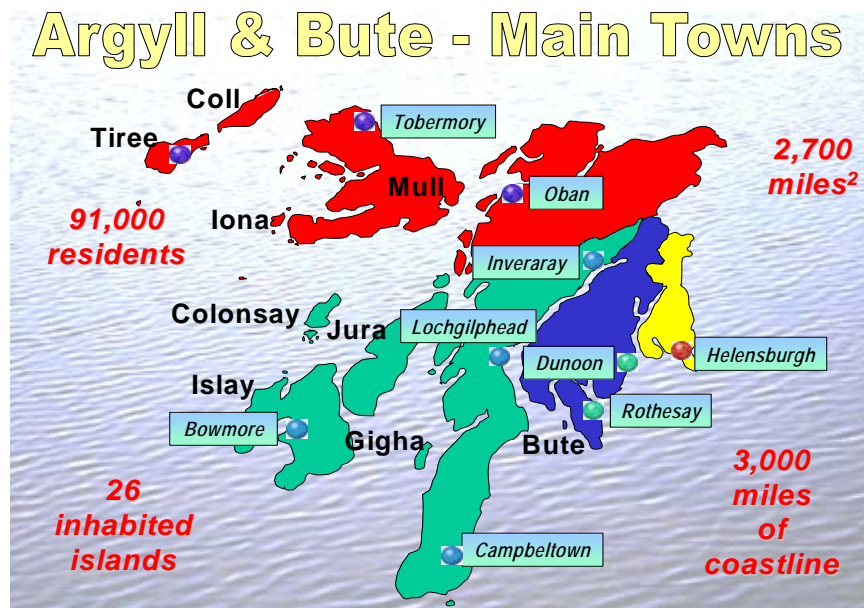


**ARGYLL & BUTE COUNCIL**

**SUPPORTING PEOPLE STRATEGY**

**2003 – 2008**



## Contents Page

1.	Introduction	Page 3
2.	Background	Page 6
3.	Strategic Context	Page 9
4.	Strategic Vision, Aims, Principles and Policies	Page 20
5.	Equal Opportunities	Page 23
6.	Mapping Services	Page 24
7.	Identifying Housing Needs	Page 25
8.	Particular Populations	Page 26
9.	Commissioning Plan	Page 33
10.	Action Plan	Page 35

## Appendices

Appendix 1	Programme of Reviews	Page 41
Appendix 2	Reports from Mapping Data Base	Page 42
Appendix 3	References	Page 48
Appendix 4	List of People and Organisations Consulted	Page 49

# 1 Introduction

## What is Supporting People?

- 1.1 Argyll & Bute Council and its planning partners are required under the Housing (Scotland) Act 2001 to develop and implement a strategy relating to the Scottish Executive's Supporting People programme. This is a new policy and funding framework for vulnerable people receiving support in different types of accommodation and tenure in ways responsive to their needs. The programme was introduced throughout the UK in 2003 and has significant implications for the way in which housing and support services are planned and commissioned in future years.
- 1.2 Historically, the Social Work (Scotland) Act 1968, had given local authorities powers to provide general social welfare services but it was not until the introduction of the Housing (Scotland) Act 2001 that specific grants for the provision of prescribed housing support services became available. The housing support services are prescribed by regulations issued by Scottish Ministers and, as well as the award of grants, local authorities have the added responsibility to take a wider strategic role, linking in with other local strategies as well as national priorities.
- 1.3 Supporting People is designed to rationalise what has become an increasingly complex funding system for housing support and encourages a more strategic overview of services than has been possible in the past. It introduces a more coherent and flexible approach to planning and funding and will ultimately enable the development of a more versatile and robust range of support services to meet locally identified needs.
- 1.4 Housing support services are practical services that assist people to maintain independent living in the community. This can include help with budgeting, shopping, dealing with issues around safety and security of their homes and helping them to make contacts with relevant agencies to get the support and information they need. Housing support services are not new services. Over the years housing support services have developed in response to an obvious need. Services have been funded from a number of different sources, not all of which have been secure. The Supporting People programme aims to put these services on a more secure legal and financial footing and introduces a more strategic approach to planning and provision. The aim is to provide good quality services for people who need them, when they need them. Services should be designed to meet the needs of the particular individual and may be provided on their own or as part of a package of support, which may have elements of personal care and/or health services.
- 1.5 For some people housing support will be needed for a short time only. Many people will not require contact with social work services or health services. Housing support services may be required on a short, medium or long-term basis. Regular review of individuals needs will highlight any changes required and allow progress to be noted. For some people the need for practical support of this type may be as a result of a life crisis such as relationship breakdown, domestic violence or illness. Support can enable a period of stability until the individuals feel strong enough to manage on their own again. For others long-term support may be required. For example there will continue to be increasing demands on services for older people, as this sector of the population increases in line with demographic projections. Services for older people may be long-term, however housing support services provided to people in their own homes can allow them to maintain their independence and quality of life for as long as possible.
- 1.6 The Supporting People Programme is directed primarily towards the delivery of low-level housing related support that seeks to prevent the need for more intensive forms of intervention. Housing support should complement the delivery of statutory and other services. Currently people who require support may have to live in a specific

type of property. The Supporting People programme will encourage the development and funding of support services to people wherever they live, including the provision of outreach services.

## **What is the Purpose of the Strategy?**

- 1.7 The Supporting People strategy sets out the framework for the implementation of Supporting People in Argyll & Bute. It has been produced by members of the Council's Supporting People Team, along with Housing & Social Work strategic planning staff, on behalf of the partner agencies involved in the Supporting People Core Co-ordination Group. The strategy is presented here as a discrete document, but it will ultimately comprise an integral element of the Local Housing Strategy for Argyll & Bute, which will be published in March 2004. The basic purpose of this strategy is:-
- to provide a framework for the Supporting People programme in Argyll & Bute
  - to translate identified priorities into action
  - to develop consensus and understanding of Supporting People priorities with our partners
  - to provide the basis for reviewing and commissioning services
- 1.8 This initial Supporting People Strategy (2003-2008) sets out the national and local context for the Supporting People programme. It identifies what the Council intends to do to implement the programme and how the Council and its partners will identify and address housing support needs in the authority. A detailed Action Plan for 2003/4 is included. Objectives and action to achieve these are provided in outline for 2004-2008. The strategy outlines the overall vision, goals, aims and principles, which underpin the approach in Argyll & Bute to the Supporting People programme. While an initial programme of consultation during 2002/3 has informed the development of this strategy, further detailed consultation will be carried out during 2003/2004 to refine service objectives and identify opportunities to achieve these with our partners.
- 1.9 Guidance from the Scottish Executive suggests that the Supporting People strategy should:-
- ensure a fit with national strategies, and identify the local contribution to national priorities
  - be consistent with related strategies in this and the neighbouring Authority areas and the Health Board
  - identify resourcing implications at an early stage
  - review the quality of the strategy in terms of the understanding demonstrated of existing and emerging housing support needs and the extent to which the proposed strategy addresses these needs
  - be developed with the active involvement of partners, providers and people with housing support needs
  - promote good practice and continuous improvement.
- 1.10 To achieve these aims, the Scottish Executive will expect all local authorities to implement a strategy that will highlight areas that require improvement. Authorities are also expected to develop action plans to aid them and regularly monitor whether

or not they, and their partners, are meeting the objectives set within the Strategic Plan to ensure the housing support needs of all those living within Argyll & Bute are being met.

### **Who is the Supporting People Strategy for?**

- 1.11 The Supporting People Strategy is intended to be a tool for the future commissioning and purchasing of housing support services. It will enable a more focused provision of housing support and will be utilised by not only the local authority but also local stakeholders who may wish to provide housing support services. It is also hoped that the strategy will be of value to those who require housing support within Argyll & Bute by giving them information regarding current service provision and also what the aim is for future provision.

## 2 Background

2.1 Argyll & Bute covers more than 2,700 square miles and comprises of 26 inhabited islands as well as the rural mainland areas of Argyll & Lomond. For administrative purposes the Council area is split into four service centres, which manage the majority of operational services under Local Area Committees of Elected Members: 1) Cowal & Bute; 2) Mid Argyll, Kintyre & Islay; 3) Helensburgh & Lomond; 4) Oban, Lorn and the Isles. However, for strategic planning purposes the area has been defined in terms of nine distinct local housing market areas:-

- Cowal
- Bute
- Mid Argyll
- Kintyre
- Islay, Jura & Colonsay
- Oban, Lorn and the small islands
- Coll & Tiree
- Mull & Iona
- Helensburgh & Lomond

2.2 In addition, Communities Scotland has indicated that the overlap area of Dumbarton /Vale of Leven should be given consideration for cross-authority strategic planning.

The main settlements in Argyll & Bute are:-

- Dunoon
- Campbeltown
- Helensburgh
- Lochgilphead
- Oban
- Rothesay

Almost half of the authority's population reside within these towns. The remainder of the area is sparsely populated, with only ten other settlements having more than 1000 residents. In fact, the Council is the second largest Scottish local authority by geographical area, and the third most sparsely populated with a population density of only 13 persons per square kilometre. This, coupled with 15% of the population living in island locations, presents particular problems for the delivery of services. However, the nature of the mainland population is complex, and population numbers and sparsity figures do not adequately convey the physical distribution in that peninsulas and mountains significantly divide the area. There are also wide local variations arising from factors such as local transport networks, affordable housing, and access to services and employment.

### 2.3 Children and Young Adults

The 2001 Census records 15,997 residents in Argyll & Bute below the age of 15 (almost 18% of the total population) and a further 9,204 aged 15-24 (10%).GRO project the number of children in the council area to fall to around 13,606 (16% of the total population) by 2012. The number of young adults (aged 16-34 years) is also projected to decline by around 2,400 to a total of 18,534 by 2012. Young adults will therefore represent around 21% of the total population by 2012. This projected decline in young adults is sharper than the trend across Scotland as a whole. Both these demographic trends are likely to have implications for the scale and demand for housing, as well as the long-term sustainability of more remote and fragile rural parts of Argyll and Bute

## 2.4 Older People

- The 2001 Census reveals that 22% of the total population in Argyll & Bute are of pensionable age, compared to only 19% in Scotland as a whole, and that 2,109 (2.3%) were 85 years or older compared to only 1.7% in Scotland. The number of elderly people (over retirement age) is projected to increase by 12% in Scotland and 15% for Argyll and Bute between 2000 and 2012. For those over 85 years the figures are 20% and 2% respectively. The smaller projected increase in the very old reflects the higher proportion of this group already resident in Argyll and Bute. 17% of the households in Argyll & Bute comprise single pensioners (compared to 15% in Scotland) and a further 11% consist of 2 or more pensioners (9% in Scotland)..
- 2.5 These long-term population trends will impact on employment opportunities in the education, childcare and elderly care sectors. as well as on the type, size and design of housing required.
- 2.6 The most recent estimates for Argyll & Bute suggest a current total of 39,146 households and a total housing stock of 44,700 (with around 12% of the stock currently unoccupied). Of these households, 67% are owner occupied; 16% occupy council properties; 6% are in the Registered Social Landlord sector and 7% are in the private rented sector (with 4% being classified as "other"), (source: Housing Needs Assessment DTZ Piedad/NFO System 3). The number of households is expected to increase, although at a slower rate than Scotland as a whole. This rate of increase will vary for sub-areas and for different household types. This will impact on housing requirements and demand for services (including support services) across the Argyll and Bute area.
- 2.7 As the second least prosperous economy in Scotland, Argyll & Bute faces an economic challenge for the future. Despite a few centres of economic buoyancy and population growth (e.g. Helensburgh, Oban), Argyll & Bute in general reflects a fragile rural economy with areas of high deprivation, low-incomed and significant levels of unemployment or part-time and seasonal employment. The dispersed, often remote and isolated communities include people with a wide range of housing and support needs, and in particular the ageing population face constrained options and often have to leave their communities to receive a suitable service.
- 2.8 The physical quality of housing also compares unfavourably to national averages. One tenth of properties in the area are estimated to have urgent repairs of at least £1,000. Almost a quarter (22%) of dwellings in the area exhibit poor energy efficiency. However, there is variation between tenures. The private sector (owned and rented property) is, in general, in poorer repair and less energy efficient than the social rented sector.
- 2.9 Given this background, there are several key themes which must inform all local strategies, including Supporting People:-
- population change - larger settlements are forecast to experience population increase, while many fragile mainland and island communities are expected to experience net loss in population
  - access and sustainability - the area is mainly rural with many communities economically fragile, isolated and remote
  - housing supply and demand - in towns there are a variety of housing supply and demand problems associated with demographic change, housing shortage and constrained housing choice

- affordability and incomes - low and insecure incomes, partly as a result of seasonal paid employment associated with service industries (especially tourism), continue to create difficulties for some households seeking housing and support
- stock condition - across the area there are considerable issues associated with the condition of existing housing, including BTS stock, energy efficiency and fuel poverty, which can impact on general health and specific support needs.

