Appendix 5: Annual performance report 2008/09 for socially excluded client groups

HALTON
BOROUGH COUNCIL

Supporting People Performance Report – Socially Excluded

Supporting People services help to support citizens in Halton experiencing or vulnerable through social exclusion. Support is provided to:

- **People with mental health problems**
- **Homeless families and families under threat of homelessness**
- **Single people and young people at risk, experiencing or under threat of homelessness**
- **People with drug or alcohol misuse issues**
- **Ex-offenders and people at risk of offending**
- **People who have experienced or are at risk of domestic violence**
- **People experiencing exclusion through ethnicity**
- **Teenage parents**

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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 Socially Excluded Services are shown in the table below.

Type of Service	No of Units	Client Record Form	NI142 (KPI1) Key Performance Indicators	NI141 (KPI2) Key Performance Indicators	Short Term /Long Term Outcomes	Quality Assessment Framework
Floating Support	276	Required	Required	N/A	Required	Required
Warden Support	22	Required	Required	N/A	Required	Required
Accommodation Based	205	Required	N/A	Required	Required	Required

In terms of services in Halton, there is one dedicated floating support service offering 17 places for clients with mental health problems. In addition there are five generic floating support services with 218 places, which can also provide services for socially excluded groups as identified from client record information. There are seven accommodation-based services for clients with mental health problems with a total of 31 places. There are two services for single homeless with a total of 91 units of accommodation, two for young people at risk with 26 units of accommodation and one service for women fleeing domestic violence, which has 16 units. Halton has one service for Homeless families with 32 units of accommodation. Halton's Traveller site offers warden support to 22 clients. There are two offender services, the accommodation service has 6 units and there are 10 places on the floating support service. There is a floating support service for teenage parents, which can support 20 clients and there are two drug and alcohol services, which have a floating support capacity of 11 and an accommodation capacity of 4.

3. Financial benefits of the SP programme for Socially Excluded - £3.3m

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 reductions in:
- costs associated with crime
- housing and homelessness costs
- re-offending rates
- costs for taking children into care
- health and social care costs associated with drug and alcohol problems

In addition to the financial benefits there are other uncosted benefits achieved by SP services. These include:
- improved quality of life and decreased vulnerability
- greater stability
- reduced fear
- improved educational achievement
- families able to live independently
- improved life skills
- greater involvement in the community
- improved mental health

For the socially excluded groups the estimated net financial benefits from the SP programme in Halton is **£3.3m**.

4. Outcomes

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

4a. Short Term Outcomes Framework

Information collected for Socially Excluded services outcomes is taken when a client exits from a service, these records are usually submitted on a 28 day basis. For the mental health & generic floating support services a 50% sample from services are submitted and are classed as long term outcomes, which are 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	403
Have managed debt – have reduced their overall debt	212
Have taken part in paid work	16

Supported Enjoy and Achieve	Number of Clients
Have been able to take part in Leisure / Cultural / Faith/Information or Learning activities	85
Have taken part in training	53
Have taken part in work like activities	30
Have accessed groups	308
Have maintained access to family and friends	242

Supported to Be Healthy	Number of Clients
Have been supported to manage physical health	163
Have been supported to manage mental health	78
Have been supported to manage substance misuse	57

Supported to stay safe	Number of Clients
Have been supported to acquire adaptations	13
Have been supported to maintain accommodation	208
Have been supported with self harm issues	21
Have been supported to manage behaviour harmful to others	22
Have been supported with harm from others issues	59
Have been supported through statutory orders	26

Supported to make a positive contribution	Number of clients
Have been supported to have choice & control and sustain Involvement	344
Have contributed at service level	14
Have contributed to the wider community	1
Have contributed to both service & community	1

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 forms part of the LAA and is collected quarterly from Service Providers using a Communities and Local Government (CLG) performance workbook. NI141 information is also collected on the workbook but is not part of Halton's LAA.

5a (i). 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 longer-term services. In 2008/09 the overall target for all Halton SP Services was set to enable 98.5% of service users to 'maintain independence', services achieved 98.1%, just under the target.

This equates to 1124 service users receiving support to stay in their own homes thus avoiding a move into institutional care and 110 who regained their independence and no longer need support.

5a (ii). National Indicator Set – NI141

The performance indicator NI 141 is used to collect short term service performance data. This indicator is not part of Halton's LAA group of National Indicators. The target set for the short term services for clients achieving independence in 2008/09 was 76.5% with services actually achieving 85.8%.

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.

Staying with friends	Staying with family members	Staying in B&B	Renting privately owned accommodation	RSL tenancy (General Needs)	Local authority general needs tenancy	Returned to previous home	Taken into custody	Unknown / lost contact
62	35	7	23	147	68	43	7	16

Throughput information 2008/09 shows that SP services to socially excluded groups are enabling service users to become independent and to maintain their tenancies.

Positive outcomes for socially excluded clients are the increase in the number of service users taking up and keeping their own tenancy with the support of SP funded services. In 2008/09 two hundred and sixty-one service users took up tenancies and gained their independence. Forty-three service users returned to a previous home.

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 & Accommodation based Services
During 2008/09 Supporting People services across Halton provided support to clients whose primary need was homelessness or had a range of problems that made their lifestyle chaotic.

The table below lists the primary and secondary needs of clients presenting to services in 2008/9:

Primary Need		Secondary Need	
Alcohol Problems	17	Alcohol Problems	4
Drug Problems	12	Complex Needs	4
Generic	89	Drug Problems	7
Homeless Families	148	Frail Elderly	1
Mental Health Problems	70	Adults with learning difficulties	1
Offenders or at risk of offending	8	Mental health problems	5
HIV/AIDs	1	Offenders or at risk of offending	7
Rough Sleeper	8	Physical or sensory disability	2
Single Homeless	181	Refugees	1
Teenage Parents	4	Rough sleepers	18
Women at Risk of Domestic Violence	76	Single homeless	4
Young People at Risk	38	Teenage parents	4
-		Women at risk of Domestic violence	5
-		Young people at risk	8

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

The main primary need referral routes reported on the client records for socially excluded groups during 2008/09 were as follows:

- Community Mental Health Team
- LA Housing Department
- Nominations
- Social Services
- Voluntary Agencies
- Health Service/GP
- Self referral/Direct Application
- Internal transfer
- Probation service/prison

- Youth offending team
- Police
- Relocation through a recognised National, Regional or Sub regional housing mobility scheme.

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 two socially excluded services reaching 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.