

# London Borough of Waltham Forest

## Supporting People Strategy Summary 2005-10

Our vision for Supporting People is working together for high quality support:

**we aim to ensure Waltham Forest's Supporting People services provide high quality housing-related support to improve quality of life, independence, safety and choice for service users.**

# Waltham Forest Supporting People Programme: The next five years

## What is Supporting People?

Supporting People is a major government programme introduced in 2003.

In Waltham Forest, Supporting People aims to promote and maintain independent living for a range of vulnerable people, by:

- ◆ providing community alarms for older people to give a sense of security in the event of a fall or illness and through access to sheltered accommodation for those who need extra help and support;
- ◆ working with young people including young homeless people and those leaving care, to prevent long term homelessness and other problems;
- ◆ supporting people with learning disabilities and mental health issues and other complex needs to live independently; and
- ◆ funding other short term services for vulnerable people including homeless households

## What does the Supporting People programme do in Waltham Forest?

Waltham Forest has its own Supporting People team which aims to contribute to the process of tackling a number of social problems in the area. This year the programme spent nearly £8m on over 250 services delivered by 52 providers. It is estimated that around 2,500 people directly benefit from Supporting People services each year.

*The vision of Waltham Forest's Supporting People team is working together for high quality support: to ensure that services provide high quality housing related support to improve quality of life, independence, safety and choice for service users.*

National evidence suggests that Supporting People has a number of benefits to the individual service user and the wider community. Supporting People reduces crime and anti-social behaviour, reduces homelessness and also prevents the use of more expensive services such as hospitals or residential homes. This improves the lives of those people receiving support and also is a more efficient way for the Council to spend money.

## What will be happening over the next five years?

Waltham Forest and its partners need to make some changes in the way that these services are delivered. This is because:

- ◆ the need for services by different groups in our community is changing;
- ◆ the amount of money we receive from central Government is likely to go down over the next 3 years before a potential increase;
- ◆ there are some people in need who cannot access services at the moment; and
- ◆ there are some services that need improving.

The Supporting People team has developed the Waltham Forest Supporting People Strategy (2005-10) which sets out how services are likely to change, why these changes are needed and how these changes will be made. Through this strategy the Supporting People team can ensure that the services provided match the needs of the community. This briefing provides a summary of the key parts of this five-year strategy.

## Who does Supporting People provide services for?

Waltham Forest has a diverse community with a wide variety of needs. The different groups that the Supporting People programme provides services for can be summarised as follows:

### Complex needs:

covering those individuals with support needs who have mental health issues, learning disabilities and substance misuse issues.

### Homeless needs:

covering those individuals with support needs who are homeless families, single homeless, rough sleepers, offenders/ or those at risk of offending, teenage parents, women at risk of domestic violence, young people at risk and refugees.

### Independent living needs:

covering those individuals with support needs who are older people and people with physical and/or sensory disabilities.

### Complex needs:

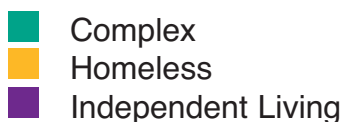
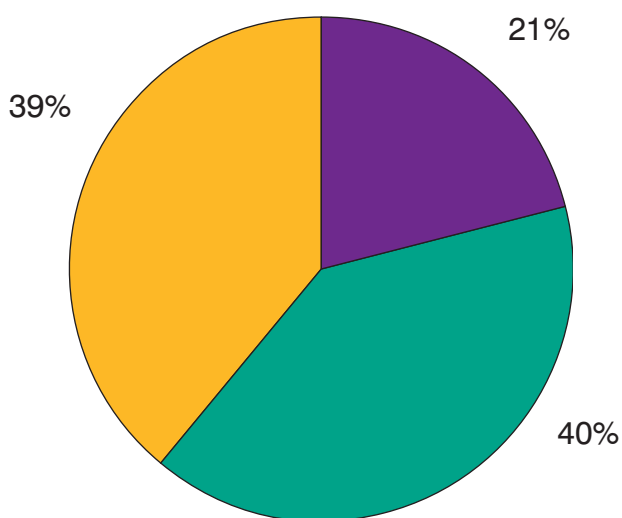
Spend on learning disabilities represented 17% of the overall budget in 2004-05 (£1.31m) and 15% (£1.21m) on mental health. The spend for people with drug and alcohol problems represents 8% of the overall budget in 2004-2005. Services provided for this group include rehabilitation, second stage move-on accommodation and floating support.