2.10 In addition, within the context of the Local Housing Strategy, the specific key Community Care issues, have been identified as:-

- a key issue relating to community care in the area is the lack of information on the relationship between it and housing
- an ageing population will necessitate an increased level of provision of new supported accommodation and adapted homes. Levels of provision and location will vary across the area. Identification of relative priority for action and investment should be the subject of discussion between partners
- housing provision needs to be accompanied by improved housing advice for users on options, including home based support. Not all clients in community care client groups will require housing with physical adaptations
- housing, social work and health staff should continue to co-operate on the joint assessment of housing and care needs. Particular emphasis should be placed on the assessment of the need for supported accommodation for people with mental health problems

2.11 Similarly, regarding another significant client group for Supporting People, the key issues in addressing homelessness are:-

- improving housing information and advice for homeless people
- improving the management of existing provision, including the prevention of homelessness
- increasing the supply of permanent housing to alleviate homelessness and meeting the needs of all homeless applicants in respect of the provision of temporary accommodation as outlined in the Housing (Scotland) Act 2001
- the need for a clearer picture of the reasons for, and scale of, homelessness in more remote or fragile communities

It is intended that this Supporting People Strategy will make a significant contribution towards addressing all these issues.

## **3 The Strategic Context**

### **3.1 Links to Other Strategies**

Argyll & Bute Council is committed to ensuring that the strategic planning for Supporting People is fully integrated with other key plans and informed by the wider strategic planning framework. The Council has welcomed the opportunities afforded by the new housing planning system to look at a range of cross-cutting issues with its partners and strive for greater synergy between the Local Housing Strategy, Local Plans and the Structure Plan, and the Joint community Care Plan, amongst others, as well as seeking to develop agreed accommodation strategies for each priority community care client group, and facilitate inclusive local discussion. Supporting People is only one of a range of new initiatives designed to improve outcomes for people requiring care in the community and these are outlined in more detail below.

### **3.2 The National Framework**

#### **3.2.1 Social Justice Strategy**

In 1999 the Scottish Executive published, "A Scotland Where Everyone Matters". This report set out key milestones and targets for Councils to promote social inclusion for those most vulnerable in our society. People can be socially disadvantaged or excluded from society because of their race, age, gender, disability or effects of poverty and rural isolation. Supporting People constitutes an essential element of the Scottish Executive's agenda for social inclusion and equal opportunities. In developing the Supporting People Strategy, Argyll & Bute is working within this framework to ensure that housing support services contribute to well-developed strategies for community care.

The Social Justice Strategy emphasises the empowerment of communities and the development of capacity to play an active role in society. The Scottish Executive seeks to implement its commitment to social justice through a range of policies relevant to the Argyll area. These include 'Rural Scotland: A New Approach', the Community Regeneration Strategy and the Community Planning process. In 2001 Argyll and Bute Council published "Our Social Inclusion Partnership Annual Report". The Partnership has implemented a number of policies, which focus on some of the barriers that cause exclusion and has made progress in a number of Council areas to fund and support various projects: The Supporting People Strategy supports and complements the Council's Social Inclusion Agenda and will continue to build stronger links with all partners through, for instance, government initiatives, partnership plans and locality health plans / outcome agreements.

#### **3.2.2 Community Regeneration**

The Scottish Executive recently prepared a Community Regeneration Strategy which provides the context for all of its measures to regenerate disadvantaged communities. The Executive aims to tackle inequalities between communities by: improving core public services; building community capacity and promoting empowerment within communities. There is a clear role for Supporting People here in enabling sustainable communities.

#### **3.2.3 Rural Policy**

Argyll & Bute covers a largely rural area. Scottish Executive strategic policies for rural development are therefore directly relevant. In May 2000, 'Rural Scotland: A New Approach' was launched. The Executive's vision for rural Scotland highlights:

- economic success

- opportunity for young people
- delivering a high quality of life and access to services
- maximisation of natural and cultural heritage

The Executive acknowledges rural Scotland's distinctiveness and understands that priorities and needs in rural areas can differ from those in other parts of Scotland. The development of solutions that are appropriate to local areas is the key to sustainability.

#### 3.2.4 **Social Inclusion Partnerships**

Social Inclusion Partnerships (SIPs) are one of the key practical policy expressions of the Executive's commitment to a joined-up approach to achieving social justice. Housing is recognised as an important element, but action on health, education, social and economic issues is also viewed as essential for sustainable regeneration. This includes housing support. The Argyll and Bute SIP focuses on the communities of Ardenslate (Dunoon), Ballochgoy (Rothesay), Dalintober (Campbeltown), Kirkmichael (Helensburgh) and Soroba (Oban). The island of Colonsay has also been the focus of the Scottish Executive's Initiative at the Edge. In 2001 the Council restructured the Social Inclusion Partnership to include representatives from Housing and Social Work. This has provided better joint planning arrangements and service delivery in meeting the needs of the community.

#### 3.2.5 **The Housing (Scotland) Act 2001**

Under Section 91(8) of the Housing (Scotland) Act 2001, local authorities have the power to fund housing support services that are provided in a person's sole or main residence. Owner-occupiers will also be eligible for Supporting People funding, however this will not be available until April 2004. The regulations, which are made under this section of the Act, contain detailed definitions of housing support services. The Act also contains the legislative framework for further far-reaching changes to Scottish housing, including provision across the social rented sector. It also introduces new enhanced duties for local authorities and Registered Social Landlords (RSLs) towards people who are homeless. These will clearly impact on the Supporting People programme in the authority area. The final report of the Homelessness Task Force set out a ten-year programme of action. Wide ranging action is required to prevent homelessness and tackle it effectively when it does occur. The Task Force views social isolation and loneliness as major factors in resettlement breakdown and recommends strengthening of social networks as an integral part of the assessment of their needs and of the support offered to them in temporary accommodation and permanent resettlement. The report makes a number of important recommendations that are likely to impact on demand for housing support services.

#### 3.2.6 **The Regulation of Care (Scotland) Act 2001**

This Act established the Scottish Commission for the Regulation of Care (the Care Commission) with a duty to register and inspect all housing support services against the National Care Standards issued by Scottish Ministers. These Standards are underpinned by the basic principles of dignity, privacy, choice, safety, realising potential, equality and diversity. Housing support providers are required to meet and adopt these standards as a minimum level of service provision. Argyll & Bute Council and its partners have welcomed these standards but recognise that some providers, particularly small voluntary providers, may require sufficient time to comply and there are likely to be significant resource and training issues.

### 3.2.7 **The Community Care & Health (Scotland) Act 2002**

The provision contained in this Act in relation to direct payments and carers are directly relevant to the Supporting People programme and will impact on the planning and provision of housing support services. The underpinning aims of the Act are to: -

- promote the development of domiciliary, day and respite services which support people to live in their own homes
- make the practical support of carers a high priority
- ensure high quality care based on proper assessment of need and good care management
- promote the development of a flourishing independent sector alongside good quality public sector services
- clarify agencies roles and responsibilities
- secure better value for money.

### 3.2.8 **Modernising Community Care**

The Scottish Executive has identified changes in the way Community Care should be provided and outlined clear objectives for statutory organisations in the policy statement “Modernising Community Care: An Action Plan”, which specifically upheld:-

- quicker and better decision making through delegating decision making and financial responsibility
- more flexible and better quality home care services, including a shift in the balance of care towards these services
- agencies working in partnership in localities through improving operational & strategic planning, and joint budgets, services and systems

### 3.2.9 **Joint Future Group**

The Scottish Executive has developed its position further by convening a Joint Future Group with a remit to “identify ways of making existing policies work better”, and specifically to: -

- agree a list of joint measures that agencies need to have in place to deliver effective services, and to set deadlines
- advise on the balance between residential and home based care
- advise on options for charging for care at home
- advise on how to identify and share good practice

“Modernising Community Care: An Action Plan” and “A Joint Future” alongside other major policy statements, such as The Framework for Mental Health Services in Scotland, The National Learning Disability Review “The Same as You?” and the Carers Strategy, give significant direction to service providers in establishing objectives which are aimed at improving Community Care by focusing on: -

- free personal care
- evidence based practice
- the needs and preferences of service users
- outcomes
- a cost-effective use of resources

Argyll & Bute Council and NHS Argyll & Clyde has prepared a local partnership agreement to take forward the Joint Future Agenda. Housing support services will form part of this and be considered as part of joint resourcing and joint management of services.

### **3.2.10 Free Nursing and Personal Care**

Free personal care for people over the age of 65 years was introduced on 1 July 2002. This has required a close examination of the relationship between personal care/support and housing support. This policy initiative will have significant implications for the way in which the planning partners assess for, and understand, the care needs of those with a wide range of social and health care needs.

### **3.2.11 The Adults with Incapacity (Scotland) Act 2000**

This Act reforms the law governing decision making for adults unable to make financial, personal and medical decisions for themselves. The introduction of the Act was phased over a three-year period with the final part to be introduced in April 2003. The Act confers both expanded and new responsibilities on local authorities, principally through social work and specialist mental health officer services.

### **3.2.12 The Children (Scotland) Act 1995**

The agenda for improving the quality of support to young people leaving care overlaps considerably with the work to be funded through Supporting People. The throughcare and aftercare policy focuses on better planning to identify sustainable routes out of care for young people who have been looked after by the council. An important element in achieving this lies in the provision of appropriate support to assist in maintaining tenancies. This is supported by evidence from providers that suggests that young people who have been in the care of local authorities are at "high risk" of becoming homeless. Figures to date indicate that anywhere from 70 to 140 children could be leaving the care of the local authority annually.

