarantee the future of the schemes. There are no capital or revenue costs needed for these changes to take place.

Supporting People Revenue Grant

Looking at the overall level of service required and the number of supported units currently provided, the supply profile for the Vale of Glamorgan at this time can be summarised as follows:-





**PART NINE: SUPPORTING
PEOPLE STRATEGY
2004/05-2005/06**

Via an analysis of this information the priorities are as follows:-

- (1) Services to homeless people and potentially homeless people shows the greatest gap between supply and need, 1,016 clients as opposed to 56 bed spaces under floating support. This is recognised as the major priority for future SPRG funding and particularly those who occupy temporary accommodation who are recognised as very vulnerable.
- (2) Whilst there are some services for people with a physical disability, it is not sufficient to meet the needs of all those who require assistance and is an obvious gap in service provision of 244 bed spaces.
- (3) The supply map and needs assessment profiles suggest that there is a demand for 203 additional supported housing for people with learning disabilities in the future, including the return of remaining out of county placements.
- (4) There are significant resources provided locally to support both young and vulnerable people and people with mental health problems. However, additional projects supplying 188 bed spaces need to be provided to close the needs/supply gap.
- (5) Women fleeing domestic abuse are projected to need 166 units of supported accommodation. The Vale of Glamorgan currently has 23 supported bed spaces.
- (6) Vulnerable families and those with chronic illness need for additional floating support to be developed in their own homes.
- (7) Further work is needed to identify an existing best model for accommodation and support services for people with AIDS & AIDS related conditions who are HIV positive in partnership with the Vale of Glamorgan Local Health Board.
- (8) The INAM assessment and supply map suggests that services to ex-offenders are on target to address needs within the County as are those to meet the needs of people with substance misuse problems through the development of the Cross-Authority bids recently submitted.
- (9) There is strong evidence to support the development of services to people



**PART NINE: SUPPORTING
PEOPLE STRATEGY
2004/05-2005/06**

with a “dual diagnosis” over the next 12 – 24 months as a priority.

- 10) There were high void levels last year in the two floating support projects at 200 & 217 Holton Road, Barry. The projects provide support for tenants of Newydd Housing Association who are ex-offenders and who have moved on from the supported housing projects run at the same addresses. The voids occurred because of the shortage of available move-on accommodation. Discussions are ongoing with Tai Trothwy (the ASP) and the landlord to reconfigure the scheme to also allow the following tenants access to the schemes:

- * Tenants of Newydd Housing Association who have not previously been accommodated in the supported housing project, but who require support to maintain their tenancies and who are ex-offenders
- * Tenants of other landlords, including private landlords who require support to maintain their tenancies and who are ex-offenders

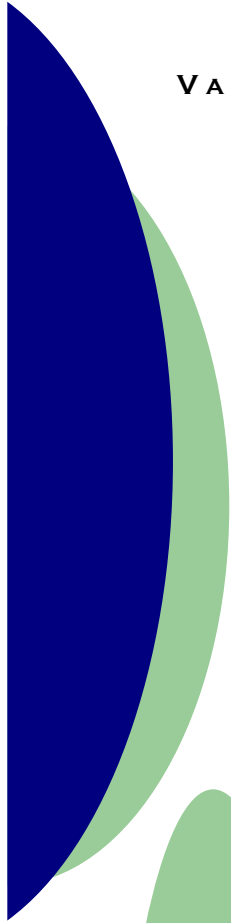
A request for the schemes to be amended will be sent to the Welsh Assembly Government once an agreement has been reached between the parties and the Council. There are no capital or revenue costs needed for these changes to take place.

Conclusion

Details on the Council’s prioritised bids for both SPG and SPRG resources arising from the statistical analysis of this information is outlined – in order of priority – below.



VALE OF GLAMORGAN COUNCIL



**SUPPORTING PEOPLE
GRANT PRIORITIES**



**PART NINE: SUPPORTING
PEOPLE STRATEGY
2004/05–2005/06**

Priority 1	Service Description
Service Type	Floating Support for clients in own accommodation with learning disabilities
Client Group	Clients with learning disabilities
Capacity	24 bed-spaces
Description	Floating support
Reasons for Priority	Identified in needs and supply mapping
Capital Requirements	Nil
Capital Bids made & approved	N/A
Total revenue requirements	£46,497.20
Cost per unit	£37.65 per client per week.
Is this a remodelling of an existing service ? If Yes, which?	N/A
Source of funding	Supporting People Grant
Accommodation Landlord	Across Tenure

Priority 2	Service Description
Service Type	Adult Placement Scheme—Supported Housing, Intensity Option, 24 hour on site and on call staff response
Client Group	Clients with learning disabilities
Capacity	Expand existing service from 11 bed spaces to 24
Description	Adult Placement Scheme
Reasons for Priority	Identified in needs and supply mapping
Capital Requirements	Nil
Capital Bids made & approved	N/A
Total revenue requirements	£335,674.56
Cost per unit	£599.13 (Rent=£62.57. SPG=£496.56) + Community Care £ which will vary per client.
Is this a remodelling of an existing service ? If Yes, which?	Yes—Extension of existing project
Source of funding	Supporting People Grant
Accommodation Landlord	Private landlords.