### Homeless needs:

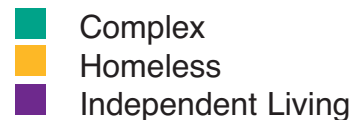
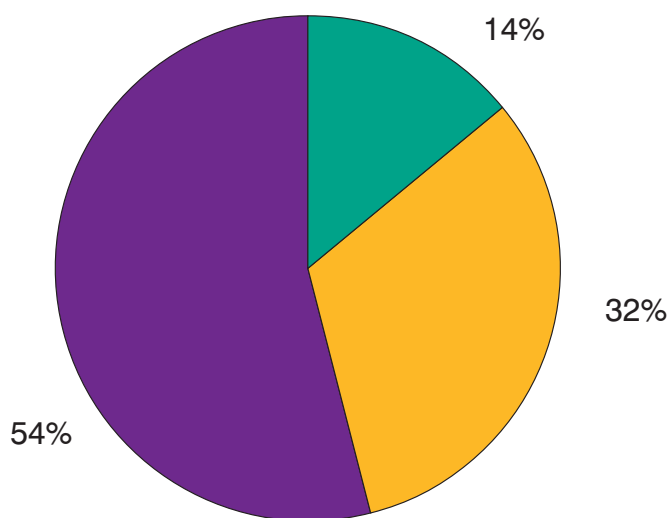
The spend on single homeless is 16% of the budget in 2004-5 and 4% for homeless families. There is a higher than average supply for homeless client groups. Temporary accommodation, resettlement services and tenancy sustainment support are provided for homeless people. Comparative data show that Waltham Forest provides an above average level of support for homeless and offender/ex-offender client groups when compared to the national and regional picture. It is important to recognise that offenders/ex-offenders fall into a variety of other categories (such as single homeless, mental health or substance misuse) and so services are often provided to them as part of these client groups according to their needs.

## What services are currently being provided for these groups?

Supporting People supply by spend on services provided



Supporting People provided supply by units



Source: Supply Data 2004-05 taken from Waltham Forest Supporting People Five Year Strategy Document 2004-09.

The current level of funding for domestic violence projects is 4% of the overall budget for 2004-05. The spend on young people at risk is slightly higher at 5% while the spend on teenage parents is comparatively small at 1%. A number of schemes have been commissioned through the Safer Communities programme for 16/17 year olds, care leavers, and young people fleeing forced marriages.

### Independent living needs:

Older peoples services form the largest share of the local supply but unit costs are relatively low. Support is offered to older people through a variety of different means through the

programme including sheltered housing, higher support schemes and extended care services.

### How will the needs of these groups change in the next five years?

As part of the strategy development process the Supporting People team carried out a detailed set of needs assessments. These provided a rich source of information upon which to analyse how the different needs of the major groups for services provided by the programme will be changing over the next five years. The table below details this.

Needs category	Client Group
<b>Growing needs:</b> based on the needs assessment it is likely that the number of people in these groups who require Supporting People services is likely to grow over the period 2005-10.	<ul style="list-style-type: none"> <li>People with mental health problems</li> <li>People with learning disabilities</li> <li>Homeless families</li> <li>Offenders/ex-offenders</li> <li>Teenage parents</li> </ul>
<b>Sustained needs:</b> the need for Supporting People services within these groups is unlikely to change significantly in the period 2005-10.	<ul style="list-style-type: none"> <li>People with drug and alcohol problems</li> <li>Single homeless people</li> <li>Rough sleepers</li> <li>People experiencing domestic violence</li> <li>Young people at risk</li> <li>Refugees and asylum seekers</li> <li>Frail elderly</li> <li>People with sensory / physical disability</li> </ul>
<b>Changing need:</b> Due to changes in demand for services it is likely that the need for services of this group will change over the period 2005-10.	Older people

### How will Supporting People services change over the next five years?

From the results of the needs assessment the Supporting People team has been able to identify a number of commissioning priorities detailed below.

#### Complex needs:

- ◆ increase mental health high support by at least 5 new build units per year until 2009;
- ◆ increase mental health floating support by 5 units per year until 2009;

- ◆ pilot cross tenure mental health floating support linked to acute service discharge; and
- ◆ increase learning disabilities high support by at least 8 new build units a year to provide a total of 18 units a year until 2010 through a combination of new build and re-lets.