### 3.3 Local Planning Framework

At the local level, the Community Plan provides the main link between the local housing strategy and other key policy areas. By bringing together all key partners, the ethos of Social Justice is rolled out to the whole local authority area. Community Planning sits at the top of a hierarchy of local partnerships. Within these, the Supporting People Strategy forms an integral part of Argyll & Bute's Local Housing Strategy, which will be fully developed over 2003/4. It also has very close links with the Homelessness Strategy while taking account of the priorities identified in the Joint Community Care Plan and other local strategic plans. The relevant linkages with these local plans and strategies are summarised in the diagram below and then explicated in further detail:



#### 3.3.1 Argyll & Bute Community Plan

The Argyll and Bute Community Planning Partnership was established in 1999, being formally launched on 2<sup>nd</sup> April 2001, and has grown rapidly to include most providers of public services in Argyll and Bute. Community Planning will ensure that: -

- communities are served more efficiently and effectively by working together in a co-ordinated and integrated way
- operate in an open and democratic way to ensure that their communities know exactly what they have undertaken to do
- are accountable to their communities and regularly report back on progress made towards meeting agreed targets

The Plan was drawn up following wide public consultation and it will act as the key strategic framework for regeneration and the development of holistic integrated planning. The Community Plan has been developed around the following long-term vision: -

***“To work in partnership with communities to realise their full potential across Argyll and Bute, in a way that enhances the quality of life, creates prosperity***

***and empowers communities, while protecting and improving the area's outstanding natural environment".***

The vision embraces social, economic and environmental objectives. It recognises that a sound economy is essential for the prosperity and well being of communities across Argyll and Bute and that communities should achieve greater control over their own development. The Partnership is working with the Citizens' Panel to develop priorities and action to take the vision forward. In the view of the Citizen's Panel the most important priorities to be focused on, include: promoting health & well-being and care of the elderly. This in turn has informed the development of the partnership's 3 key priorities:

- improving opportunities for learning, employment and skills development
- sustaining and developing our communities, culture and environment
- promoting health and well-being

This final priority encompasses the following initiatives:-

- childcare strategy
- community safety
- Young Scot
- Against Domestic Abuse

The six key actions are:-

- develop a social care and health care service to older people and vulnerable groups
- reduce the rate of coronary heart disease, stroke and cancer
- improve mental health and wellbeing
- create safer communities
- develop the health and wellbeing of children and young people

Supporting People will have a key role in delivering on many of these actions.

### **3.3.2 The Argyll & Bute Council Corporate Strategy**

The revised corporate plan, embodying the vision to establish Argyll & Bute as a "leading rural authority", has as its key theme the promotion of social well-being and it defines a number of secondary themes including: security, welfare and opportunity. Its key housing objectives are ensuring provision of housing choice and completing the Stock Transfer, both of which are key objectives within the Local Housing Strategy itself. One of the Council's goals is to maximise access to services for those who need them and it will develop policies and eliminate barriers that exclude particular groups in the community from accessing services and facilities.

### **3.3.3 Argyll Housing Market Context Statement ( HCMS)**

This document is intended to provide a statement of the wider context in which the local housing market operates and the Scottish Executive's policies as they relate to the area. Communities Scotland has identified a range of key strategic issues and themes affecting the Argyll HMCS area and its various housing sub-market areas:

- population change and its effect on area growth and decline
- affordability of housing and income levels

- stock condition - Below Tolerable Standard (BTS) housing and energy efficiency/fuel poverty
- access, remoteness and sustainable development
- supply of, and demand for, rented housing and the dynamics of the owner occupied market
- addressing homelessness and assessing the accommodation needs of community care client groups
- empowering people and communities
- assessment of the effect of the high level of ineffective stock
- the extent of under – and over - occupation

The HMCS developed by Communities Scotland highlighted the following key strategic issues, which need to be addressed:-

- no comprehensive data is available to indicate areas within the Argyll HMCS particularly affected by poor physical housing conditions. The SHCS (1996) sample size is too small to report at such a low level. Detailed information for areas with suspected house condition problems could be obtained from local level studies
- in the context of variations in population growth and decline across the HMCS area, topics requiring particular focus in Local Housing Strategies include:
  - identification of the numbers and location of BTS housing in the HMCS area
  - the extent of poor stock condition in the private sector, including the level of investment required
  - assessment of the effect of the high level of ineffective stock owned or rented as holiday or second homes and the concealed households in need they might contain
  - feasibility of the development of an inclusive strategy for improved energy efficiency and the reduction of fuel poverty
  - the extent of imbalance at the household level in terms of under and over occupation in the HMCS area

This statement, therefore, provides the background against which both the Local Housing Strategy and the Supporting People Strategy must be developed.

#### 3.3.4 **The Local Housing Strategy**

Under the provisions of the Housing (Scotland) Act 2001, Argyll & Bute Council now has a responsibility to undertake a comprehensive assessment of housing need and conditions, and to tackle the housing problems within this area. The purpose of the Local Housing Strategy is to set out the steps the Council, and its partners, will take towards meeting these needs and addressing the identified problems. The consultative draft Local Housing Strategy (2003-2008) was issued in December 2003 and a final version will be submitted to the Executive in April 2004. It will set out a vision, objectives and targets for the development of housing and related services by

the Council and its partners for the next 5 years and beyond. Arising from the Council's primary housing goal of **“ensuring an adequate supply of good quality affordable housing, to help sustain the development of the communities that we serve”**, four specific themes have been identified, all underpinned by the basic theme of achieving Best Value, and 13 key, strategic objectives (some of which impact on more than one theme):

**Theme 1: Ensure an adequate supply of, and facilitate access to, affordable housing**

- Objective 1 Increase housing choice by promoting and enabling a mix of housing tenures, types and sizes.
- Objective 2 Improve management of social rented stock by developing flexible and innovative services.
- Objective 3 Improve information and advice services.

**Theme 2: Improve Quality and Condition in the Local Housing Stock**

- Objective 4: Address issues of condition, quality and sustainability in the private sector.
- Objective 5: Address issues of condition, quality and sustainability in the social rented sector.
- Objective 6: Address issues of fuel poverty and energy efficiency.

**Theme 3: Sustain, regenerate and develop local communities**

- Objective 7: Building strong, safe and attractive communities.
- Objective 8: Empower communities and increase community participation.
- Objective 9: Support economic development.
- Objective 10: Increase understanding of operation of housing system.

**Theme 4: Address the housing and support needs of vulnerable people and those with particular needs**

- Objective 11: Increase understanding of particular needs groups.
- Objective 12: Enable independent living for vulnerable people and those with particular needs.
- Objective 13: Address issues of homelessness through implementation of the Argyll & Bute Homelessness Strategy.

If people need support they should be able to get it so that, wherever they can continue to live in their own home in the local community. The Supporting People Strategy identifies how this will be achieved. The Local Housing Strategy and the Supporting People Strategy also have clear links with the Homelessness Strategy. Consultation undertaken in developing the Local Housing Strategy and particularly the Homelessness Strategy, have already raised a number of issues to be addressed in the Supporting People Strategy.

**3.3.5 Homelessness Strategy 2003 – 2008 and Rough Sleepers Initiative Outcome Agreement**

The Housing (Scotland) Act 2001 also requires local authorities to carry out an assessment of homelessness and to prepare and submit a strategy for the prevention and alleviation of homelessness. It is recognised that homelessness is rarely simply a housing problem and that often those who become, or are at risk of becoming, homeless have wider and more complex needs. The availability of appropriate housing support is an essential component in achieving a sustainable solution to homelessness. A consultative strategy for homelessness was circulated in January 2003 and, following feedback from the Executive, an updated version will be available from January 2004. This new legislation has already had a significant impact on

Argyll and Bute Council and RSLs operating in the Argyll & Bute area and pressure will continue to grow.

- 3.3.6 Council staff and key partner agencies have worked jointly to develop the Homelessness Strategy, Supporting People Strategy and the Local Housing Strategy, to ensure that action plans are complementary, that objectives are integrated and that maximum impact is achieved across a range of services and functions. The strategy's vision is:-

“Good housing is crucial to family life, physical and mental health, child development, employability and the creation of sustainable communities”.

And that therefore

“Everyone in Argyll and Bute is entitled to dry, warm, affordable and secure housing”

- 3.3.7 The strategy embodies the following key objectives which are also reflected in the Local Housing Strategy:-

- to improve the supply and quality of affordable housing
- enable increased access to housing
- develop Monitoring and Evaluation review systems for all aspects of the strategy
- provision of comprehensive information and advice services to prevent and alleviate homelessness, which is available, free of charge, to all residents of Argyll and Bute
- ensure that all aspects of Housing Services provision and partner agencies contribute to the prevention and alleviation of homelessness
- develop procedures and protocols to ensure that groups at risk receive appropriate advice and support
- reduce social isolation among homeless people and increase their voice in service provisions;
- to develop an effective crisis response service
- to increase both the quality and quantity of temporary accommodation for homeless households
- to enable rough sleepers to access accommodation and services throughout Argyll and Bute
- deliver an effective response to homelessness.

- 3.3.7 It is recognised that a number of significant and complex issues remain to be addressed in delivering the identified objectives, including:-

- meeting targets on the use of B & B accommodation
- engaging with users
- reconfiguring services

- improving access to services and information
- communicating (internal and external) and achieving effective joint working

3.3.8 In relation to the Supporting People Strategy, the Homelessness Strategy particularly recognises:-

- that many households represent as homeless despite the provision of permanent accommodation – support is often needed to enable people to either move on to more appropriate accommodation or sustain existing accommodation
- the importance of providing support which reflects the particular needs of individuals
- that housing support requirements can vary in length and intensity, for some it may be ongoing while for others it may be short-term or required only at a particular point in their lives
- ongoing work to develop a comprehensive housing/homelessness assessment process that will also identify housing support needs

### 3.3.6 **The Rough Sleepers Initiative – Local Outcome Agreement**

The Rough Sleepers Initiative is included within the Homelessness Strategy, but it is worth highlighting the importance of the Argyll & Bute Council Rough Sleepers Initiative Local Outcome Agreement within the context of Supporting People. This Agreement was produced to meet the requirements of the Scottish Executive programme for Government and Social Justice that no-one should have to sleep rough by the year 2005 and it is innovative in that it also recognises the health needs of rough sleepers. It was also imperative that these targets should be sustainable in the longer term with individually focused support plans. The RSI has recently been reviewed and Ministers have identified funding to ensure its continuation through 2003/4.

### 3.3.7 **Tenants Participation Strategy 2002**

Within the general framework of local housing planning there are also other strategies which impact to greater or lesser degree on the Supporting People agenda. These include the Council's Tenants' Participation Strategy, the basic aims of which have informed the development of the Local Housing Strategy and are being adopted within the Supporting People development process too, with Tenants' Groups being involved in all key stages of its production, from initial community consultations through to validation of objectives and options and approval of a final draft. As part of the process of continuous improvement, this strategy will be reviewed in 2003/4.