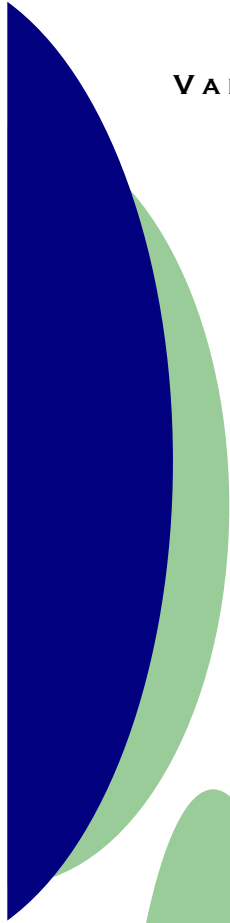
**PART NINE: SUPPORTING
PEOPLE STRATEGY
2004/05–2005/06**

Priority 3	Service Description
Service Type	Supported Housing—Intensity option & 24 hr staff waking
Client Group	Clients with Learning Disabilities
Capacity	6—Support Provider to be determined
Description	Specialist supported accommodation to meet the needs of people with physical disabilities
Reasons for Priority	Identified in needs and supply mapping
Capital Requirements	Project funded under SHG programme and due for completion this calendar year
Capital Bids made & approved	N/A
Total revenue requirements	£130,253.76
Cost per Unit	£1,927.14 (Rent = £83.11. Community Care = £1,426.55 SPG = £417.48)
Is this a remodelling of an existing service ? If Yes, which?	No
Source of funding	Supporting People Grant.
Accommodation Landlord	First Choice HA

Priority 4	Service Description
Service Type	Floating Support
Client Group	Elderly & Physically/Sensory Disabled People
Capacity	70
Description	Floating support to elderly and physically/sensory impaired people in their own homes.
Reasons for Priority	Identified in needs and supply mapping
Capital Requirements	£5,000
Capital Bids made & approved	N/A
Total revenue requirements	£91,364.00
Cost per Unit	£50.85 (Community Care Funding=£25. 75 SPG=£25.10)
Is this a remodelling of an existing service ? If Yes, which one?	No
Source of funding	Supporting People Grant.
Accommodation Landlord	Mixed Tenure.



VALE OF GLAMORGAN COUNCIL



**SUPPORTING PEOPLE
REVENUE GRANT
PRIORITIES**



**PART NINE: SUPPORTING
PEOPLE STRATEGY
2004/05–2005/06**

Priority 1	Service Description
Service Type	Floating Support in Temporary Accommodation—Intensity Option and out of hours service
Client Group	Vulnerable homeless people in temporary accommodation
Capacity	24 units
Description	Floating support to vulnerable homeless people in temporary accommodation (hostel, leased and Bed & breakfast) and especially those whose tenancies have previously failed and may do again without support.
Reasons for Priority	Identified in needs and supply mapping
Capital Requirements	Nil
Capital Bids made & approved	N/A
Total revenue requirements	£211,136.64 (£110.00+£37.18+£22.00x24x52)
Is this a remodelling of an existing service ? If Yes, which one?	No
Source of funding	Supporting People Revenue Grant
Accommodation Landlord	VGC, RSL's & Private landlords.
Priority 2	Service Description
Service Type	Floating Support in temporary accommodation—intensity option and out of hours service
Client Group	Ex-offenders with substance misuse issues
Capacity	6
Description	Floating support to Ex-offenders with substance misuse issues in temporary accommodation
Reasons for Priority	Identified in needs and supply mapping
Capital Requirements	Nil
Capital Bids made & approved	Cross-Authority Bid submitted to WAG
Total revenue requirements	£52,784.16 (£110.00+£37.18+£22.0x6x52)
Is this a remodelling of an existing service ? If Yes, which one?	No
Source of funding	Supporting People Revenue Grant.
Accommodation Landlord	Vale of Glamorgan Council & local RSL's.