### Homeless needs:

- ◆ increase support for homeless households in temporary provision and through the extension of tenancy sustainment services linked to priority homeless services;
- ◆ establish a step down facility as a move on from substance misuse rehabilitation; and
- ◆ establish cross tenure floating support for people with substance misuse issues.

### Independent living needs:

- ◆ reduce lower quality sheltered provision by 100 units by March 2010 and increase supply of extended care provision for older people by 29 units by March 2010;
- ◆ pilot cross-tenure floating support services for older people with direct link to falls prevention work;
- ◆ recommission Home Improvement Agency enhancing direct links with discharge from acute services; and
- ◆ increase provision for young people with severe physical disabilities.

It should be noted that there is still a degree of uncertainty about future funding allocations for the Supporting People programme which means that it is likely that these developments will be phased in over the five year period where possible. Required savings will be identified in service reviews taking into account areas such as strategic relevance, value for money and quality.

## What contribution can the Supporting People team make in the next five years?

### Complex needs

Supporting People links with priorities established in the National Service Framework for Mental Health, the Local Learning Disabilities strategy and the Drug Action Team plan.

### The Supporting People programme can add to the goals of these strategies by:

- ◆ providing new build high support housing for people with learning disabilities and mental health problems, and increasing floating support;
- ◆ assisting in producing and promoting better information for service users;
- ◆ reviewing needs & supply across learning disabilities provision with stakeholders;
- ◆ developing move-on accommodation linked to rehabilitation services; and
- ◆ reviewing the quality of service provision.

### Homeless needs

The Supporting People programme fits in with a wide variety of goals identified in other local strategies including community, housing and homeless strategies, and community safety plans. The strategy also fits in with priorities identified by the London probation regional plan and the local teenage pregnancy partnership board.

### The Supporting People programme can add to the goals of these strategies and make a difference in the community by:

- ◆ providing housing related support for vulnerable people and families;
- ◆ introducing new services which increase the supply of affordable housing;
- ◆ secure housing with support reducing the risk of harm;
- ◆ providing specialist provision for ex-offenders;
- ◆ providing housing related support for vulnerable people to build up independence and sustain tenancies;
- ◆ carrying out health promotion activities in Supporting people services; and
- ◆ building links with other agencies working to support these groups.

## Independent living needs

The Supporting People programme links with goals established in the National Service Frameworks for Older People and the local learning disabilities strategy.

The Supporting People programme can add to the priorities identified in these strategies by:

- ◆ liaising with health and voluntary sector partners to expand healthy living services;
- ◆ piloting floating support for older people linked to acute service discharge and falls prevention;

- ◆ reviewing extended care services and sheltered provision; and
- ◆ building on links with intermediate and social care.

## What are the benefits of the Supporting People programme?

It is important that the Supporting People programme makes a difference to the lives of the people which it supports. The table below sets out the benefits of the programme for the major client groups in Waltham Forest.

Client Group	Major Benefits
<b>Mental Health problems</b>	<ul style="list-style-type: none"> <li>◆ improved quality of life, greater independence and improved health;</li> <li>◆ prevention of further mental health problems and fewer suicides;</li> <li>◆ reduced burden of care for carers and relatives; and</li> <li>◆ easier access to appropriate services.</li> </ul>
<b>Learning disabilities</b>	<ul style="list-style-type: none"> <li>◆ improved quality of life;</li> <li>◆ improved health through greater supervision and access to services;</li> <li>◆ improved support to carers and relatives; and</li> <li>◆ improved housing choice including alternatives to residential care.</li> </ul>
<b>Older People</b>	<ul style="list-style-type: none"> <li>◆ improved quality of life</li> <li>◆ enabling people to stay in their own homes longer</li> <li>◆ less isolation</li> <li>◆ improved health;and</li> <li>◆ reducing delayed discharge, readmission and unnecessary long stays hospital.</li> </ul>
<b>Substance misuse</b>	<ul style="list-style-type: none"> <li>◆ reduced risk of homelessness;</li> <li>◆ greater stability which increase the chances of accessing services;</li> <li>◆ decreased anti-social behaviour;</li> <li>◆ improved prospects for employment; and</li> <li>◆ improved quality of life.</li> </ul>
<b>Homeless families</b>	<ul style="list-style-type: none"> <li>◆ improved quality of life and greater independence;</li> <li>◆ greater stability, prospects of employment and educational achievement;</li> <li>◆ decreasing social exclusion; and keeping families together.</li> </ul>
<b>Single homeless</b>	<ul style="list-style-type: none"> <li>◆ reduced likelihood of being a victim of crime;</li> <li>◆ improved quality of life through greater independence;</li> <li>◆ improved health and easier access to appropriate services;</li> <li>◆ greater stability and decreased vulnerability; and</li> <li>◆ decreased fear of crime.</li> </ul>
<b>Offenders/ ex-Offenders</b>	<ul style="list-style-type: none"> <li>◆ reduced risk of committing a crime;</li> <li>◆ greater stability which increase the chances of accessing services; and</li> <li>◆ improved quality of life.</li> </ul>