### 3.3.8 **Fuel Poverty and Home Energy Conservation**

The Scottish Executive aims to ensure that everyone in Scotland lives in a warm, dry home. Key objectives include an end to fuel poverty for vulnerable households by 2010. In addition, the Executive aims to ensure that all pensioner households and social rented tenants live in centrally heated and well insulated homes by 2006. Alleviation of problems associated with fuel poverty should be considered as a key priority by local authorities in the development of their Local Housing Strategy and a working group is currently being established to progress this work. Local authorities are also obliged to implement a HECA strategy embodying the following priorities:-

- the eradication of dampness, condensation and the ill effects of fuel poverty
- provide for Council tenants well-insulated, draught free homes that are easy and affordable to heat
- ensure owner occupiers have access to information, advice and where appropriate, grant aid, to enable them to make the changes necessary to the fabric of the homes, and their own lifestyle to achieve improvements in energy conservation
- work with the broad range of private sector landlords to ensure their tenants do not miss out on benefits to life quality achievable from responsible energy management in housing
- monitor progress on an annual basis making the adjustments necessary to achieve continual year on year measurable improvements in energy conservation across all housing stock in the Council area

### 3.3.9 Joint Community Care Plan 2002-2005

Under the terms of the National Health Service and Community Care Act 1990, Argyll and Bute is required to publish a Joint Community Care Plan in partnership with NHS Argyll and Clyde, Communities Scotland and other agencies. The purpose of the plan is to set out the intended approach to joint planning and service delivery for the benefit of vulnerable people in the Argyll and Bute area. The plan covers the three-year period 2002 - 2005 and aims to improve the delivery of community care services. In the coming years, Community Care Services face new and exciting opportunities that will change how services are delivered in the future. The housing section of the plan explains in detail how both services will work together to develop planning solutions for Community Care Services. Also, a number of Joint Local Planning Partnerships are well underway and already improving the quality of social care provision. The entire Argyll area is covered by Argyll and Clyde Health Board. Community Care Plans covering the Argyll and Bute area broadly reflect national priorities in relation to the role of housing. Specifically, the existing joint Argyll and Bute Community Care Plan aims to:

- ensure new housing provision is integrated as part of mainstream housing development where possible
- encourage new build schemes to be barrier free where possible
- optimise existing stock through adaptations and development of care a repair
- seek to address shortfalls in availability of appropriate accommodation for people with physical disabilities, learning difficulties and mental health problems

The development of accommodation strategies for each community care client group is a subject the local authority has been directed by Communities Scotland to address with partners in the preparation of the Local Housing Strategy

The partners to this plan, Argyll and Bute Council, Argyll & Clyde Health Board and Communities Scotland are committed to the promotion of health improvement and social inclusion by the use of multi-agency working with the community, voluntary sector, service users and carers. It notes that community care is about providing people who need help with day-to-day living, particularly assisting people to remain as independent as possible. The plan notes a range of people may need community care including people experiencing old age, dementia, learning disabilities, mental

health problems, physical disabilities, sensory impairment, head injury, alcohol and drug problems, AIDS/HIV positive, terminal or serious illness, carers and children and young people with special needs. Housing and housing support is central to achieving the aims of community care, allowing people to lead lives as close as possible to mainstream tenants and have control and flexibility over their living environment. In doing so, a range of innovative and specifically local or community-based solutions may be developed. The plan stresses that adapted and special needs housing requires to be as 'ordinary' as possible.

### **3.3.10 Joint Health Improvement Plan 2003/2004**

This plan, a component of the Argyll & Clyde Local Health Plan 2002 – 2007, sets out aims, actions, timescales, resource implications and expected outcomes for each Community Planning Partner, to improve health and reduce inequalities in a shared vision for health. It has six objectives, two of which are directly relevant to the Local Housing Strategy: improving the care of older people and vulnerable groups, and addressing crime and anti-social behaviour. Actions identified in meeting these objectives include: expanding the Care and Repair project; development of progressive care centres (on Mull and Iona and Islay and Jura) to provide specialised housing and care/support packages; piloting of “Smart” homes; setting up more elderly for a; carrying out research into house conditions; and implementation of the Domestic Abuse, Homelessness and Community Safety strategies. All of these objectives are reflected in the Action Plan for the Local Housing Strategy and the principal mechanism for planning for health improvement is the health and well-being theme group of the Community Planning Partnership, in which housing interests are represented.

### **3.3.11 Best Value Reviews**

Argyll & Bute Council's commitment to Best Value can be shown through the its service review programme. Housing & Social Work, along with Health, users and carers and other partners, successfully completed a range of service reviews covering a range of client services. The outcomes of the reviews have assisted in redesigning and improving council services but also ultimately can affect Supporting People services. These reviews included:-

- Home Care
- Residential Services in Argyll and Bute for people affected by Learning Disabilities
- Learning Disability Day Services
- Residential and Nursing Home Care for Older People
- Sheltered Housing
- Residential Mental Health Services
- Children looked after away from Home – Lead Service, Children
- Services to Assist Independence

### **3.3.11 Better Neighbourhood Services Fund**

Argyll and Bute Council was allocated a total of £2.7m over 2001 – 2004 due to its high level of population dispersal and high proportion of income support recipients, which will fund a Community Support Network which has been developed in the

context of the Council's commitment to the aims and objectives of the Community Planning Partnership – *helping communities to help themselves* – that seeks to strengthen rural economies, communities and environments. It will provide a crucial resource in helping to support and maintain elderly, vulnerable adults in their own homes and communities for as long as possible, improve their independence and life choices, reflecting both the Local Housing Strategy and Supporting People community care objectives.

## **4 Strategic Vision, Aims, & Principles**

4.1 Argyll & Bute Council and its planning partners fully endorse the basic goals of the Supporting People initiative as outlined by the Scottish Executive:-

- putting the service user in the driving seat
- improving the quality and scope of local provision

- contributing to the well-being of communities
- opening up housing support to people in every tenure

4.2 In addition, the Core Coordination Group has adopted these overarching principles for the Supporting People Programme in Argyll & Bute:

- prevention of homelessness
- promoting independence
- alleviating crisis
- resettlement
- inclusion
- person centred

4.3 The general aims and objectives of Argyll & Bute's housing and support services flow from the Council's wider corporate role. As established in the previous section on the strategic context, the corporate aim of the Council is to play a full part in improving the quality of life and opportunities for the people of Argyll and Bute. Underpinning these aims are 6 wide-ranging objectives:

- supporting economic development and growth
- sustaining strong communities
- maximising opportunities for individuals
- caring for the vulnerable and disadvantaged
- improving and sustaining the environment
- achieving Best Value

4.4 The Council recognizes the important role that housing and housing support has to play in the social, economic and physical well being of the local population. Argyll & Bute Council's ultimate goal in relation to housing is thus to "***secure an adequate supply of good quality, affordable housing to help sustain the development of all the communities that we serve***".

The main objectives include:-

- increasing the housing quality (the eradication of BTS housing)
- the prevention of homelessness and eradication of rough sleeping
- improved provision for community care
- improvements in energy conservation
- Best Value for all future housing investment in the housing system

- 4.5 Both Argyll & Bute Council and Communities Scotland are committed:
- to improve the supply of affordable accommodation for local residents in areas of supply shortage and areas of economic growth
  - to improve housing conditions, to assist regeneration and to introduce choice in house type and tenure where appropriate
  - to enable people with particular housing needs to live in the community as independently as possible
  - to make an effective contribution towards the reduction of homelessness by improving the supply of an access to suitable accommodation
  - to improve access to information and advice
  - to promote the empowerment of tenants and communities.
- 4.6 With specific regard to Supporting People, this strategy has been developed to reflect these basic aims:-
- ***to assist people to live in their own homes in safety and security with a positive quality of life***
  - ***to minimize the requirements for people to move to residential or nursing care in an institutional setting***
  - ***to assist people to maintain or develop the life skills necessary to maintain themselves at home and in the community***
- 4.7 This will involve delivering a strategy which:-
- focuses on local needs
  - enhances the available range of services
  - guarantees service quality
  - embodies partnership-working
- 4.8 In preparing this strategy and addressing the Scottish Executive's programme, the Core Coordination Group's initial priority was to ensure a seamless transition from the old system to the new system for service users and providers while the primary objective was to maximize Transitional Housing Benefit uptake for all eligible persons in need of support services and to establish a basic infrastructure for future strategic development. Therefore, the focus was on implementation in the period up to 1<sup>st</sup> April 2003. Whilst doing this the process of longer term strategic planning has been moving forward under the aegis of the Local Housing Strategy development work.
- 4.9 The strategic priorities for Supporting People include:-
- ensuring that priority is given to the housing needs of the most vulnerable in society - the homeless, community care users, older people and families living in poor housing

- supporting the more vulnerable people in our community including the development of preventative and respite care for older people, people with learning disabilities, people with mental health problems, children with disabilities and their families and other people with a physical disability or long-term illness.

4.10 Throughout the process of strategy development and through the monitoring and evaluation regime that will be established, the Council and its partners will work closely with existing contracted providers to encourage them to develop their services in line with the strategy:-

- to develop systems for purchasing housing support services that enable individuals to access the services they need: when they need them
- to develop structures for commissioning housing support services that are aligned to Joint Future arrangements
- to improve the quality and performance of housing support services
- to develop an approach to strategic planning that involves all stakeholders; including service users
- to contribute to social inclusion by improving access to housing support services for those who have previously been unable to secure funding or access appropriate services

## **5 Equal Opportunities**

5.1.1 Equality of opportunity is a key corporate policy objective of the Council and is an integral part of its values and vision. It is committed to the development and

promotion of positive action and aims to ensure that all strategies, plans and policies, reflect equalities principles. In implementing this policy, the Council will develop the three core commitments of:

- equality - eliminating disadvantage, discrimination and deprivation
- equity - being fair, reasonable and just in all activities and dealings
- quality - working for highest achievable standards in services and facilities

## 6 Mapping Services

- 6.1 Argyll & Bute Council has undertaken a mapping exercise of existing housing support services using the database template provided by the Scottish Executive.

Appendix 2 shows the Summary SP1 (property based services) and SP2 (floating support services) reports.

The mapping exercise has highlighted the following:-

- 6.2 Table 1

<b>SP1 – Property Based Schemes</b>	
<b>Client Group</b>	<b>No of Units</b>
Older People	663
People with Learning Disabilities	61
People with Mental Health Problems	8
People with Alcohol and Drug Problems	5
People with Physical Disabilities	19
Single Homeless People	27
Women Escaping Domestic Violence	6
Young People	21
<b>TOTAL</b>	<b>810</b>

A high proportion of service is offered to older people. Due to an increasing older population there is a need to expand services in this area significantly as well as for all other client groups above.

- 6.3 The SP2 database requires providers to note the capacity of their service. The information on the report attached does not therefore reflect the actual level of floating support provided but the capacity of current services.

The following information reflects the actual provision.

### SP2 – Floating Support Services

<b>Client Group</b>	<b>No of Spaces</b>
Older People	607
People with Learning Disabilities	129
People with Mental Health Problems	182
People with Alcohol and Drug Problems	27
People with Physical Disabilities	6
Women Escaping Domestic Violence	17
Young People	102
Other Vulnerable Adults	75
Gypsy Travellers	11
Ex-Offenders	1
<b>TOTAL</b>	<b>1157</b>

1

## **7 Identifying Housing & Support Needs : Consultation**

- 7.1 The Supporting People Strategy is a consultative document, based on an initial understanding of the current position and a provisional estimate of need. The strategy will be a working document and will be developed on an ongoing basis throughout its five year life. The strategy will be widely disseminated, including being posted via the Council website, and feedback will be sought on a continuous basis, in addition to the specified update schedule. which will include formal annual updates. This will help inform the wider needs assessment process.
- 7.2 In particular the strategy will be refined, by:
- the identification of longer term trends through conducting major reviews of service areas (Appendix 1) and local needs analysis (including the identification of needs specific to ethnic minority communities), incorporating both a general rolling programme of local housing system analysis studies as well as specific ad hoc research into community care and housing support needs for local housing market areas or specific client groups;
  - the identification of local needs and trends in partnership with Area Committees and Community Planning Partners; and
  - information from other community care needs analysis and household surveys.
- 7.3.1 This initial identification of needs has been based on work carried out for the Council by DTZ Piedad Consulting (including a detailed, authority-wide household survey on housing needs); specific local housing market area studies for Cowal, Helensburgh & Lomond and Oban, Lorn & the Isles, conducted by independent consultants; and data collated by Communities Scotland for the Argyll Housing Market Context Statement. In addition, the needs assessment has been informed by data drawn from the Joint Community Care Plan as well as an analysis of the Supporting People Team's own databases.
- 7.3.2 Additional research, local housing system analysis and needs assessment has been completed in 2003 to inform the Local Housing Strategy, the Homelessness Strategy and the Supporting People strategy. This has included specifically commissioned studies of housing market areas in Mid Argyll and Kintyre, the Isle of Bute and Islay and Jura. These studies involved extensive household surveys, stakeholder interviews, public meetings and facilitated focus groups, including targeted consultation with carers' groups, professionals and service users with a particular interest in community care and housing support issues.
- 7.3.3 Throughout 2003, members of the Local Housing Strategy team conducted an extensive programme of public meetings, via the community council network, visiting local areas and all the main islands. Issues raised at these meetings included the housing and support needs of local communities across all tenures, and this qualitative data has complemented the statistical analysis informing the development of the LHS as well as the ongoing revision of the Supporting People Strategy.
- 7.3.4 Finally, the linkages between the Local Housing Strategy, Supporting People and the Community Planning process, were enhanced in 2003 via a detailed health and housing survey of the Argyll & Bute Citizen's Panel. The results of this survey highlighted the significance of housing and housing support as key priorities underpinning the health and well-being of local communities, and further confirmed the effective synergy which the strategic objectives of respective action plans are designed to achieve.

