



monmouthshire
sir fynwy

Supporting People Local Commissioning Plan

2015 - 2017



Supporting Independence in Gwent
Cefnogi Annibyniaeth yng Ngwent

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Introduction

Supporting People (SP) is a Welsh Government funded programme that provides housing related support to vulnerable people. The programme aims to help the vulnerable to achieve and maintain the highest levels of independence possible through a range of services.

The SP programme in Monmouthshire involves funding from Welsh Government of £2.17m and supports approximately 2,200 people at any time. Following a recent review of the SP programme by Welsh Government, a new funding regime was implemented in August 2012 – Supporting People Programme Grant (SPPG).

The purpose of SPPG funding remains consistent with the original SP principles. However, prevention of homelessness, exclusion, isolation, and institutionalisation and intervention to reduce crime and the resultant effects of housing crises in people's lives are the developing ethos of SPPG.

Since the 2013-16 plan was developed, Welsh Government announced that funding would be cut (potentially by up to 10%), but subsequently mitigated the impact of this and for 2014/15 the indicative funding now remains the same. Indicative funding for 2015/16 suggests a reduction in funding of circa 1%.

This Local Commissioning Plan will:

- In the short-term – address weaknesses and inequalities in the range and scope of the services.
- Ensure that a more comprehensive use is made of the data that has been collated during SPPG's implementation year.
- Focus a comprehensive spending review on key areas of potential change in services from 2015 onwards.
- Ensure that funding and service provision decisions have a robustness in terms of equalities and fair access.

Typically, SP services can include supported housing such as shared or independent living, homelessness hostels and domestic abuse refuges; Floating support into people's homes, with or without specialist support focused on the needs of the elderly, those with learning disabilities or mental health issues or those living with substance or alcohol abuse; and technological assistive solutions – TeleCare and Community Alarms

Strategic Priorities

The Supporting People programme is one of the most cross-cutting initiatives ever created by central government and has links with a number of national and local strategies, plans and agendas. These include the Welsh Government's ten-year Homelessness Plan, Health Social Care and Wellbeing Strategy, Strategy for Older People in Wales, Housing Strategy, Reducing Re-offending Strategy (with National Offender Management Service), Fulfilled Lives – Supportive Communities, Children and Young People's Plan, and Domestic Abuse, Substance Misuse, Autism and Mental Health strategies.

Monmouthshire County Council has developed its Single Integrated Plan (SIP). SP's cross-issue/initiative contribution has been incorporated into the SIP, and the programme will seek to support the SIP objectives

National Priorities

Supporting People Programme Grant Guidance (Wales) July 2012

An independent review of the SP programme was commissioned by Welsh Government in 2009. Sir Mansel Aylward's review was published in November 2010. There were 25 wide ranging recommendations presented and these have been developed through a workstream process to implementation in August 2012.

www.wales.gov.uk/topics/housingandcommunity/housing/supportingpeople/publications/finalreport/?lang=en

The new delivery structure includes an SP National Advisory Board (SPNAB) that advises the Minister for Housing, Regeneration and Heritage, ensuring that the programme is focused and effectively used to meet the housing support needs of the vulnerable in Wales.

SPNAB is supported by 6 Regional Collaborative Committees (RCC) whose aim is to provide advice to Local Authorities and, through SPNAB, to Welsh Ministers. Each RCC is required to develop a regional commissioning plan, which takes into consideration the local plans agreed by the local authorities. To ensure that the RCC can make considered and proportionate recommendations, membership has been set up to include Local Authority Cabinet Members (or delegated Officials), Health, Probation, Support providers, service user representation, and appropriate Local Authority Officers.

The new guidance implemented SPPG funding from 1 August 2012. Within the Gwent RCC, Monmouthshire is the only Local Authority that has to manage a funding reduction, which was proactively addressed in advance of the cuts and enabled interim contracts to be offered to the service providers at status quo levels of funding under SPPG.

The Housing White Paper – Homes for Wales

Consultation on these proposals has been concluded. The focus is on three key areas:

- Increasing the supply of housing and improving the accessibility to the private rented sector.
- Preventing homelessness and improving the help available to those who have become homeless.
- End family homelessness by 2019

The White Paper acknowledges the significant contribution that SP has, and can in the future, make to preventing homelessness, intervening in times of crisis, and working with people to achieve longer-term positive outcomes. SP is further seen as a positive contributory factor in increasing private landlords' confidence in making stock available to the vulnerable and the opportunities to develop family related services will be pivotal in achieving the 2019 target.

In recognising the significant contribution that SP can make towards the vulnerable's health and wellbeing, it also appreciates that SP services will need to be developed, or remodelled, to address the changing challenges. Not least amongst these will be the duty to provide interim accommodation to households whilst a housing solution is being sought and the need to support people where welfare reform will have a significant impact.

Social Services (Wales) Bill

Again, consultation has been concluded. There are 6 strategic priorities outlined in the Bill and focus on:

- Maintaining and enhancing the wellbeing of people in need
- Enabling citizens to have stronger and real control over their lives.
- Stronger direction and local accountability
- Safeguarding and protection
- Regulation and inspection
- Adoption and transition services

The Bill recognises the increasing numbers of people accessing social services and the need therefore to increase the focus on prevention and early intervention. There is a duty for local authorities to maintain and enhance the wellbeing of people in need in areas such as education, training and recreation, social and economic wellbeing and physical, mental health and emotional wellbeing.

In appreciating the importance of housing in people's overall health and wellbeing, the contribution that SP can, and will make to these priorities has not been underestimated.

The Equality Act 2010

The Act places obligations on Public Bodies to give due regard to nine protected characteristics in their decision making processes. In order to make proportionate and considered decisions, the assessment of impacts needs to be considered. This in turn implies a requirement to research and consult with those potentially affected by proposed actions.

The SP programme is, to some considerable extent, based on legacy services that pre-existed the implementation of SP in 2003. There will be a need to more fully understand the range and scope of the needs of vulnerable people in Monmouthshire to enable fully considered commissioning decisions to be made in the future. To this end, a comprehensive review of needs and services will have to be completed during the transition period of the SPPG programme.

Local Priorities

Single Integrated Plan

Supporting People will be a contributory delivery programme within the Plan that has been developed and consulted upon within the County. The Local Service Board partnership structure model builds on the importance of integrated commissioning, engagement and needs mapping. The SP programme will develop its integration into all elements of the structure.

Nobody is Left Behind: we want to be a place of cohesive communities where everybody is treated with dignity and respect and has the same opportunity to achieve what they wish.

People are Confident, Capable and Involved: we want Monmouthshire to feel safe and people to be confident. We want to create a place where people want to be involved; they are confident in themselves and their abilities and what they contribute to their own community.

Our County Thrives: we want our county to thrive which includes the economy that supports our communities and families to live a good life. It also means that our environment, its range of habitats and biodiversity thrives.