**PART NINE: SUPPORTING
PEOPLE STRATEGY
2004/05-2005/06**

Priority 3	Service Description
Service Type	Floating Support
Client Group	People with physical disabilities
Capacity	12
Description	Floating support to provide clients with general counselling & support services to allow them to remain in their own homes
Reasons for Priority	Identified in needs and supply mapping
Capital Requirements	Nil
Capital Bids made & approved	N/A
Total revenue requirements	£68,640.00 (£110.00x12x52)
Is this a remodelling of an existing service ? If Yes, which one?	No
Source of funding	Supporting People Revenue Grant.
Accommodation Landlord	Vale of Glamorgan Council & local RSL's.

Priority 4	Service Description
Service Type	Floating Support—Intensity Option
Client Group	Clients with Learning Disabilities
Capacity	12
Description	Floating support to provide clients with general counselling & support services to allow them to remain in their own homes.
Reasons for Priority	Identified in needs and supply mapping
Capital Requirements	Nil
Capital Bids made & approved	N/A
Total revenue requirements	£91,840.32 (£110.00+£37.18x12x52)
Is this a remodelling of an existing service ? If Yes, which one?	No
Source of funding	Supporting People Revenue Grant
Accommodation Landlord	Vale of Glamorgan Council & local RSL's.



**PART NINE: SUPPORTING
PEOPLE STRATEGY
2004/05–2005/06**

Priority 5	Service Description
Service Type	Floating Support—Intensity & 24 hour on call option
Client Group	Clients with mental health needs
Capacity	12
Description	Floating support to provide clients with general counselling & support services to allow them to remain in their own homes.
Reasons for Priority	Identified in needs and supply mapping
Capital Requirements	Nil
Capital Bids made & approved	N/A
Total revenue requirements	£105,568.32(£110.00+£37.18+£22.00x12x52)
Is this a remodelling of an existing service ? If Yes, which one?	No
Source of funding	Supporting People Revenue Grant
Accommodation Landlord	Vale of Glamorgan Council & local RSL's.

Priority 6	Service Description
Service Type	Floating Support—Intensity, children's allowance and out-of-hours
Client Group	Women who have suffered domestic abuse
Capacity	12
Description	Floating support to women and their children who have suffered domestic abuse.
Reasons for Priority	Identified in needs and supply mapping
Capital Requirements	Nil
Capital Bids made & approved	N/A
Total revenue requirements	£128,656.32 (£110.00+£37.18+£37.00+£22.00x12x52)
Is this a remodelling of an existing service ? If Yes, which one?	No
Source of funding	Supporting People Revenue Grant
Accommodation Landlord	Vale of Glamorgan Council & local RSL's.



**PART NINE: SUPPORTING
PEOPLE STRATEGY
2004/05–2005/06**

Priority 7	Service Description
Service Type	Floating Support—Intensity and 24 hour on call
Client Group	Young & Vulnerable
Capacity	12
Description	Floating support scheme to provide support services to young and vulnerable clients including teaching life skills and introduction to education.
Reasons for Priority	Identified in needs and supply mapping
Capital Requirements	Nil
Capital Bids made & approved	N/A
Total revenue requirements	£105,568.32(£110.00+£37.18+£22.00x12x52)
Is this a remodelling of an existing service ? If Yes, which one?	No
Source of funding	Supporting People Revenue Grant
Accommodation Landlord	Vale of Glamorgan Council & local RSL's.



**PART NINE: SUPPORTING
PEOPLE STRATEGY
2004/05-2005/06**

Supporting People Grant Priorities

Priority	Supporting People Grant	Type	Revenue	Capital	Total
1	Learning disabilities floating support	Floating Support	£46,987.20	-	£46,987.20
2	Adult Placement Scheme	Supported Housing	£335,674.56	-	£335,674.56
3	Clients with learning disabilities	Supported Housing	£130,253.76	-	£130,253.76
4	Elderly & Physically/Sensory Disabled People	Floating	£91,364.00	£5,000	£91,364.00
All	Total	All	£604,279.52	£5,000	£609,279.52

Supporting People Revenue Grant Priorities

Priority	Supporting People Revenue Grant	Type	Revenue	Capital	Total
1	Homeless people in Temporary Accommodation	Floating	£211,136.64	-	£211,136.64
2	Ex-offenders with substance misuse	Floating	£52,784.16	-	£52,784.16
3	People with physical disabilities	Floating	£68,640.00	-	£68,640.00
4	Clients with learning disabilities	Floating	£91,840.32	-	£91,840.32
5	Clients with mental health Needs	Floating	£105,568.32	-	£105,568.32
6	Women who have suffered domestic abuse	Floating	£128,656.32	-	£128,656.32
7	Young Vulnerable Clients	Floating	£105,568.32	-	£105,568.32
All	Total	All	£764,194.08	-	£764,194.08