## 8 Particular Populations

8.1 While the Housing Market Context Statement (HMCS) provided the following background to identifying needs for particular populations in the HMCS area, specifically community care priority client groups and homeless people, it suggested that many of the key themes examined are relevant to the Dumbarton and Vale of Leven overlap area and recommended that both local authorities should discuss community care issues as they share a common relationship with Argyll & Clyde Health Board. This will be addressed through the ongoing Local Housing Strategy.

### 8.2 Older People

In 2001 22% of the total resident population of Argyll & Bute and 24% of all carers in the area were of pensionable age, while over 28% of all households comprised pensioners. Argyll & Bute is expected to experience a 15% increase in people of retirement age with the numbers expected to increase from 19,139 to 22,008 by 2016. This has significant implications for the level and type of service required.

Increased demand for housing and associated support services for older people is to be expected across the HMCS area over the next ten years, reflecting an increase in the elderly population as detailed above. The tenure split within the Argyll & Bute area varies significantly from the national picture with a high proportion of owner occupation, currently 65%. People over 60 represent 52% of owner-occupied households within the Argyll & Bute area.

The high proportion of older owner-occupiers may make it less likely that they will choose to leave their homes and this is an issue to which the Supporting People Team intend to give detailed consideration as to how best increase support to people in their own homes. This includes community alarms, installation of aids and adaptations, lunch clubs and meals on wheels and housing support. The Argyll & Bute Care & Repair service has begun to help deliver housing improvements and adaptations for older people across the area. Through expansion and effective implementation of this approach, the shortfall in suitable accommodation can be reduced.

### **Geographical Analysis of Current Service Provision**

The Local Housing Strategy identifies 9 discrete housing market areas which form the geographic basis for needs assessment and strategic planning, and these also underpin the Supporting People Strategy. The 2001 Census provides data on the total population and on persons aged 65 and over, which has been collated by housing market area in table X below.

**Table X: Elderly Population by Housing Market Area**

Housing Market Area	Total Population	% of Total	Age 65 +	% of 65+	65+ as a % of Area
Bute	7228	7.92%	1764	10.46%	24.40%
Cowal	15362	16.82%	3531	20.95%	22.98%
Coll & Tiree	934	1.02%	232	1.38%	24.89%
Islay, Jura & Colonsay	3758	4.12%	676	4.01%	17.99%
Kintyre	10088	11.05%	2055	12.19%	20.37%
Helensburgh & Lomond	27809	30.46%	4138	24.55%	14.88%
Lorn	15409	16.88%	2569	15.24%	16.67%
Mid Argyll	7897	8.64%	1387	8.23%	17.56%
Mull & Iona	2821	3.09%	503	2.98%	17.83%
<b>Argyll &amp; Bute Total</b>	<b>91306</b>	<b>100.00%</b>	<b>16855</b>	<b>100%</b>	

Source: 2001 Census

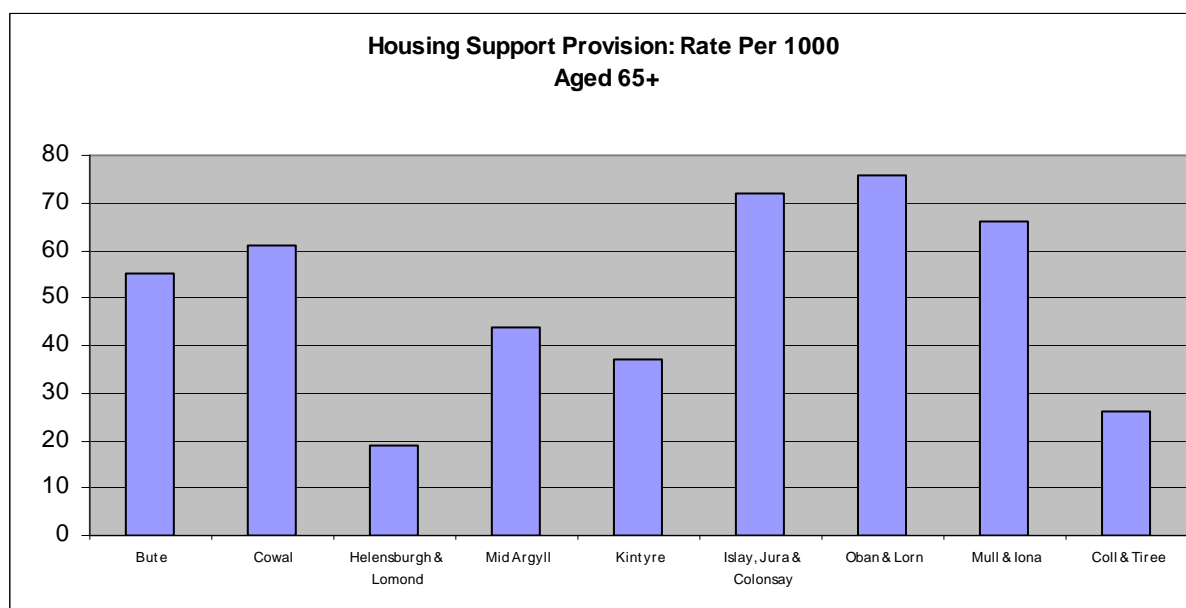
The Supporting People management database records the numbers of spaces in accommodation based housing support services which has also been grouped by housing market area, and provides the rate of housing support places per 1,000 aged 65 and over.

**Table Y: Housing Support Spaces in Accommodation Based Housing Services by Housing Market Area**

HMA	Accommodation-Based Housing Support Provision	Rate Per 1000 Aged 65+
Bute	97	55
Cowal	214	61
Helensburgh & Lomond	79	19
Mid Argyll	61	44
Kintyre	77	37
Islay, Jura & Colonsay	49	72
Oban & Lorn	194	76
Mull & Iona	33	66
Coll & Tiree	6	26
<b>Argyll &amp; Bute total</b>	<b>810</b>	<b>48</b>

**Source: Argyll & Bute Supporting People**

This basic analysis graphically demonstrates the significant disparity in provision between housing market areas, with the Helensburgh & Lomond area being particularly under-provided in relative terms. Taken together with the detailed needs assessments contained in the Local Housing System Analysis and individual Housing Market Area Studies, this geographic analysis helps to identify the priority areas.



#### Priorities

- older people to be offered more choice; prevention of unnecessary admission of older people with support needs into institutional settings
- extension of housing support services to owner-occupiers

#### Actions

- facilitate joint working between Health, Social Work and Housing

- undertake review of sheltered housing services
- improve flexibility of housing support services

### 8.3 People with Mental Health Problems

Many people suffer from mental health problems at some point in their lives, although only a small proportion will require specialist accommodation. The majority of people with mental health problems live within mainstream accommodation with varying levels of support. The incidence of mental health problems is strongly linked with deprivation, addiction and homelessness. It is important that people are housed with appropriate support to avoid their housing circumstances exacerbating mental health problems. The Joint Community Care Plan suggests that there are currently 9,128 people in Argyll & Bute with mental health needs. The Plan states that within the Argyll & Bute area the levels of admission to hospitals as a result of mental health related problems are twice the national average. There are no accommodation-based projects. Plans are currently being discussed to re-commission psychiatric hospital and other residential services in Argyll & Bute. The Supporting People Team will participate in this process.

Access to good quality, often small sized, mainstream accommodation remains crucial for people with support needs, particularly in ensuring individual conditions are not exacerbated through poor housing conditions or homelessness. The recognition of mental health priority within allocation policies can be critical in this respect, particularly in areas of the housing market experiencing constrained access to affordable rented property.

In view of the above issues, the following actions for supporting people with mental health problems have been developed:-

#### Actions

- development of models of flexible support to enable people to be supported in their own homes regardless of their tenure
- facilitate joint working between Health, Social Work and Housing
- improved partnership working with external agencies
- develop and improve joint community mental health teams

### 8.4 People with Physical Disabilities

There is increasing demand from people of all ages, but especially among those over 65, for housing which is suitable to the needs of people with a range of physical disabilities. The Joint Community Care Plan suggests that there is in excess of 12,000 people within the Argyll & Bute area with physical disabilities, the highest proportion being in the age range 60+. As people are living longer and often wish to remain in their own homes, there is a greater demand for adaptations to mainstream housing. Argyll & Bute Council currently has an apparent shortage of houses built to meet the particular needs of physically disabled people. The current total suitable dwellings per 1,000 people are 1.6, while the Scottish average is 6.3. Referrals from Social Work for adaptations to property far outstrip the budgetary provisions of partners each year. Referrals received up to 31 March 2001 for the HCMS were 256, while only 192 properties were accepted. The biggest shortfalls continue to be experienced in Helensburgh and Lomond and Mid Argyll, Kintyre and Islay.

## Summary of Priorities and Actions Required

### Priorities

- prevention of unnecessary admission of people with physical disabilities into an institutional setting
- development of models of flexible support to enable people to be supported in their own homes regardless of their tenure

### Actions

- facilitate joint working between Health, Social Work and Housing
- improve co-ordination and prioritisation for adaptations and housing support services

## 8.5 People with Learning Disabilities

The Joint Community Care Plan states that the learning disability population within the Argyll & Bute area is currently estimated at 538 and this figure is expected to increase slightly and age in profile over coming years. The majority of people with a learning disability can live in mainstream accommodation with adaptation if required or wheelchair standard housing with an individually tailored package of support. The availability of suitable accommodation for people who are in a position to lead more independent lives is a key issue across the HMCS area. Due to the closure of long-term hospitals there has been an increase in demand for this type of housing. This demand has the potential to affect all areas of the HMCS but particularly the larger settlements where support networks are more likely to be present. Hospital discharge has resulted in people returning to areas previously lived in or to where their carers live. Carers are often older parents who may not be able to maintain this role in the long term. This factor has also influenced the increased requirement and demand for independent dwellings.

Argyll & Bute Council, as part of their Best Value Reviews and the objectives of the National Review "The Same as You", is working towards developing person-centred services across this client group. This includes the development of supported living initiatives and associated accommodation and the re-commissioning of registered accommodation within the Council area. This work is ongoing at present with a view to maximising access by people to benefits and the development of firm planning proposals around capital investment.

## Summary of Priorities and Actions Required

### Priorities

- prevention of unnecessary admission of people with learning disabilities into an institutional setting
- development of models of flexible support to enable people to be supported in their own homes regardless of their tenure
- increased understanding of the needs of people with learning disabilities
- Provision of choice for service users

### Actions

- facilitate joint working between Health, Social Work and Housing

- development of flexible support to enable people to be supported in their own homes
- Encourage carers to become more involved in housing support planning

## 8.6 Homeless People

A Homeless Services Officer was appointed within Argyll & Bute in June 2001 and began the process of mapping current services and identifying gaps to be addressed in the Homeless Strategy. Five additional local Area Homelessness Officers were appointed in 2003, operating in Cowal, Bute, Mid Argyll and Kintyre, Lorn and Helensburgh and Lomond. The problem of homelessness is particularly significant in a rural authority. A relatively small number of households in need can impact substantially on more remote communities, especially where the opportunities for gaining access to permanent housing can be limited due to the slow turnover of socially rented accommodation or the prohibitive price of private renting or ownership.