The Director's Annual Report, 2012. – Transforming Social Care in Monmouthshire

The annual Director's report outlines three key themes:

- Changing practices – changing lives
- Safeguarding People
- Working with and through others



From these themes 6 priorities are developed:-

- **Focusing on families:** SP services already provide support to families in crisis, through the Family Intervention Project and Domestic Abuse Refuge. Further support is provided through the generic and specialist floating support services. The appropriate level of investment into these services will need to be re-assessed.
- **Doing what matters:** a comprehensive review of the needs and services available to the vulnerable in Monmouthshire will identify what matters and the services that need to be commissioned to address them. In order that more informed decisions can be made, the development of cost-benefit modelling, social and economic impact assessments and evidenced equality impact assessments will be undertaken during the transition period.
- **Finding Integrated solutions:** SP has already been incorporated into the Social Care and Health commissioning structure. It will thus be integrated into the partnership and collaboration, transformational and quality assurance and contracting approaches, linking with, and supporting initiatives within this and other directorates.
- **Strengthening Communities:** The directorate is currently exploring the potential of Local Area Coordination (LAC). This community focused initiative will provide an opportunity for SP to develop support where it is most needed and in the most appropriate and innovative way. Whilst the LAC approach will address a wide range of needs and solutions, by its nature, a proportion of these will be housing related. SP will therefore, as resources become available, support this initiative.
- **Building new safeguarding and protecting systems:** Following the review of all interim SPPG services and contracts, the longer-term contractual and monitoring arrangements will include a strengthening of obligations under safeguarding and protection requirements..
- **Developing our people:** In line with local authorities' challenge to 'do more with less'; SP will need to develop its systems, and the skills within the teams, to manage its contracts more effectively. The focus must be on reducing the administrative burden on the teams and the providers, making contract management more reflective of risk as informed by collating meaningful intelligence.

Monmouthshire's SP programme has to be delivered within Welsh Government's indicative funding predictions and based on a new distribution formula:

For 2012/13, Monmouthshire's SP funding was cut by 2.19%. With prior notice of these cuts, it was possible to manage the situation so that it was possible to offer all SP providers in Monmouthshire new, interim, SPPG contracts at status quo, or pre-agreed levels.

During 2013, cuts to the SPPG funding were announced and likely to be of the 7%-10% order. At that time a 'conservative' approach was taken in respect of the un-committed funds within the SP budget. It made little sense to allocate the funding only to have to cut it the following year.

However, Welsh Government was subsequently able to mitigate the impact of the cuts. The indicative funding for Monmouthshire for 2014/15 remaining at 2013/14 levels with an indicative reduction of circa 1% in 2015/16.

SPPG Distribution Formula

This is based upon:

- Welsh Index of Multiple Deprivation (WIMD) [20%];
- Social Fragmentation Index (SFI) [20%];
- Number of people in receipt of at least the middle rate of the care component of Disability Living Allowance (DLA) [10%];
- Age structure of the population (the proportion of older people living alone) [20%];
- Local measures of homeless people [30%];

As the funding intentions became clear during the latter part of 2013, complying with the funding conditions became an increasing challenge. The uncommitted funding had to be allocated and utilised during the 2013/14 financial year.

Fortunately, some innovative work had been undertaken in analysing the outcome data in terms of distance travelled by the service users. This enabled a better appreciation of the inequalities of access to services, the effectiveness of the range of services, and the complexities of need of the client groups. Thus, the uncommitted funds were utilised to address issues that these analyses had highlighted – actions being effectively equality impact driven.

An analysis of the funding allocation to the range of 19 client categorisations in Monmouthshire and Pan-Gwent, suggests that the Ayelward recommendation that funding should be based on need has, as yet, not been met. It is likely that for some protected characteristics a postcode lottery exists within Monmouthshire, Gwent and Nationally – a driver for the comprehensive review.

Needs, Supply and Service Gaps

Profiling and Assessing the Needs

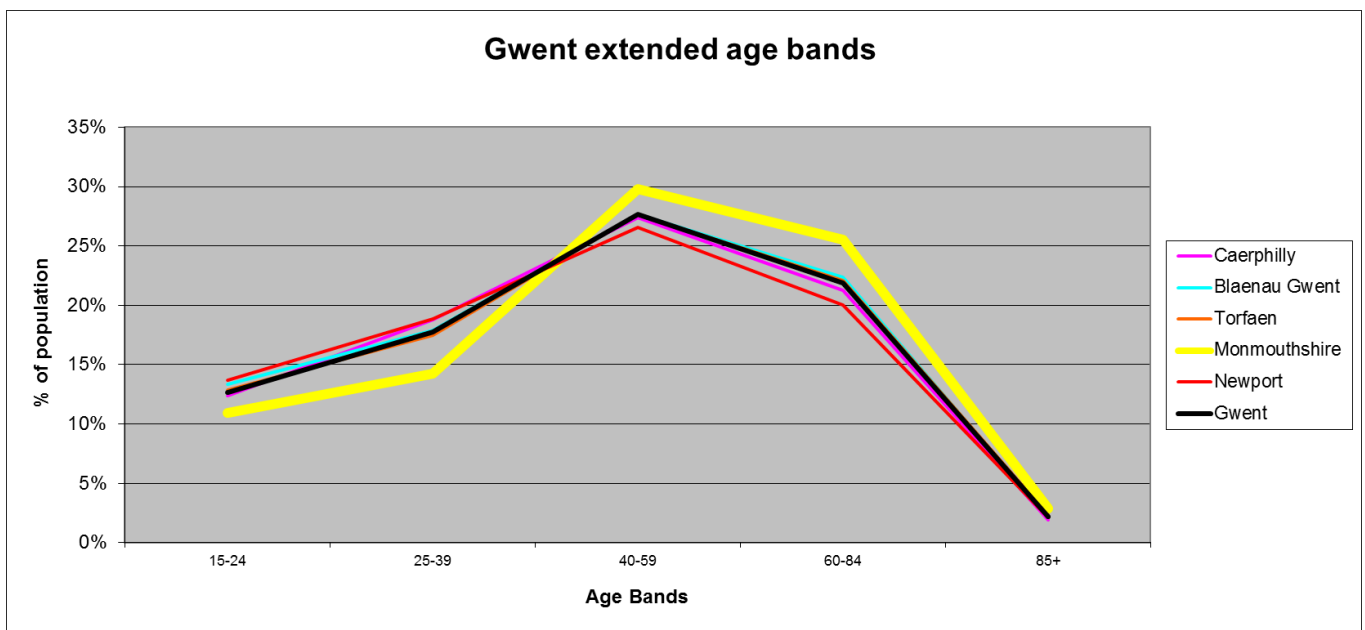
The process of gathering the needs data and profiling the gaps comes from a wide range of services, some of these are:

- Gwent Needs Mapping Exercise
- Departments within MCC
- Needs Gathering Days
- Census information
- Daffodil Cymru Website
- Wales Data Unit
- Project proposals
- Quarterly Monitoring Questionnaire's
- Providers
- Outcome monitoring

It is essential that Monmouthshire Supporting People (MSP) map Monmouthshire's current provision of services efficiently in order to give a clearer picture of the future demand.