Client Group	Major Benefits
Women at risk of domestic violence	<ul style="list-style-type: none"> <li>◆ improved quality of life for the individual and for children;</li> <li>◆ greater stability and decreased vulnerability; and</li> <li>◆ reduced fear of harm.</li> </ul>

## Action Plan 2005-6

Waltham Forest's Supporting People grant for 2005-6 is £7,666,158 a decrease of £301,719 - 3.8% compared with grant in 2004-5. The priorities for service development in 2005-6 are set out in the following table. Due to the reduction in grant, only Priority A service developments will be progressed initially. Priority B and C innovations will be deferred until further funding becomes available.

Priority A		Priority B		Priority C	
Mental Health Warburton Terrace	£62,451	Mental health floating support cross tenure pilot	£61,628	Mental health floating support	£20,542
Learning disabilities Verulam Avenue	£37,014	Older people floating support cross tenure pilot	£21,096	Homeless	£52,119
Learning disabilities Flempton Road	£55,521	Home Improvement agency	£61,964	Teenage parents floating support	£6,585
Substance misuse 2nd stage Forest Rd	£77,451				
Substance misuse floating support	£24,831				
Inflation increase existing services	£199,196				
<b>TOTAL 2005/6</b>	<b>£456,464</b>		<b>£144,688</b>		<b>£79,246</b>
					<b>£680,398</b>

## Future funding

ODPM has announced a national grant settlement for Supporting People of £1.712 billion in 2005-6 and predicted a national grant of around £1.7 billion in 2006-7 and 2007-8. Under the ODPM's proposed Distribution Formula, Waltham Forest's Supporting People funding may increase but any growth is likely to be gradual following the initial decrease in the national grant.

Waltham Forest's plans for the next five years, up until 2010 include areas of growth and reductions:

## Projected Budget Growth

	2005-6	2006-7	2007-8	2008-9	TOTAL
Pipeline services	£257,268	11,057			£268,325
New services / innovations	£223,934	£191,683	£154,342	£160,186	£730,145
Inflation	£199,196	£209,287	£214,513	£219,876	£842,872
<b>TOTAL</b>	<b>£680,398</b>	<b>£412,027</b>	<b>£368,855</b>	<b>£380,062</b>	<b>£1,841,342</b>

Projections based on average costs for scheme types plus 2.5% inflation per year.

# Projected Budget Reductions

	2004-5	2005-6	2006-7	2007-8	2008-9	TOTAL
<b>Sheltered housing</b>	£27,425.88	£27,425.88	£27,425.88	£27,425.88	£27,425.88	£137,129.40
<b>Service reviews</b>	£110,000	£215,440	£55,000	£24,750	£24,750	£429,940
<b>Residential care</b>		£216,980.00				£216,980.00
<b>TOTAL</b>	<b>£137,425.88</b>	<b>£459,845.88</b>	<b>£82,425.88</b>	<b>£52,175.88</b>	<b>£52,175.88</b>	<b>£784,049.40</b>

## Table notes

Bold figures = actual; other figures are estimates/ projection

Sheltered housing savings based on sheltered average unit cost

Service reviews 2006-9 are a projection.

The impact of these changes on supply is shown in a chart in the Supply section.

If you have any questions regarding the Supporting People programme or would like a full copy of the London Borough of Waltham Forest Supporting People Strategy 2005-10 please contact:

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**Tel: 020 8496 6505. Email: yvonne.toms@hsg.lbwf.gov.uk**

## INTERPRETING AND TRANSLATION ASSISTANCE

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This document is also available on Audio Tape  Braille  Large Print