Cowal, Oban and Lorn, Helensburgh and Lomond account for the majority of homelessness applications to the local authorities within the Argyll HMCS area. As the biggest centres of population, this is not surprising. Obtaining an accurate picture of homelessness caused by housing system imbalance in more remote areas is difficult. In general, statutory homelessness has remained high in areas where the demand for housing is outstripping supply or where there is a mismatch between local needs and the nature of the available housing stock.

In Argyll and Bute homelessness applications decreased from over 500 in 1996 to a low of 315 in 1999/00, and then increased to 568 as of March, 2003, with approximately 57% of applicants assessed as being in priority need each year.

**Table 1**

### **Homeless Applications in Argyll & Bute 1996 to 2003**

	Mid Argyll	Kintyre	Lorn	Cowal	Bute	Other Islands	Lomond	Total	% Single Applicants Under 25 yrs
1996/97	43	19	88	161	39	13	171	534	26.4%
1997/98	33	32	66	127	50	8	158	474	21.3%
1998/99	37	13	54	108	33	6	141	392	24.7%
1999/00	19	21	61	99	28	3	84	315	29.2%
2000/01	28	10	103	94	34	10	70	349	31.5%
2001/02	27	25	120	117	43	7	138	477	37.4%
2002/03*	33	28	171	152	35	2	147	568	30.99%

\*Figures as at 7<sup>th</sup> March 2003\*

(Source: Argyll & Bute Council Homeless Statistics – HL1 returns)

Since 1996/97 the proportion of applicants being housed in temporary accommodation pending investigation has increased by 10% and, under the provisions of the Housing (Scotland) Act 2001, this will continue to include all applicants while their application is being investigated. In light of the increased requirements for interim accommodation regardless of priority, analysis of HL1 forms and Council data suggests that, for 2002/03, the Council would potentially have an additional 107 applicants in Bed and Breakfast and a responsibility to find temporary accommodation for 152 applicants assessed as discharged but non priority. This

responsibility would continue until the Council duty is discharged when permanent accommodation is secured.

Additionally, the DTZ Pida Consulting report reveals that the Council accepts around 200 homeless priority group households each year. Finally, the trend for young single homeless is markedly upwards.

The household types of homeless applicants are shown in Table 3.2. Current applications appear to have much higher support needs than was previously the case and a larger proportion are under 25 (38% in Argyll and Bute compared to 28% in Scotland). Overall, single people now account for 73% of homeless applications whilst only 2% of the Council's housing stock comprises one bedroom properties, indicating significant mismatch between supply and demand. There is also a significant number of one parent households aged 25 and over. were from single person households, 73% in total. A large proportion is aged less than 25 years: 38% compared to 28% in Scotland. There is also a significant number of one parent households aged 25 and over, although less than the Scottish average.

Area	Argyll & Bute 2002/03	
	No	%
Household Type		
Single Applicant, age 16 - 17	77	14
Single Applicant, age 18 - 24	99	17
Single Applicant, age 25 - 60	193	34
Single Applicant, age 60 +r	32	6
Single Parent, age 16 - 24	28	5
Single Parent, age 25 +	86	15
Couple without children	16	3
Couple with children	31	5
Other households	6	1
<b>Total</b>	<b>568</b>	<b>100</b>

(Source: Argyll & Bute Homeless Statistics – HL1 Returns)

With recent changes to homelessness legislation this number is expected to substantially increase, as are the numbers of people that will now be eligible for local authority emergency accommodation, due to the significant changes in eligibility criteria.

Research also highlights that there is a significant amount of hidden homelessness within Argyll & Bute.

#### Key Issues

- lack of affordable rented housing
- lack of privately rented accommodation
- lack of temporary accommodation
- more supported housing options are required for vulnerable people

#### Summary of Priorities and Actions Required

##### Priorities

- increase appropriate housing and support options
- improve early identification of people with specific housing support needs

##### Actions

- extend flexible housing support services

- development of move-on accommodation and support services
- review of Argyll & Bute's Rough Sleepers' Initiative
- facilitate joint working between Health, Social Work and Housing
- improve available information and advice

## 8.7 Supporting Young People

There are many reasons young people can be vulnerable and require additional housing support. The main reason is usually family breakdown but other factors may be substance misuse, leaving care or having a disability.

Housing support services should be available to young people pre-tenancy as well as in both temporary and permanent accommodation.

There is a need to link housing support to education, employment and training.

Argyll & Bute Council is committed to addressing young homelessness and this will form part of our overall Homeless Strategy.

The following table provides information on homeless young people who have secured a tenancy.

**Table 2**

<b>No of Homeless Young People who have secured Accommodation</b>						
Year	Sex	H'burgh & Lomond	Bute & Cowal	Mid Argyll Kintyre & Islay	Oban, Lorn & the Islands	Total
1998-1999	Male	0	0	0	0	0
	Female	1	0	0	3	4
	<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>4</b>
1999-2000	Male	1	5	1	3	10
	Female	4	7	1	0	12
	<b>TOTAL</b>	<b>5</b>	<b>12</b>	<b>2</b>	<b>3</b>	<b>22</b>
2000-2001	Male	2	4	1	1	8
	Female	8	8	1	1	18
	<b>TOTAL</b>	<b>10</b>	<b>12</b>	<b>2</b>	<b>2</b>	<b>26</b>
2001-2002	Male	3	2	1	0	6
	Female	4	1	0	0	5
	<b>TOTAL</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>11</b>

## Summary of Priorities and Actions Required

### Priorities

- increase appropriate housing and support options
- improve early identification of young people with specific housing support needs

### Actions

- extend flexible housing support services
- development of move-on accommodation and support services
- facilitate joint working between Health, Social Work and Housing and other agencies
- improve available information and advice

## 8.8 People Fleeing Domestic Violence

Currently there is one Women's Aid refuge in Argyll & Bute in Cowal. The service provides emergency accommodation and an outreach service throughout the Argyll & Bute area.

The ADA (Against Domestic Abuse) Strategy Group has developed a strategy for Argyll & Bute. This identifies the priorities as:-

- develop responses and resources to domestic abuse
- develop co-ordinated policies and procedures and support which involve all agencies

#### Action

- develop a multi agency approach to the issue involving appropriate agencies

### 8.9 People with Drug and Alcohol Problems

Currently no specific statistics are available for people with alcohol and drug problems within Argyll & Bute. Argyll & Clyde NHS Trust found that:- (Joint Community Care Plan)

- Argyll & Bute has the highest proportion of people who reported drinking on 6-7 days during the previous week compared to the 4 other Local Authority areas within NHS Argyll & Clyde Health Board area

The Alcohol and Drugs Action Team Strategy is currently being established within Argyll & Bute and will provide a framework for an evaluation of support needs over the next five years.

#### Summary of Priorities and Actions Required

##### Priorities

- identify the extent of unmet need for Alcohol and Drug misuse
- improve service availability across Argyll & Bute

##### Actions

- development of housing support and advisory services as part of rehabilitation programmes
- provide more specific support for people with chaotic lifestyles
- facilitate joint working between Health, Social Work and Housing and other agencies

### 8.10 Ex-Offenders

Currently there is no designated accommodation for ex-offenders within Argyll & Bute and no plans in place to develop such accommodation. It is envisaged that support will be provided to people in this category via the Council's homeless provision and mainstream accommodation.

Within Supporting People Programme there are a number of service users who could be described as ex-offenders receiving support from a variety of service providers, eg alcohol and drugs, mental health and learning disabilities. Work will be required to more clearly identify service users in future and their associated needs with services sourced to meet these.

### Summary of Priorities and Actions Required

#### Priorities

- identify extent of unmet need
- forensic needs within mental health and learning disabilities
- service users who are a challenge to existing services
- offending behaviour associated with alcohol and drug misuse

#### Actions

- needs assessment
- liaison with Health Trusts and Health Boards re meeting forensic needs and those who challenge services
- establishment of close links with agencies involved in addressing alcohol and drug misuse

### 8.11 Supporting Gypsy Travellers

There are three Council sites within the Argyll & Bute area, one each in Mid Argyll, Lorn and Cowal providing a total of approximately 40 pitches. There are also a number of unauthorised encampments throughout the area as well as a small number of private sites. In addition to housing input, the Supporting People Programme has funded three half posts to offer support to Gypsy Travellers.

### Summary of Priorities and Actions Required

#### Priorities

- identify the extent of support needs for Gypsy Travellers
- improve service availability across Argyll & Bute
- improve links to health and education

#### Actions

- develop housing support services
- facilitate joint working between Health, Social Work and Housing and Education
- develop protocols and procedures appropriate for Gypsy Travellers
- improve available advice and information

## 9 Commissioning Plan

- 9.1 From 1<sup>st</sup> April 2003, Argyll & Bute Council has been responsible for commissioning and purchasing housing support services.

This is a new responsibility and the commissioning and purchasing group will carry forward and develop a specific commissioning policy for new services which will be closely linked to the ongoing Review of Services as required by the Supporting People Programme.

- 9.2 The Commissioning Principles for Supporting People have been identified by the Scottish Executive.

The aim of achieving good quality services will be achieved by:-

- *focussing on local need by introducing a more systematic and strategic process to analyse needs and supply of support services in local areas and make provision accordingly*
- *improving the range and quality of services by developing a wider range of support services more geared to the needs of the people receiving support and based on informed good practice. In particular, this will enable the introduction of more flexible support where appropriate.*
- *integrating support with wider local strategies, particularly within local authority social work and housing departments and, where appropriate, the health service*
- *introducing effective decision making and administration by making arrangements for funding and managing the provision of housing support services in a way which leads to transparent decision making and cost effective administration; and by*
- *monitoring quality and effectiveness in a more structured way through integration with the Best Value regime and the role of the Scottish Commission for the Regulation of Care in ensuring the national care standards for housing support services are met*

- 9.3 Supporting People guidance issued by the Scottish Executive identifies the following principles:-

To commission effectively the local authority needs -

- to know what we need to purchase and where to purchase it from in order to ensure Best Value

- a contracting process in place, backed by relevant contracting documentation and service specs
- to monitor what we purchase and ensure compliance with contracts
- to encourage productive working relationships with both in-house and external providers

Additional Supporting People guidance stresses the importance of protecting and nurturing the role of small and specialist providers.

#### 9.4 Interim Contracts

Interim contracts were awarded to existing providers of housing support, in respect of services currently funded through:-

- Transitional Housing Benefit
- SNAP
- Resettlement Grant

These contracts are in line with the model Interim Contract provided by the Scottish Executive and will run for up to three years pending a review of the service. These will form a combination of block and spot purchase contracts.

Argyll & Bute Council issued Letters of Comfort to Service Providers in respect of services funded by:-

- Transitional Housing Benefit
- SNAP
- Resettlement Grant
- Supporting People

When the full grant is allocated and there is clarity around funding for the period April 2003 – April 2006, more formal contracts will be offered.