Supply of Current Service's

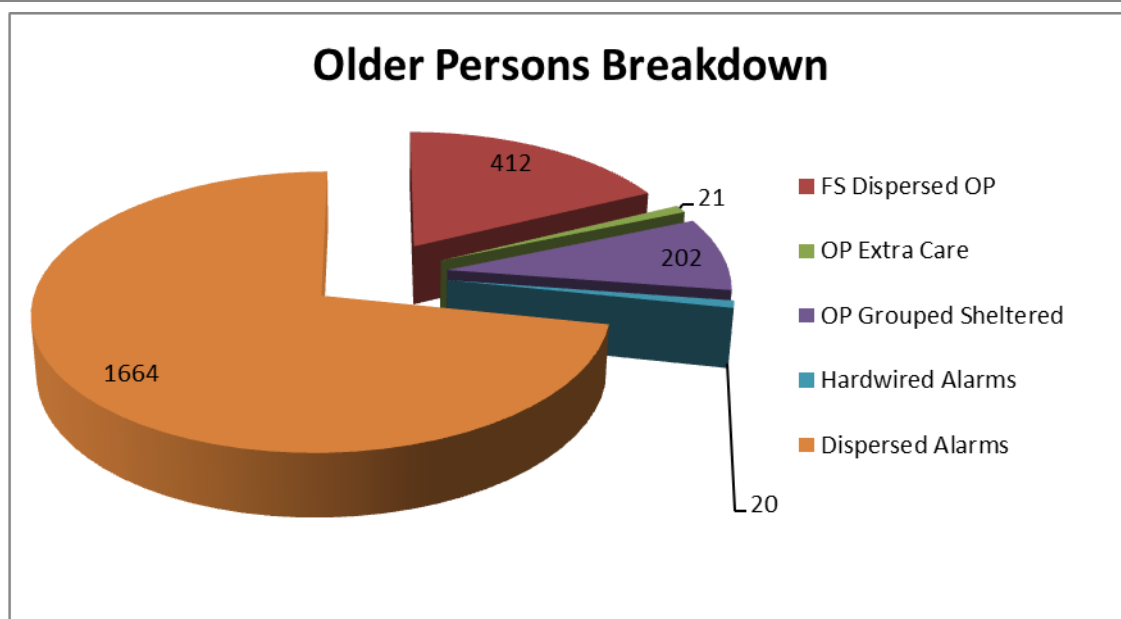
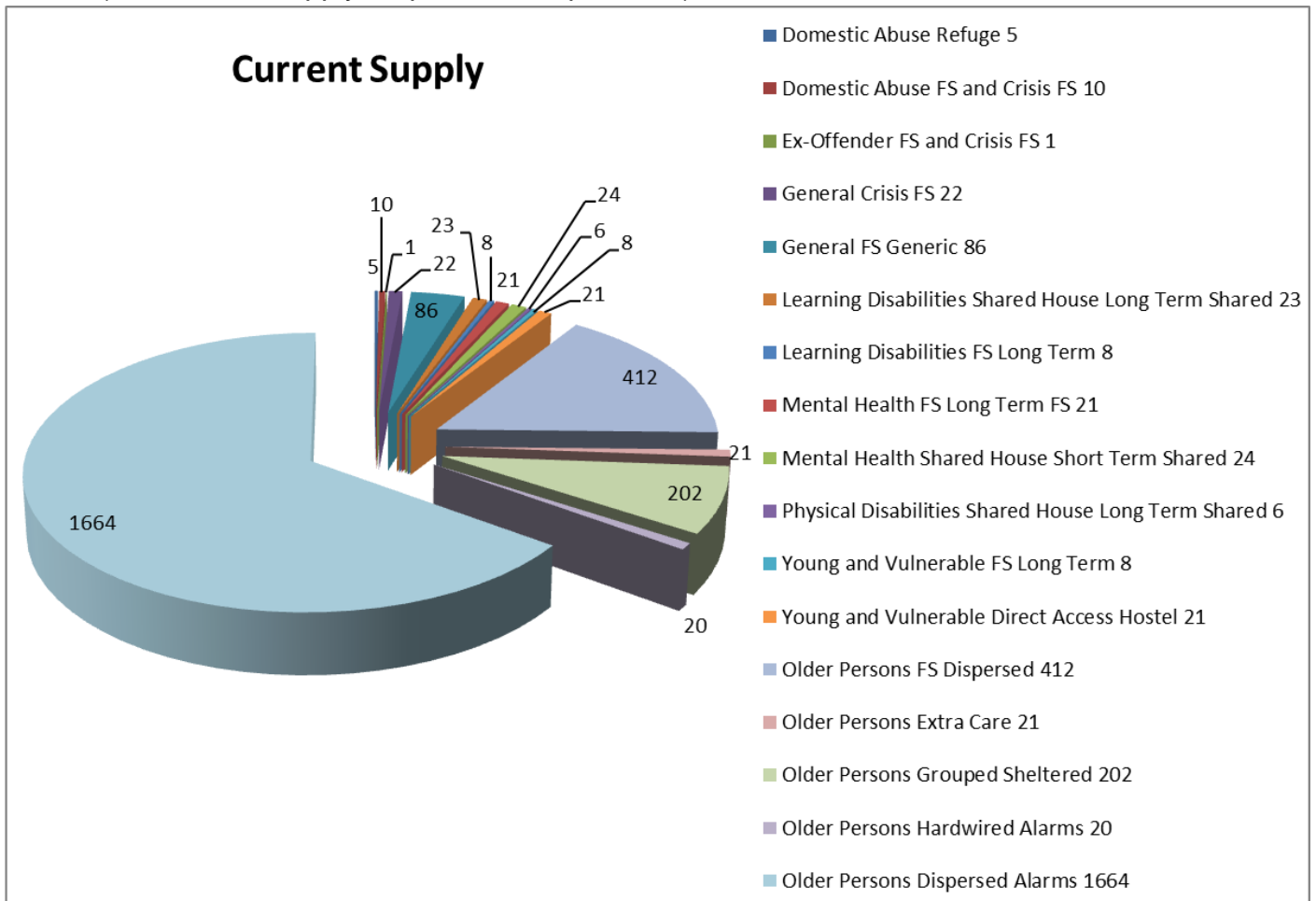
The Supporting People programme in Monmouthshire supports a total of 2556 units as at 1st April 2013. Monmouthshire is a rural aging county with 46% of the population being over the age of 55 (Daffodil Cymru). As can be seen from the chart below, Monmouthshire has a significantly older population than other Gwent local authorities. This will need to be reflected in the services provided.