<p>هذه النشرة تخبرك عن قسم "ادعم الناس Supporting People" في والنهائم فورست. إذا كنت ترغب في طلب ترجمة لهذه النشرة، فنرجو أن توضح المبلغ الملائم وأكمالها باضمانة اسمك وعنوانك وأعد الإستمارة برمتها إلى عنوان البريد المجاني المدرج أدناه.</p>	<p>Waraaqahan waxaa ku qoran xog la xiriirta qaybta 'Supporting People' ee ka tirsan gobolka 'Waltham Forest'. Haddii aad jeclaan lahayd waraaqahan oo tarjuman, faclan calaamadi khaanadda ku beegan afkaaga, adigoo ku buuxinaya magacaaga iyo cinwaankaaga, kadibna dib ugu soo celinaya foomka oo dhan cinwaanka boostadiisu ay bilaashka tahay ee hoos ku qoran.</p>
<p>এ লিফলেটটিতে ওয়ালথাম ফরেষ্টে লোকজনদেরকে সাহায্য শ্রদানের ব্যাপারে বলা হয়েছে। আপনি যদি এ লিফলেটের একটি অনুবাদ বা ট্রান্সলেশনের জন্য অনুরোধ করতে চান, তাহলে দয়াকরে প্রযোজ্য ব্যালটটিতে টিক চিহ্ন দিন, আপনার নাম ও ঠিকানা লিখে সম্পূর্ণ ফরমটি নীচের ফ্রিপোস্ট (কোন ডাকটিকিট লাগবে না) ঠিকানায় ফেরৎ পাঠিয়ে দিন।</p>	<p>Este folleto le informa acerca del departamento de Apoyo al Ciudadano de Waltham Forest. Si desea una traducción de este folleto, marque la casilla adecuada, cumplimente su nombre y domicilio, y devuelva el impreso íntegro al domicilio de franqueo pagado que figura a continuación.</p>
<p>Ce livret fournit des renseignements concernant Supporting People (soutien aux personnes) à Waltham Forest. Si vous souhaitez obtenir une traduction de ce livret, veuillez cocher la case correspondante, indiquer votre nom ainsi que vos coordonnées et renvoyer le formulaire dûment rempli à l'adresse ci-dessous (port payé).</p>	<p>இத்துண்டுப் பிரசுரம் உங்களுக்கு வேல்தம்ஃபோரஸ்டில் உள்ள சப்ஃபோர்டிங் பீப்பிள் என்ற பகுதி என்ன என்பது பற்றிக் கூறுகிறது. உங்கள் மொழியிலான பிரதியைப் பெற விரும்பினால் தயவுசெய்து உங்கள் மொழிக்கான சதுரத்தில் குறியிட்ட உங்கள் பெயர் விலாசம் ஆகியனவற்றைக் குறித்து முழுப்பத்திரத்தையும் கீழே தரப்பட்ட இலவசத்தடால் விலாசத்திற்குத் திருப்பி அனுப்பிவிடவும்.</p>
<p>આ પત્રિકા વાંચ્યામ ફોરેસ્ટમાં સપોર્ટિંગ પીપલ પર માહિતી આપે છે. આ પત્રિકા વાંચ્યામ બાધ્યામાં મેળવવા માટે ઉચિત આનામાં ટીક ક્ષી તમારું નામ અને સરનામું ભરીને આમું ફોર્મ નીચે આપેલા ફ્રી પોસ્ટ સરનામાં પર અમને પાછું મોકલો.</p>	<p>Bu basılı duyuruda Waltham Forest halkına nasıl destek olunabileceği anlatılmaktadır (Supporting People). Bu duyurunun Türkçe'ye çevrilmesini istiyorsanız, lütfen uygun kutuyu işaretleyip adınızı-soyadınızı, adresinizi yazdıktan sonra formun tümünü pul yapıştırmadan aşağıdaki adrese postayla gönderin.</p>
<p>Este folheto fornece informações sobre Supporting People em Waltham Forest. Se deseja receber uma tradução deste folheto, assinale o quadrado adequado, preencha o seu nome e morada e devolva o impreso completo para a morada com porte pago dada em baixo.</p>	<p>اس لىفلىٹ میں آپ کو اہم فارمٹ میں لوگوں کو مدد کے بارے میں بتایا گیا ہے۔ اگر آپ اس لىفلىٹ کا ترجمہ حاصل کرنا چاہتے ہیں تو براہ کرم مناسب خانے پر نشان لگائیے اور اپنا نام اور پتہ درج کیجئے اور اس پورے فارم کو پوری پوسٹا لىٹرس پر واپس کیجئے۔</p>
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This summary was written by Matrix Research & Consultancy & the LBWF Supporting People Team. Designed and produced by Waltham Forest Design Studio 2005.