#### 9.5 Monitoring and Review

##### Service Reviews

Service reviews will address the nature of the service users' needs and

## **10 Option Appraisal**

In accordance with the regulator's assessment criteria and Scottish Executive guidance, a rigorous Option Appraisal exercise for the Local Housing Strategy was undertaken in 2003. This included specific appraisal of Supporting People issues and, as well as informing the development of the Local Housing Strategy

**10 ARGYLL & BUTE COUNCIL - SUPPORTING PEOPLE STRATEGY: ACTION PLAN**

<b>10.1 STRATEGIC PLANNING</b>					
	<b>Action Required</b>	<b>Outcome</b>	<b>Resources/Progress</b>	<b>Lead Person/Agency</b>	<b>Dates</b>
10.1.1	Circulate Strategic Plan and consult with a wide range of stakeholders	To develop a wider understanding of Supporting People issues/development	Use a variety of communication methods:- Send to partners Local meetings and seminars Internet/intranet  All above within current Supporting People resources.	Supporting People Team	February 2003
10.1.2	Develop an ongoing consultation, planning and review process.	To ensure that input into strategy development is as wide-ranging as possible.	Annual programme with area committees Linking with public and service users Link to core co-ordination group Annual seminars	Supporting People Team	Ongoing
10.1.3	Quarterly review of feedback and updated information	To ensure decisions are based on latest available information.	Presented to Core Co-ordination Group	Supporting People Team	Ongoing
10.1.4	Annual review of strategy	To ensure decisions are based on the updated strategy.	Consultation on reviewed strategy Reviewed strategy submitted to elected members.	Supporting People Team	February 2004

<b>10.2 DEVELOPING SERVICE USER INVOLVEMENT</b>					
	<b>Action Required</b>	<b>Outcome</b>	<b>Progress/Resources</b>	<b>Lead Person/Agency</b>	<b>Dates</b>
10.2.1	Support development of a service user forum.	Involvement of services users in developing Supporting People programme in order that they can become effective	Development of user involvement within the Supporting Living Programme	Supporting People Team	By June 2003

		partners.			
10.2.2	Review membership of Core Co-ordination Group	To further involve service users in strategic decision-making.	Within existing resources	Supporting People Team	Ongoing
	Involvement of service users in review process of individual services and contract monitoring.	To identify service users definition of quality service.	Within existing resources in partnership with other user consultation organisations.	Supporting People Team	Ongoing with reference to review timetable.
10.2.3	Available results of service reviews to service users highlighting specific feedback from users of the service.	Increase service users awareness of outcome of their involvement and allow them to make an informed choice on the type of service they receive.	Support Providers and existing resources.	Supporting People Team and Support Providers	Ongoing with reference to review timetable.

<b>10.3 PROVIDER INVOLVEMENT</b>					
	<b>Action Required</b>	<b>Outcome</b>	<b>Progress/Resources</b>	<b>Lead Person/Agency</b>	<b>Dates</b>
10.3.1	Support development of a Service Provider forum.	To address and identify mutual issues.	Within existing resources	Supporting People Team	January 2003
10.3.2	Audit of workforce experience and training	Increase in % of trained staff in support services.	Development of training programmes in partnership with local training providers.	Supporting People Team in partnership.	August 2002
10.3.3	Construct a staff development plan in association with providers.	To establish and meet common objectives.	Within existing resources.	Supporting People Team in partnership.	April 2004

<b>10.4 DEVELOPMENT AN ANALYSIS OF INFORMATION</b>					
	<b>Action Required</b>	<b>Outcome</b>	<b>Resources/Progress</b>	<b>Lead Person/Agency</b>	<b>Dates</b>
10.4.1	Collection of service user specific information via client database	Accurate information of users of service for contract monitoring and planning purposes.	Within existing resources in partnership with Housing Support providers.	Supporting People Team in partnership.	Ongoing
10.4.2	Collection of service user specific	Accurate information of	Within existing resources in	Supporting People	Ongoing.

	information for short-term services.	users of service for contract monitoring and planning purposes.	partnership with Housing Support providers.	Team in partnership.	
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**10.5 REVIEWS OF SPECIFIC SERVICE AREAS**

	Action Required	Outcome	Resources/Progress	Lead Person/Agency	Dates
10.5.1	Best value review of sheltered housing	To identify strategic priorities/direction for this service area	Resources to participate in the review	Supporting People Team and Housing Services	To be completed by December 2005
10.5.2	Review of support to homeless people		Participation by SPT in Homeless Strategy	Supporting People Team and Homeless Strategy Worker	To be completed by October 2004
10.5.3	Review of support to young people		Participation by SPT in Local Housing Strategy and Children & Families Section	Supporting People Team, Homeless Strategy Worker and Children & Families Section	To be completed by May 2005
10.5.4	Review of support services for people who are misusing drugs and alcohol		Resources to participate in the review	Supporting People Team and Addictions Service Officer	To be completed by November 2004.

**10.6 SHARED ASSESSMENT AND HOUSING ALLOCATION POLICY**

	Action Required	Outcome	Resources/Progress	Lead Person/Agency	Dates
10.6.1	Align allocation of vacancies in accommodation-based services.	To ensure allocation decisions are made on the basis of support as well as housing need.	Develop landlords' forum to identify principles	Supporting People Team	December 2003
10.6.2	Development of simple housing support assessment tool.	To ensure consistency of decision making in relation to service provision.	Looking at examples of best practice from other authorities and adapted for local use.	Supporting People Team	Ongoing.

<b>10.7 SPECIFIC SERVICE AREAS</b>					
	<b>Action Required</b>	<b>Outcome</b>	<b>Resources/Progress</b>	<b>Lead Person/Agency</b>	<b>Dates</b>
<b>10.7.1</b>	<b>Older People</b>				
	To extend housing support services to owner-occupiers and private tenants.	To prevent need for further intervention.	Funding from Scottish Executive not available until April 2004.	SPT	April 2004
	Identify need for housing support service among owner-occupiers.	To advise Scottish Executive of current need.	Needs analysis carried out within existing resources.	SPT	September 2003
	Undertake review of sheltered and very sheltered housing services.	To identify existing and future role of sheltered housing.	Resources to participate in review.	SPT	December 2005
<b>10.7.2</b>	<b>Mental Health</b>				
	Improve co-ordination of services when people are being discharged from hospital.	Improving housing with specialist support for people with severe mental health problems.	Using existing floating support mental health projects.	SPT	Ongoing
	Improve and develop joint community mental health teams.	Involvement in the assessments/support plans to facilitate the provision of housing support services.	Using existing floating support mental health projects.	SPT	Ongoing
<b>10.7.3</b>	<b>Physical Disabilities</b>				
	Improve co-ordination and prioritisation for adaptations and housing support services.	To aid allocation of adapted properties and develop services in line with service users' needs.	Review of RSL and Council allocation policy to allow needs of service users to be matched appropriately.	SPT and Housing Services.	Ongoing
<b>10.7.4</b>	<b>Learning Disabilities</b>				
	Development of services for people being resettled from institutional care.	Identify provision of supported housing.	Identify capital resources and support costs.	SPT	Ongoing
	Development of services to non householders	Smoother transition to householder status.	Develop housing support services to enable provision to non-householders.	SPT	Ongoing
<b>10.7.5</b>	<b>Homelessness</b>				
	Development of move-on accommodation and support services.	Allow transition to householder status thus preventing tenancy breakdowns.	Included in Homeless Strategy and Local Housing Strategy.	Housing Services	Ongoing

	Development of flexible support services.	Help to prevent tenancy breakdown.	Included in Homeless Strategy and Local Housing Strategy	Housing Services	Ongoing
	Identify unmet need in private sector.	Information for development of strategy.	Needs analysis	SPT	Ongoing
<b>10.7.6</b>	<b>Young People</b>				
	Develop housing support services for young people moving into first home.	Enable development of skills to live independently	Participation by SPT in Local Housing Strategy and Children & Families Section	Supporting People Team, Homeless Strategy Worker and Children & Families Section	To be completed by May 2005
<b>10.7.7</b>	<b>People Fleeing Domestic Abuse</b>				
	Monitoring of capacity of local refuge and confirmation of cross authority funding arrangements.	To ensure people have access to accommodation when and where needed.	Within existing resources.	Supporting People Team in partnership with providers and other local authorities	Ongoing
	Needs Analysis for floating support type services.	To ensure adequate service provision.	Supporting People Team's Needs Analysis.	Supporting People Team in partnership with Argyll & Bute Women's Aid	Ongoing
<b>10.7.8</b>	<b>Drug and Alcohol Misuse</b>				
	Identifying the extent of unmet need for drug/alcohol misuse.	Information for strategy development.	Supporting People Team's Needs Analysis.	Supporting People Team in partnership with Addictions Service Officer.	Ongoing
	Expansion of floating support services for people with drug and alcohol problems (particularly in more rural areas).	Provision of more intensive support to stabilise and reduce anti social behaviours	Further investment in Support services required as need is identified.	Supporting People Team in partnership with Addictions Service Officer.	Ongoing
<b>10.7.9</b>	<b>Ex-Offenders</b>				
	Identify the extent of unmet need for people leaving prison.	Information for strategy development.	Supporting People Team funded Needs Analysis.	Supporting People Team in partnership with Criminal Justice.	Ongoing

<b>10.7.10</b>	<b>Gypsy Travellers</b>				
	Identifying the extent of unmet need for Gypsy Travellers.	Information for strategy development.	Supporting People Team funded Needs Analysis.	Supporting People Team in partnership with Housing Services.	Ongoing

<b>10.8 DEVELOPMENT OF PARTNER STRATEGIES/REVIEWS</b>					
	<b>Action Required</b>	<b>Outcome</b>	<b>Resources/Progress</b>	<b>Lead Person/Agency</b>	<b>Dates</b>
10.8.1	Contributions to the development of:  The Community Care and Health Improvement Plan Mental Health Strategy Domestic Abuse Strategy Best Value Reviews Local Housing Strategy Homeless Strategy	To ensure strategies and plans address housing support issues, and that strategies are consistent.	Within SP resources.	Supporting People Team	Ongoing

<b>10.9 ALIGNMENT OF BUDGETS</b>					
	<b>Action Required</b>	<b>Outcome</b>	<b>Resources/Progress</b>	<b>Lead Person/Agency</b>	<b>Dates</b>
10.9.1	Participate in Joint Futures Agenda through alignment of Supporting People budgets with other budgets for specific client groups.	Development of seamless services for traditional community care groups.	Within SP resources.	Supporting People Team in partnership with Health, Housing and Social Work.	Ongoing

## Timetable for Support People Service Reviews

## APPENDIX 1

<b>Provider</b>	<b>Review Date</b>
Abbeyfield	September 2004
Bield Housing Association	December 2005
Bute Council on Alcohol	October 2004
Bute Link Club	October 2004
Cairn Housing Association	November 2005
Care & Repair	November 2004
Carers Direct	July 2004
Children & Families	September 2005
Clyde Carers	August 2004
Clyde View	September 2004
Cowal Carers	November 2004
Cowal Council on Alcohol	November 2004
Cowal Link Club	June 2004
Crossroads	January 2005
Dunoon Housing	August 2004
Enable	January 2005
Fyne Homes	February 2005
GCVS	February 2005
George McAlister	December 2004
HART	September 2004
Hazel Munro	March 2005
HELP	April 2005
Helping Hands	March 2005
Housing Support	April/May 2005
IDEA	June 2005
IJAC	June 2005
Joan's Carers	September 2004
Kererra Lodge	October 2004
Key Housing Association	November 2004
Kintyre Youth Enquiry	December 2004
Kirk Care Housing Association	November 2005

Louise Youngman	December 2004
Margaret Blackwood HA	December 2004
Maxie Richards Foundation	April 2004
Mental Health Service	January/February 2005
Mount Carmel	February 2005
Mr & Mrs Nagy	May 2004
NCH Helensburgh	May 2005
Neighbourhood Networks	July 2004
Quarriers	June 2005
Premier Homecare	February 2005
R & C Services	April 2005
Richmond Fellowship	May 2005
SAMH	June 2005
Stewart & Bennett	August 2005
TACT	June 2005
Women's Aid	August 2005