Monmouthshire's Supporting People (MSP) current provision caters for an aging population; Older Persons Services currently hold 90% of the supply in terms of

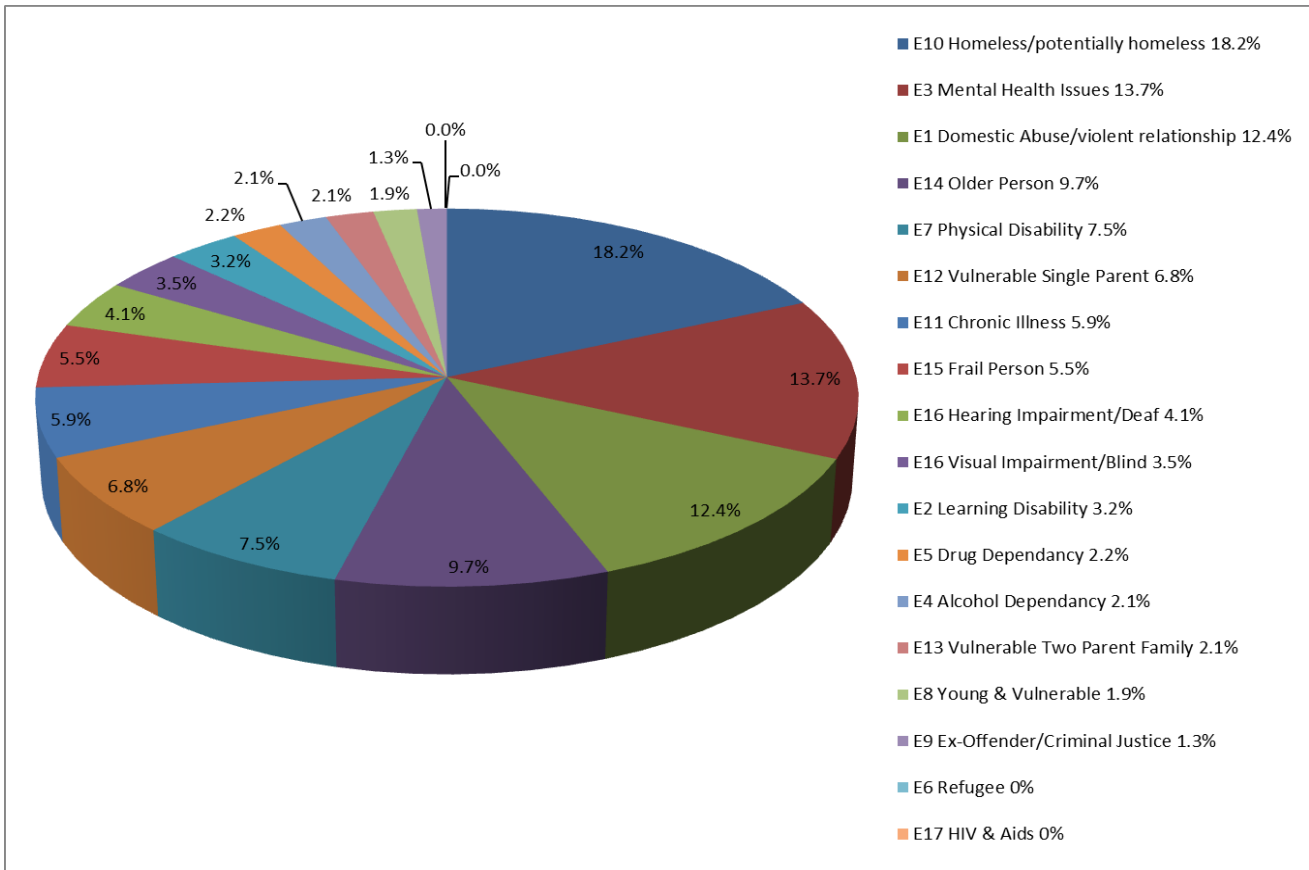
service users - the majority of this being alarms with 1664 units. However, Older Persons only represent 63% of those accessing SP services. This reflects the longer term nature of the Older Persons services and the lower turnover rate of these.

(Taken from Supply Map as of 1st April 2013)

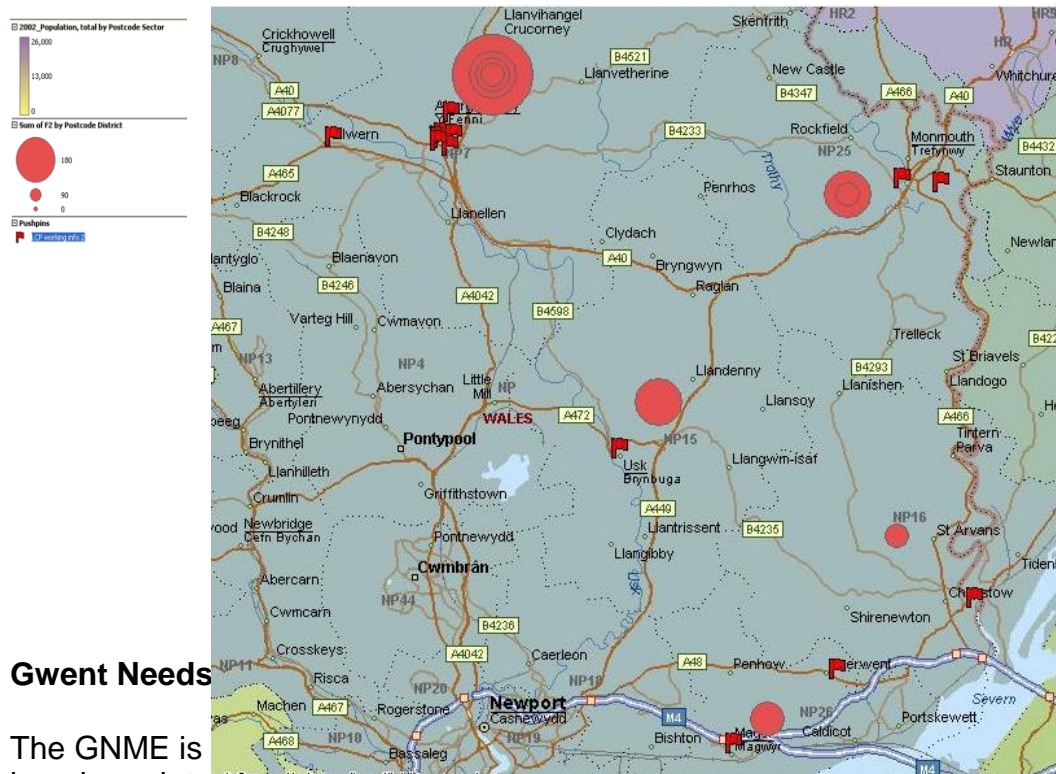


Excluding Older Persons, MSP's budget is mainly directed towards a 'Generic' Client group with 29% of the throughput being generic, followed by Young Persons (2.3% throughput) and Domestic Abuse (2.1% throughput).

All Needs Identified by Current Clients through GNME



The supply is fairly well distributed across the County, however because of the North / South divide some services are only in one particular area and this may need to be re-assessed.



