



Supporting People Performance Report – Support with Care

Supporting People services provide support that enables citizens in Halton to maintain their independence. Support with care services are provided to:

- **People with a learning disability**
- **People with a physical and sensory disability**

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2. Introduction

Reporting performance and monitoring contracts primarily through performance indicators is no longer an acceptable position. Increasingly, local government authorities and Primary Care Trusts must be able to evidence to central government, department of health, inspection agencies and the public, that the money is being spent strategically and delivered to the public through services that are of high quality and outcome focussed around the client.

This performance report aims to provide a high-level performance summary of the Supporting People programme. The reporting requirements for Services in the super group Support with Care are shown in the table below.

Type of Service	No of Units	Client Record Form	NI142 (KPI1) Key Performance Indicators	Long Term Outcomes	Quality Assessment Framework
Floating Support	55	Required	Required	Required	Required
Supported Living	109	Required	Required	Required	Required
Adult Placements	4	Required	Required	Required	Required
Private Adult Placement	1	Required	Required	Required	Required

In terms of services in Halton, the super group support with care has one in-house 'adults with learning disabilities' (ald) floating support service offering 27 places. The Halton has one service for people with 'physical or sensory disabilities' (psd) with 28 places. In addition there are five generic floating support services with 218 places which may also provide services for these client groups as identified from client record information. There are thirty- eight supported living schemes with day time support and some have waking night or sleep-in cover, these services have a total capacity of 109 units of accommodation. There are two organisations offering 4 adult placement places. Halton has one private adult placement service with 1 service user. Funding has been made available through the short term bids for direct payments. Two supported living services have been remodelled to allow the service users to benefit from direct payments.

3. Financial benefits of the SP programme – Support with Care - £2.7m

The CLG commissioned research into the financial benefits of the SP programme and the results were issued on 6th July 2009 with an estimated total net saving of £3.4 billion for the national SP programme. A model has been issued which allows local authorities to input their own local data to assess the net financial benefits locally.

Information has been entered into this model for each of the SP client groups showing the number of units of support and the cost per unit for Halton BC. There is some fine-tuning to be carried out around these figures and the short-term bids have not been included at this stage. However, **the estimated total net financial benefit for Halton BC is around £9.9m per annum on a Supporting People spend of £6.6m.**

The model is based around the principle of estimating the costs that would be incurred if the preventative support services funded by SP were not available to each of the different client groups. The model currently has assumed costs for services such as residential care, housing, health services and those associated with crime.

Examples of the types of financial benefits for this client group are a reduction in:

- costs of residential care
- costs associated with GP and hospital services
- costs of home care provision
- costs of homelessness

In addition to the financial benefits there are other uncosted benefits achieved by SP services. These include:

- increased independence
- reduced reliance on informal carers
- benefits for physical and mental health
- increased access to employment
- reduced social exclusion

For client groups classed as “support with care” the estimated net financial benefit from the SP programme in Halton is **£2.7m.**

4. Outcomes

The Centre for Housing Research (CHR) collates outcome data, submitted by providers, for all service users in Halton Supporting People services.

4a. Long Term Outcomes Framework

Information collected for Support with Care services is taken from a 50% sample, which is submitted throughout the year. Halton Supporting People (SP) has received outcomes data for service users residing in SP funded services between April 2008 & March 2009 from Centre for Housing Research (CHR), these outcomes are listed in section 4b.

4b.

The Outcomes framework is broken down into five high-level outcome domains:

- Achieve economic wellbeing
- Enjoy and achieve
- Be healthy
- Stay safe
- Make a positive contribution

Sustained economic wellbeing	Number of Clients
Have maximised income – includes collecting correct welfare benefits	20
Have managed debt – have reduced their overall debt	4
Have taken part in paid work	1
Have participated in paid work	2

Supported to Enjoy and Achieve	Number of Clients
Have been able to take part in Leisure / Cultural / Faith/Information or Learning activities	25
Have participated in work like activities	6
Have accessed external groups	24
Have maintained access to family and friends	22

Supported to Be Healthy	Number of Clients
Have been supported to manage physical health	23
Have been supported to manage mental health	6
Have been supported to obtain adaptations	2

Supported to stay safe	Number of Clients
Have been supported to maintain accommodation	24
Have been supported with self harm issues	2
Have been supported to manage behaviours harmful to others	5
Have been supported with harm from others issues	24

Supported to make a positive contribution	Number of clients
Have been supported to have choice & control and sustain Involvement	26

Please note that an outcome is captured where a support need has been identified in the clients support plan. Therefore not all outcome domains will apply to all clients.

5. Performance Indicators

Key performance indicators for short and long-term services are now included within the health and wellbeing section of the new National Indicator Set (NIS).

Performance information for NI142 is collected quarterly from Service Providers using a Communities and Local Government (CLG) performance workbook.

5a. National Indicator Set – NI142

The performance indicator NI142 is used to measure longer-term services performance in providing support to service users to maintain their independence within SP services. There is no individual target for long-term Support with Care services; the overall target agreed with Government Office North West within Haltons LAA is 98.5%. All Support with Care services are performing above this level at 100%.

5b. Throughput

The performance workbook also enables collection of information relating to how many people are using the service and how many no longer require support as they have established independence. The following table highlights how the service users have exited the service.

Completed support programme	To independent housing	To sheltered housing	To long-term supported housing	Died	To a long-stay hospital or hospice	To a care home	To a nursing care home	Unknown / lost contact
n/avail	3	1	none	5	none	none	none	none

Throughput information 2008/09 shows that SP support with care services are proving extremely effective at enabling service users to maintain their independence, with five service users dying at home and no service users going into residential or nursing care.

6. Client Record (Fair Access) Data

The Centre for Housing Research (CHR) collates client level data, submitted by providers, for all new service users joining a Halton SP service. The exceptions are sheltered housing schemes, Peripatetic Wardens, Home Improvement Agencies and Community Alarms.

6a. Primary Needs - New Clients – Floating Support (FS) & Accommodation based Services (AB)

The table below illustrates the primary and secondary needs of new clients accessing support with care services during 2008/09.

Primary Need		Secondary Need	
People with Learning difficulties (FS)	41	Resettlement	2
Physical or Sensory need (FS)	5	Refuge/Resettlement	2
People with Learning Difficulties (AB)	1	Foyer	1
Physical or Sensory Need (AB)	1	Not Available	-

6b. Referral Source of New Clients – Floating Support Services

The referral routes reported on the client records for support with care services during 2008/09 were as follows:

- Community Mental Health Team
- LA Housing Department
- Nominations
- Social Services
- Voluntary Agencies
- Self referral/Direct application
- Police

7. Quality Assessment Framework (QAF)

Supporting People services are required to self assess against a stringent quality assessment framework. In 2003/04 many of the services were performing at the lowest level within the framework, which is level D. Following reviews and continuous monitoring to date SP has supported Providers to raise the level of service quality and all are achieving at least level C, with **six** support with care services self assessing as level B in all areas of the framework.

The QAF has recently been changed to allow Providers to be more innovative in the way they show how they work with service users at levels A and B of the framework. The refreshed QAF now has a link to 'every child matters' and includes the once supplementary outcome 'service user involvement' as a core element of the framework. The new QAF was piloted by a group of Halton Providers on behalf of Communities and Local Government and is now being implemented throughout Halton from October 09.

Providers have been given specialist training for the refreshed QAF, the outcomes framework, client records and key performance indicators NI141 & NI142 during April to July of this year. This appears to have been quite productive in helping organisations form processes and data quality when collecting information and identifying areas of best practice.