The GNME is housing related support needs. The GNME form is distributed to Support Providers

and other agencies working with vulnerable people to complete on a continuous basis. MSP use this data to help plan for future service commissioning developments.

GNME Data from 1st April 2012 – 31st March 2013

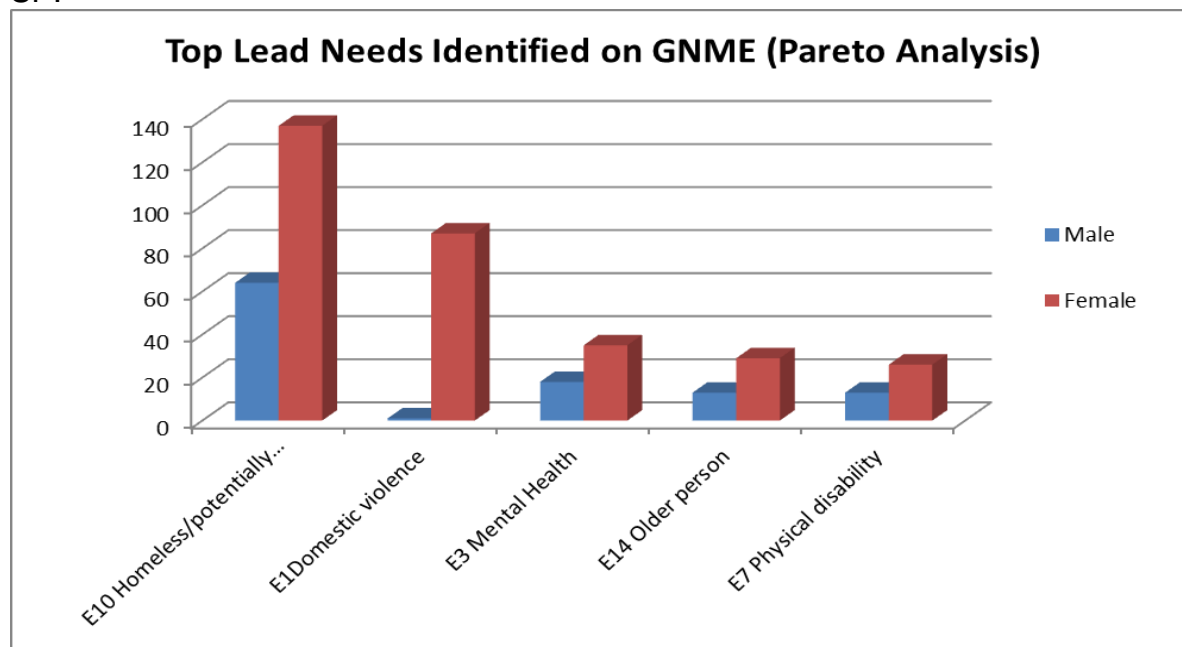
A total of 568 GNME's were completed during the above period (please note not all questions were completed).

	Male	Female	Other	Total
Under 16	0	0	0	0
16/17	1	1	0	2
18-24	20	85	0	105
25-39	40	83	0	123
40-59	40	117	0	157
60+	41	106	0	147
Total	142	392	0	534

As highlighted in the above table the number of returns for males and females varies greatly. This may be an indication that MSP provides more support to women than it does to men. Whilst MSP remains sure that access to SP services is fair, some work will have to be done to mitigate the impact that gender has on utilisation of services.

The data from the GNME shows that the main need within Monmouthshire is Homelessness. However, it clear from the Outcome Monitoring data, that Homelessness is but a symptom of a complex range of needs and vulnerabilities.

Data from the GNME's can be very subjective depending on how many forms each provider returns. Outcome monitoring data will increasingly become the data driver for SP.



The above chart highlights the top 'Lead Needs' identified through the GNME data. As shown in our current supply the highest percentage of funding is going towards these lead need groups. Homelessness is mainly covered under 'Generic' funding.

Evidence of returns shows our services focus on high needs:

Percentage of returns:		Average Level of need:	
E10 Homeless/potentially homeless	40%	E13 Vulnerable Two Parent Family	8.7
E3 Mental Health Issues	30%	E10 Homeless/potentially homeless	8.6
E1 Domestic Abuse/violent relationship	27%	E1 Domestic Abuse/violent relationship	8.1
E14 Older Person	21%	E12 Vulnerable Single Parent	7.9
E7 Physical Disability	16%	E11 Chronic Illness	7.7
E12 Vulnerable Single Parent	15%	E5 Drug Dependency	7.7
E11 Chronic Illness	13%	E3 Mental Health Issues	7.6
E15 Frail Person	12%	E9 Ex-Offender/Criminal Justice	7.5
E16 Hearing Impairment/Deaf	9%	E4 Alcohol Dependency	7.5
E16 Visual Impairment/Blind	8%	E8 Young & Vulnerable	7.2
E2 Learning Disability	7%	E7 Physical Disability	6.9
E5 Drug Dependency	5%	E16 Visual Impairment/Blind	6.9
E4 Alcohol Dependency	5%	E14 Older Person	6.8
E13 Vulnerable Two Parent Family	5%	E15 Frail Person	6.7
E8 Young & Vulnerable	4%	E2 Learning Disability	6.3
E9 Ex-Offender/Criminal Justice	3%	E16 Hearing Impairment/Deaf	5.9
E17 HIV & Aids	0%	E17 HIV & Aids	0.0
E6 Refugee	0%	E16 Refugee	0.0

Evidence from the GNME highlights men and women have similar unmet needs for 'Housing Related Support'. The top four largest unmet needs for both men and women are; advice, advocacy and liaison; budgeting/managing finance/managing debt; benefit claims; and help finding other accommodation.

Male	Need
Setting up/maintaining a home	43.2%
Advice, advocacy and liaison with other agencies	42.5%
Budgeting/managing finances/debt management	40.4%
Benefit claims	39.0%
Finding other accommodation	35.6%
Access to services	28.8%
Monitoring health and well-being	28.1%
Emotional support/counselling	26.7%
Social skills/confidence	26.0%
Domestic and practical living skills	23.3%
Social contacts and activities	21.2%
Personal safety/security	18.5%
Managing behaviour/attitude	17.8%
Peer support and befriending	15.8%
Arranging services	15.1%
Community alarm services	5.5%
Assistive technology e.g. tele-care, tele-health etc	1.4%
Other	1.4%

Female	Need
Advice, advocacy and liaison with other agencies	50.4%
Emotional support/counselling	45.5%
Budgeting/managing finances/debt management	39.9%
Finding other accommodation	37.2%
Benefit claims	33.8%
Personal safety/security	31.1%
Setting up/maintaining a home	29.0%
Monitoring health and well-being	27.5%
Social skills/confidence	26.0%
Social contacts and activities	24.6%
Access to services	21.4%
Peer support and befriending	16.8%
Domestic and practical living skills	15.3%
Arranging services	10.7%
Managing behaviour/attitude	5.8%
Community alarm services	3.6%
Other	2.2%
Assistive technology e.g. tele-care, tele-health etc	1.5%

Help 'Setting up and Maintaining a Home' was also highlighted as a need by 43.2% of males. Whilst 45.5% of females highlighted a need for 'Emotional Support and Counselling'.

Service Gaps

Monmouthshire has no dedicated housing related support units for a range of client groups. (listed below)

- People with Alcohol issues
- People with substance misuse issues
- People with refugee status
- People with development disorders
- People with chronic illnesses
- Young people who are care leavers
- Single families with support needs
- Single People with Support Needs (25-54)

However, the generic floating support service has been analysed in terms of the needs it actually supports. Generic floating support works with the issues listed in the table and circa 39% of the funding budget is applied to this support.

Support Categories supported in Generic Floating Support	
Mental Health Issues	22.9%
Vulnerable Single parent	17.3%
Drug/Substance Misuse	12.6%
Young & Vulnerable	8.9%
Domestic Abuse	7.2%
Physical Mobility Issues	7.1%
Frail Persons	5.5%
Criminal Justice Issues	4.3%
Alcohol Dependency	3.7%
Vulnerable Two Parent Families	3.1%
Learning Difficulties	2.7%
Older Persons	2.4%
Chronic Illness	1.7%
ASD Asperger's	0.5%

Outcome Monitoring evidence

Outcome monitoring in SP services was implemented in 2012. Monmouthshire is the first local authority to undertake an in-depth analysis of this data, the headline conclusions being:

- Enabling older people to feel safer in their homes proves to be the most challenging outcome to achieve.
- There is an under-provision for younger people, especially for care leavers.
- Generic floating support is effective at providing services across a wide range of needs and vulnerabilities,
- Family support is under resourced.
- Positive action needs to be taken to ensure equality of access to service for men.
- Lessons need to be learned to ensure that men achieve outcomes at the same rate as women.
- Addressing issues highlighted in the outcome monitoring analyses is unlikely to compromise plans developed in the comprehensive review.

Consultation evidence

Supporting People Planning Surgery

Monmouthshire held a planning surgery to consult with providers and support agencies/partners regarding our current provision and service gaps. This was very well attended and all the information gathered helps influence MSP with the planning process and potential development of services.

The Planning Surgery consisted of attendees were asked the below questions across all client groups:

- What needs are not currently being met locally?
- What new services are needed locally?
- What equality issues need to be taken into account?

Attendees highlighted the below:

Client Groups	Outcomes from Planning Day
Domestic Abuse (E1)	More Services in South of County
Domestic Abuse (E1)	Complex Needs
Learning Disabilities (E2)	Transition Services for 16-25
Learning Disabilities (E2)	Housing Support e.g. Improving Skills
Mental Health (E3)	SL Dementia Care – early Onset 55+
Alcohol Issues (E4) & Drug Issues (E5)	Wet House
Physical Disability (E7) & Sensory Impairment (E16)	Transition Services for 16-25 / Floating Support
Young and Vulnerable (E8)	Care Leavers Accommodation
Young and Vulnerable (E8)	Floating Support Young People
Ex –offenders (E9)	MCC currently only has 1 unit – further needed
Homelessness (E10)	Welfare reform / Home Affordability
Homelessness (E10)	Expansion of low level services / Gateway
Vulnerable Single Parents (E12) & Two-Parent Families (E13)	Mother and Toddler – Transition from pregnancy through to toddler
Older Persons (E14) and Frail Elderly (E15)	Dementia Care – early Onset 55+
Older Persons (E14) and Frail Elderly (E15)	Befriending Service
Older Persons (E14) and Frail Elderly (E15)	New ES units in Monmouthshire

Supporting People Provider Forum

Monmouthshire recently held a provider forum to consult with providers and support agencies/partners about the proposed cuts to the Supporting People budget.

To start the day a brief presentation was given on the budget cuts and an update of what Monmouthshire was doing in preparation. Providers were asked to give feedback on using the Prioritisation Matrix as a tool for distributing the cuts and as a brief exercise were also asked how they thought the cuts should be distributed.

The event was well attended by Monmouthshire's providers and the re-establishing of the forum was welcomed by all those in attendance. The information gained from the day will help MSP plan for the cuts. Providers at the forum gave their support for the way MSP proposed to handle these cuts.

Whilst there was the threat of immediate cuts, providers appeared enthusiastic to take a collaborative approach to achieving business/financial efficiencies. This enthusiasm needs to be nurtured in the future – to help manage the indicative cuts in 2015/16 and to generate funding that can be used to address the highlighted priorities.

Monmouthshire Planning Group

As well as re-establishing the Provider Forum, Monmouthshire has also re-established the Supporting People Planning Group. This group aims to bring together a range of skills, knowledge and experience from within our stakeholders.

The Planning Group has agreed that it should oversee the development of the comprehensive spending review project and that it should have a significant input to the detail and evidence within the review.

Service User Involvement

During the review of SP services Monmouthshire held four service user coffee mornings across the county. The aim of these coffee mornings was to gain feedback about our services from those who use them. The events were attended by a cross section of service users. The feedback from this day will be fed into the service reviews.

Currently Gwent is in the process of creating a Gwent Service User Involvement Framework. This document will act as a strategy for effective service user involvement within the commissioned schemes. It will be used as a tool by the SP teams and providers to plan and organise service user involvement. Ultimately the framework will enable the voices of those people that use our services to be heard with the following basic principles;

- Service users have the right to be heard
- Service users have something unique and interesting to say about the services they use
- Service user involvement should be meaningful and not tokenistic
- There should be equality of opportunity for service user involvement

MSP will develop its own Service User Involvement Strategy, which will be in line with the Regional plans.

The Gwent SP Teams have agreed to consider funding a regional officer post to drive forward engagement and ensure service users are at the centre of SP planning, commissioning and delivery, if this is requirement of service users.

Priorities for Development

Local Priorities

Monmouthshire has developed 6 headline priorities, and consultation of these has been approved by the Directorate Management Team and partner agencies. These are not specifically based on Supporting people defined client groups but cover what MSP have identified as the main areas that are in need of development.

Supporting People's working strategic priorities:

1. Helping mitigate the impact of welfare reform
2. Supporting transition to independence in young adulthood
3. Addressing the complex needs of ex-offenders
4. Helping mitigate the impacts of early on-set dementia
5. Taking a regional lead in gender-based violence services
6. Develop a fit for purpose client and performance management system

Following on from the Planning Surgery, MSP asked providers to submit detailed project proposals outlining the strategic context and evidence of need for the project proposal. This was the first year of requesting this and subsequently 15 proposals were received from 10 different agencies. The project proposals that MSP received reflect the main strategic priorities (as detailed in Section 6).

Realistically, the opportunities to address priorities 1-5 are limited in a status quo funding environment. However, they will be given due consideration in the development of the Local Commissioning Plan following the comprehensive spending review.

In the short-term, in which less than 3% of the funding budget is available for priorities, the outcome monitoring in-depth analysis has provided a range of options by which the overall service can be significantly improved. These are discussed under the Equality Impact Assessment as mitigating and positive actions that have already been taken.

During 2013/14, the authority approved and started to implement a pilot programme of Community Coordination (based on the Local Area Coordination model). This is the only Social Care and Health provision with the same range of client groups as SP and with outcome targets that are easily recognisable within the SP outcome framework.

The opportunity to part fund this initiative was taken in 2013 with the aim of achieving a better understanding of the needs within the community, the range of support services within the community (formal and informal), and how Co-Production can work at community level, whilst, at the same time, helping some citizens to achieve SP related outcomes.

Both the First Minister, in May 2013 in respect of the Social Services and Well-being (Wales) Bill and the Williams Commission in 2014, make reference to the importance of Co-Production in the future development of services. Therefore, depending on the progress and achievements of this initiative, it is likely that Community Co-Production may become a significant driver in funding allocation in the future. This possibility will be considered in the comprehensive review, although at that time, it is unlikely that the full impact of the initiative will have been assessed.

Regional Priorities

At this stage, discussion with the RCC and SP officers group suggests that the regional priorities we have a mutual commitment to are:

- To achieve some regionally-based economies of scale
- To develop a robust contract and performance data management system
- Service User Involvement

Achieving regionally-based economies of scale is crucial if Monmouthshire is to develop uncommitted funding with which to achieve other priorities. There are, in particular, four providers with a significant Pan-Gwent involvement with individual contracts with three or more local authorities. The SP teams will work collaboratively to review these contracts on a region-wide basis – building into contracts the principles that improve flexibility from both the providers' and commissioning perspectives and that achieve improved value for money. It is from this initiative that uncommitted funding can be generated with which to address other, local, priorities.

Within SP, there are 3 basic performance data management processes – Needs Mapping, Outcome Monitoring and Quarterly Performance. As yet, Welsh Government has been unable to fund/implement consistent methodologies for these processes. In an ad hoc fashion, Local Authorities have developed their own solutions. Most recently, many Authorities have started to use SNAP survey on-line technology to collate information. At this time, 3 independent processes are available. Monmouthshire will implement these as an interim measure but following a systems-based analysis of the data needs, will develop with SNAP a singular system, based on client management histories, that is able to output the requirements for the current 3 independent processes.

In implementing the comprehensive service review, the importance of developing more effective service user involvement was incorporated into the project specification. Monmouthshire will be actively involved with the RCC's task and finish group which is tasked with devising and implementing plans to improve the effectiveness of involvement in Gwent. The RCC has recently appreciated the need to build on small, successful, initiatives rather than trying to resolve all the challenges across all the characteristics across all of Gwent, and all at the same time.

Service Development

Project Proposals received following the planning days:

Client Group	Generic	
Current Provision	72 Unit General Floating Support 16 Units Low level Floating Support	
Service Model	Approximate Cost	Need Gap identified by:
Housing Support for clients in Temporary accommodation	£31,545	Housing Options Manager – B&B accommodation evidence
Family Intervention Project	£33,700	National and Local. Current project with increasing demand.
Home Affordability Service for homes registered within Monmouthshire Homesearch.	£31,545	Local evidence from provider and new welfare reform.

Client Group	Learning Disabilities	
Current Provision	23 Units Shared House 8 Units Floating Support	
Service Model	Approximate Cost	Need Gap identified by:
Asperger's Project that creates a person centred pathway that supports people 16+	£36,000	Commissioning Manager,

Client Group	Young Persons	
Current Provision	21 Units Direct Access Hostel 8 Units Floating Support	
Service Model	Approximate Cost	Need Gap identified by:
To engage with young people who are 16-25, who are currently homeless or at risk of becoming homeless. Tailored programme of work.	£27,545	Post 16 steering group
Transition project for Young People in care or leaving care post 16+	£160,340	Children's services team manager
Young Mums Support Service	£33,700	Local evidence provided by local provider.

Client Group	Domestic Abuse
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Current Provision	10 Units Floating Support 5 Units Specialist Refuge	
Service Model	Approximate Cost	Need Gap identified by:
Move on Project – Resettlement Support and Homeless Prevention: Freedom Programme	£55,225	National and Local evidence provided by service provider
Specialist Complex Needs 24hr Women’s Refuge	£165,962.50	National and Local evidence provided by service provider
Crisis Floating Support Service	£151,150	Gwent Pilot group findings ‘Modernising Housing Services for those Experiencing Domestic Abuse’
24hours Specialist Refuge	£193,386	Gwent Pilot group findings ‘Modernising Housing Services for those Experiencing Domestic Abuse’

Client Group	Mental Health	
Current Provision	21 Units Floating Support 24 Units Shared House	
Service Model	Approximate Cost	Need Gap identified by:
Early Onset dementia Supported Housing Project	£153,384.94	Commissioning Manager, Demand for local dementia services.
Perinatal Support Project for women at risk of post-natal depression and with pre-existing Mental Health problems	£24,910	National and Local evidence provided by provider,

Client Group	Older Persons	
Current Provision	416 Units Floating Support 21 Units Extra Care 202 Units Grouped Sheltered 36 Hardwire Alarms 1800 Dispersed Alarm	
Service Model	Approximate Cost	Need Gap identified by:
24 ‘Homes for Life’ Almshouse Flats	£7,979	Evidence provided by Chief Executive of provider.

Client Group	Sensory Impairments	
Current Provision	Nil	
Service Model	Approximate Cost	Need Gap identified by:
Specialist Floating Support for people with Dual Sensory impairment	£29,676.26	Local Evidence provided by provider.

Section 7 Equality Impact Assessment

The Local Commissioning Plan considers how the uncommitted funds will be allocated during the SPPG transition period.

Realistically, the options concern less than 3% of the total grant and will therefore have marginal or insignificant impact.

However, the plan identifies the need to conduct a comprehensive review of SPPG funding, to determine how the funding can best be applied for the benefit of citizens within Monmouthshire.

An initial equality challenge has been prepared for this initiative which has 4 main objectives:

1. To fully understand the protected characteristic profile and their needs.
2. To ensure that services are accessible where they are needed.
3. Engage and involve current and potential service users in the design of SP services
4. To enable considered decisions to be made.

Supporting People Local Commissioning Plan , 2013/16, Equality Impact Assessment – Initial challenge During the SPPG transition period, total funding grows at 0.5%. Uncommitted funds represent an insignificant proportion of the whole funding package. Marginal impacts will therefore be limited/insignificant. However, as SPPG funding is predominately focused on pre-2003 legacy services, a comprehensive review is required to ensure that SPPG's positive impacts are maximized		
Issue	Negative impact	Positive Impact
All service users	'Hard to reach' service users are at risk of disadvantage	Funding made available from service reviews will provide extra services
SPPG provider staff	Review efficiencies may impact staffing levels	Reviews will address unsustainable financial models, improving employment sustainability
Initial Equality to be considered within the Comprehensive Review of SPPG funded services		
Issues for consideration		
Protected characteristic profile of citizens and their support needs has to be evidenced – remove reliance on legacy rationales		Needs mapping to include regional and local considerations and take unmet need into account
The mapping of current services suggests that a 'postcode lottery' may exist.		Services to be focused where need is geographically or provided more flexibly via floating services
The current service user consultation mechanisms do not reach all the protected characteristics		During the transition period, invest resource in interacting with service users directly
The historic methodology for determining funding options does not evidence due regard		Develop a methodology that combines cost-benefit and outcome volume evaluation into the decision-making process. Implement more robust consultation via SPPG planning group (to be set up) and the Equality and Diversity group

During 2013/14 a considerable effort was made to analyse the available data to better inform the Equality Impact Assessment. Analyses of the outcome monitoring data, access data across all Social Care and Health services and detailed provider-based information, have highlighted potential gender and age related disadvantage.

As previously mentioned, response rates to the GNME methodology skew results. The gender access assessed from these returns suggests unequal access to service by men across all age groups. Further work undertaken with providers, is reflected in a more accurate appreciation below.

Across all services, including SP, access to services by those under 21 years of age is equitable (gender neutral) and access to services by those over 55 tends to reflect the population's gender profile. However, in the 21-55 years range a significantly higher proportion of women access services. To understand this skew, and to take positive action to address this, a pilot project was commissioned in 2013/14.

The outcome monitoring also identified that women achieved circa 40% more positive outcomes than men. This potential anomaly remains to be understood and will be an issue investigated within the service user framework implementation.

From these analyses, the gap in our services to younger people, especially care leavers, became evident. Again, funds have been allocated to address this in a pilot project in partnership with the Children and Young Persons Services.

A further analysis has been undertaken to compare how local authorities in Gwent allocate their funding across the 19 client categorisations. Whilst there is still further work to be done on the analysis – understanding who benefits from generic floating support in other authorities, in particular – the comparisons do suggest that a postcode lottery may well exist across Gwent in respect of access to SP services. Thus, as members of the Regional Collaborative Committee, efforts will be made to ensure that the RCC is more robust in its equality considerations and influencing.

{A similar comparison using the Williams Commission recommendations shows the allocation of funding across the categorisations to appear more balanced. Whether this actually better reflects need is yet to be determined.}

Monmouthshire allocates a significant proportion of its funding to generic floating support. The outcome analysis demonstrated that these services provide support to the widest range of SP client categories and thus, to a considerable extent, ensures that services are available to the full range of protected characteristics. Again, in 2013, additional funding has been invested in these provisions.

However, the analyses showed that whilst generic floating support was inclusive in terms of access by the range of client categories, the demand for these services tends to limit the time that the services are available to each client. Thus, generic floating support has not been as effective as specialist floating support in achieving outcomes. In order that the amount of resource available to each service user in generic floating support is increased, demand has to be reduced. In 2013, a pilot at the 'front end' of the SP services was commissioned. The purpose of this is 'primary prevention' - preventing potential service users with very limited needs having to

access the SP programme and bear the full weight of the assessment, support planning and outcome achievement processes. The pilot is based on a 'quick fix' for individuals that prevent the need to access the SP programme.

Spend Plan 2014/2015

Monmouthshire County Council - Supporting People Spend Plan 2014/15			Service Type												Local Authority contribution	Total Units (exc LA cont)	Total (exc LA cont)
			Fixed Site (Accommodation Based)						Floating (Community Based)								
			Client Units	Less than 6 Months	Client Units	6 to 24 Months	Client Units	24 Months plus	Client Units	Less than 6 Months	Client Units	6 to 24 Months	Client Units	24 Months plus			
Client Spend Category (The category to which the service is primarily focused)	Previous year Total units from spend plan	Previous year Total cost from spend plan	Numbers	£	Numbers	£	Numbers	£	Numbers	£	Numbers	£	Numbers	£	£	Numbers	£
Women experiencing Domestic Abuse	15	196,969.01	5	118,604.00	0	0.00	0	0.00	10	78,365.00	0	0.00	0	0.00	0.00	15	196,969.00
Men experiencing Domestic Abuse	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00	0	0.00
People with Learning Disabilities	31	221,119.00	0	0.00	0	0.00	23	164,056.00	0	0.00	0	0.00	8	57,063.00	0.00	31	221,119.00
People with Mental health Issues	45	306,089.00	0	0.00	0	0.00	24	197,573.00	0	0.00	21	108,516.00	0	0.00	0.00	45	306,089.00
People with Substance Misuse Issues (Alcohol)	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00	0	0.00
People with Substance Misuse Issues (Drugs and Volatile substances)	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00	0	0.00
People with Criminal Offending History	1	6,670.56	0	0.00	0	0.00	0	0.00	1	6,670.00	0	0.00	0	0.00	0.00	1	6,670.00
People with Refugee Status	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00	0	0.00
People with Physical and/or Sensory Disabilities	6	68,200.00	0	0.00	0	0.00	6	43,926.00	0	0.00	0	0.00	0	0.00	0.00	6	43,926.00
People with Developmental Disorders (I.e. Autism.)	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00	0	0.00
People with Chronic Illnesses (including HIV, Aids)	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00	0	0.00
Young People who are Care Leavers	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00	0	0.00
Young People with Support Needs (16-24)	29	199,040.33	21	178,774.00	0	0.00	0	0.00	18	56,266.00	0	0.00	0	0.00	0.00	39	235,040.00
Single parent Families with Support needs	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00	0	0.00
Families with Support Needs	2	25,000.00	0	0.00	0	0.00	0	0.00	0	0.00	2	25,000.00	0	0.00	0.00	2	25,000.00
Single people with Support Needs not listed above (25-54)	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00	0	0.00
People over 55 years of age with Support needs (this category must be exclusive of alarm services).	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	412	238,766.00	0.00	412	238,766.00
Generic Floating support to prevent homelessness (tenancy support services which cover a range of user needs but which must be exclusive of fixed site support)	108	829,237.60	0	0.00	0	0.00	0	0.00	32	205,454.00	86	612,458.00	0	0.00	742.00	118	817,912.00
Alarm Services (including in sheltered/extra care).	2,374	319,305.17	0	0.00	0	0.00	232	45,374.00	0	0.00	0	0.00	1,662	34,766.00	0.00	1,894	80,140.00
Expenditure which does not directly link to the spend plan categories above. (Explanation required in accompanying email).	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0.00	0	0.00
TOTALS	2,611	2,171,630.67	26	297,378.00	0	0.00	285	450,929.00	61	346,755.00	109	745,974.00	2,082	330,595.00	742.00	2,563	2,171,631.00

Monmouthshire Supporting People Team

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On-going feedback

Comments and feedback from readers of this plan would be welcomed by the Project Officer. These will be given due consideration and will inform and influence the comprehensive review and the resulting plan