October 2005 – March 2006 – finalisation of all permanent contracts

## **Argyll & Bute**

## **Appendix 2**

**Important! you should read / use these reports in conjunction with the Mapping Supply Database guidance section, 'Working with Set Reports'**

### **SP1 Part A Summary Report**

**Total Number of Existing Spaces: 603      Total Number of Existing Services: 30**  
**Total Number of PipeLine Spaces: 0      Total Number of PipeLine: 0**

**Overall Number of Spaces: 603**

**Overall Number of Services: 30**

<b><u>Primary Client Groups:</u></b>	<b><u>Existing Spaces:</u></b>	<b><u>Pipeline Spaces:</u></b>	<b><u>Existing Services:</u></b>	<b><u>Pipeline Services:</u></b>
Older people with support needs	471	0	13	0
People with drug problems	5	0	1	0
People with learning disabilities	61	0	10	0
People with mental health problems	1	0	1	0
People with physical disabilities	19	0	1	0
Single homeless with support needs	20	0	1	0
Women escaping domestic violence	5	0	1	0
Young people with housing support needs	21	0	3	0
<b><u>Overall Totals</u></b>	<b>603</b>	<b>0</b>	<b>31</b>	<b>0</b>

Accommodation Manager:

Existing  
Spaces:

Pipeline  
Spaces:

Existing  
Services:

Pipeline  
Services:

04 March 2003

Page 1 of 3

Supporting People Services Report

## SP1 Part A Summary Report

<b>Total Number of Existing Spaces:</b>	<b>603</b>	<b>Total Number of Existing Services:</b>	<b>30</b>
<b>Total Number of PipeLine Spaces:</b>	<b>0</b>	<b>Total Number of PipeLine</b>	<b>0</b>
<b><u>Overall Number of Spaces:</u></b>	<b>603</b>	<b><u>Overall Number of Services:</u></b>	<b>30</b>
A local authority housing department	10	0	3
A private individual	4	0	4
A registered social landlord	542	0	17
A voluntary organisation	46	0	6
Other (Please Specify)	1	0	1
<b><u>Overall Totals</u></b>	<b>603</b>	<b>0</b>	<b>31</b>

<b><u>Accommodation Type:</u></b>	<b><u>Existin</u></b>	<b><u>Pipeline</u></b>	<b><u>Existing</u></b>	<b><u>Pipeline</u></b>
	<b><u>g</u></b>	<b><u>Spaces:</u></b>	<b><u>Services:</u></b>	<b><u>Service</u></b>
Homeless hostel incl.direct access,B&B & other temporary accom.	20	0	1	0
Women's refuge	5	0	1	0
Supported housing	108	0	17	0
Designated housing for older people	26	0	2	0
Sheltered housing	380	0	5	0
Very sheltered housing	64	0	5	0
<b><u>Overall Totals</u></b>	<b>603</b>	<b>0</b>	<b>31</b>	<b>0</b>

<u>Service Provider:</u>	<u>Existing Spaces:</u>	<u>Pipeline Spaces:</u>	<u>Existing Services:</u>	<u>Pipeline Services:</u>
A private company	10	0	1	0
A private individual	4	0	4	0
A registered social landlord	510	0	12	0
A voluntary organisation / charity	78	0	12	0

04 March 2003

Page 2 of 3

Supporting People Services Report

## SP1 Part A Summary Report

<b>Total Number of Existing Spaces:</b>	<b>603</b>	<b>Total Number of Existing Services:</b>	<b>30</b>
<b>Total Number of PipeLine Spaces:</b>	<b>0</b>	<b>Total Number of PipeLine</b>	<b>0</b>
<b><u>Overall Number of Spaces:</u></b>	<b>603</b>	<b><u>Overall Number of Services:</u></b>	<b>30</b>
Other (Please Specify)	1	0	1
<b><u>Overall Totals</u></b>	<b>603</b>	<b>0</b>	<b>31</b>

<b><u>Support Funding:</u></b>	<b><u>Existing Spaces:</u></b>	<b><u>Pipeline Spaces:</u></b>	<b><u>Existing Services:</u></b>	<b><u>Pipeline Services:</u></b>
Transitional Housing Benefit	585	0	28	0
Special Needs Allowance Package (SNAP)	68	0	3	0
<b><u>Overall Totals</u></b>	<b>653</b>	<b>0</b>	<b>31</b>	<b>0</b>

Supporting People Services Report**Argyll & Bute**

**Important! you should read / use these reports in conjunction with the Mapping Supply Database guidance section, 'Working with Set Reports'**

**SP2 Summary Report**

**Total Number of Existing Spaces: 649      Total Number of Existing Services: 51**  
**Total Number of PipeLine Spaces: 6      Total Number of PipeLine      3**  
**Overall Number of Spaces: 655      Overall Number of Services: 54**

<b><u>Primary Client Groups:</u></b>	<b><u>Existing Spaces:</u></b>	<b><u>Pipeline Spaces:</u></b>	<b><u>Existing Services:</u></b>	<b><u>Pipeline Services:</u></b>
Older people with support needs	341	0	21	1
People with alcohol problems	37	0	3	0
People with learning disabilities	54	6	9	1
People with mental health problems	121	0	10	1
People with physical disabilities	10	0	2	0
Women escaping domestic violence	10	0	1	0
Young people with housing support needs	76	0	3	0
<b><u>Overall Totals</u></b>	<b>649</b>	<b>6</b>	<b>49</b>	<b>3</b>

<u>Expected Duration:</u>	<u>Existing Spaces:</u>	<u>Pipeline Spaces:</u>	<u>Existing Services:</u>	<u>Pipeline Services:</u>
	0	6	6	3
Permanent	429	0	30	0
Medium stay (more than one year)	123	0	12	0
Short stay (less than one year)	97	0	3	0
<u>Overall Totals</u>	649	6	51	3

04 March 2003

Supporting People Services Report

Page 1 of 3

## SP2 Summary Report

<b>Total Number of Existing Spaces:</b> 649	<b>Total Number of Existing Services:</b> 51
<b>Total Number of PipeLine Spaces:</b> 6	<b>Total Number of PipeLine</b> 3
<b><u>Overall Number of Spaces:</u></b> 655	<b><u>Overall Number of Services:</u></b> 54

<u>Age Group:</u>	<u>Existing Spaces:</u>	<u>Pipeline Spaces:</u>	<u>Existing Services:</u>	<u>Pipeline Services:</u>
	0	0	2	0
All age groups	372	0	28	0
Younger people (18-25)	76	0	2	0
Adults (26-64)	129	6	11	2
Older people (65+)	72	0	8	1
<b><u>Overall Totals</u></b>	<b>649</b>	<b>6</b>	<b>51</b>	<b>3</b>

<u>Household Type:</u>	<u>Existing Spaces:</u>	<u>Pipeline Spaces:</u>	<u>Existing Services:</u>	<u>Pipeline Services:</u>
	0	0	2	0
Couples (i.e. without children)	20	0	1	0

Families (i.e. with children)	90	0	5	0
Single people (men only)	2	0	1	0
Single people (both men and women)	537	6	42	3
<b><u>Overall Totals</u></b>	<b>649</b>	<b>6</b>	<b>51</b>	<b>3</b>

<b><u>Support Funding:</u></b>	<b><u>Existing Spaces:</u></b>	<b><u>Pipeline Spaces:</u></b>	<b><u>Existing Services:</u></b>	<b><u>Pipeline Services:</u></b>
Transitional Housing Benefit	649	6	49	3
Resettlement Grant	10	0	1	0

04 March 2003

Page 2 of 3

**Supporting People Services Report**

## SP2 Summary Report

<i>Total Number of Existing Spaces:</i> 649	<i>Total Number of Existing Services:</i> 51
<i>Total Number of PipeLine Spaces:</i> 6	<i>Total Number of PipeLine</i> 3
<u><i>Overall Number of Spaces:</i></u> 655	<u><i>Overall Number of Services:</i></u> 54

<u><i>Overall Totals</i></u>	659	6	50	3
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<u><i>Service Provider:</i></u>	<u><i>Existing Spaces:</i></u>	<u><i>Pipeline Spaces:</i></u>	<u><i>Existing Services:</i></u>	<u><i>Pipeline Services:</i></u>
A local authority social work department	277	6	14	2

A private company	103	0	10	1
A private individual	0	0	2	0
A registered social landlord	6	0	2	0
A voluntary organisation	262	0	18	0
<b><u>Overall Totals</u></b>	<b>648</b>	<b>6</b>	<b>46</b>	<b>3</b>

04 March 2003

Page 3 of 3

**Supporting People Services Report**

**REFERENCES**

**APPENDIX 3**

1	Supporting People Strategic Guidance	Scottish Executive	2002
2	Argyll & Bute & Dumbartonshire Criminal Justice Strategic Plan	Criminal Justice Section	2002

3	Argyll & Bute Partnership Against Domestic Abuse	Argyll & Bute Partnership	2001
4	National Strategy to Address Domestic Abuse in Scotland	Scottish Executive	2000
5	Homelessness Strategy – Draft	Argyll & Bute Council	2002
6	Older People in Scotland: Results from the first year of the Scottish Household Survey		
7	Joint Community Care Plan	Argyll & Bute Council/NHS/Communities Scotland	2002
8	A Framework for Mental Health Services in Scotland	Scottish Executive	1997
9	The Same as You?	Scottish Executive	2000
10	Best Value Review	Argyll & Bute Council	2000
11	Community Care Service Plan	Argyll & Bute Council	
12	Social Justice Annual Report	Scottish Executive	2000
13	Communities Scotland Housing Market Context Statement	Communities Scotland	2002
14	Argyll & Bute Children's Service Plan	Argyll & Bute Council	2002/2004
15	For Scotland's Children	Scottish Executive	2001

## PEOPLE AND ORGANISATIONS CONSULTED

## APPENDIX 4

### Seminar for Service Users Representative Group

<b>Name</b>	<b>Organisation</b>
Meg Wright	Enable Scotland
Marie Calderwood	Enable Scotland
Irene Dalrymple	Carers Forum Helensburgh
Tam Scott	Service User – Haven Housing Association
Frances McArthur	Richmond Fellowship
Dennis McGlennan	Carers Direct
Dougie Smith	Cowal Council on Alcohol
Scott Rorrison	Argyll & Bute Advocacy Service
John Anderson	Next Step Project
Felicity Kelly	Community Education
Betty Miller	NHS
Mr McSporran	Gigha Community Council

## SEMINAR FOR HOUSING & SUPPORT PROVIDERS

Name	Organisation
Hugh Collins	Cairn Housing Association
George Veryan	Kirk Care Housing Association
Margaret Watt	Margaret Blackwood Housing Association
Ian Davidson	Bield Housing Association
Robert Nesbit	SAMH
John Anderson	Next Step Project
Janet Lamanque	HELP Project
Jay Stewart	Argyll & Bute Women's Aid
Mrs M Fletcher	Abbeyfield Society Oban
Mr Brian Leech	Abbeyfield Society Tighnabraich
Mrs Joy Rice	Abbeyfield Society Helensburgh
Mrs Catherine Martin	Abbeyfield Society Carradale
Bob Leslie	TACT
Jane Taylor	Richmond Fellowship
Henry Simmons	Enable Scotland
Maureen Beaton	Mental Health, Argyll & Bute Council
Donald McVicar	Housing Services, Argyll & Bute Council
Brian Kupris	Haven Housing Association
Gordon Anderson	Key Housing Association
Isabel Cameron	West Highland Housing Association
Lynn Dougal	Fyne Homes Ltd
Anne Marie Arthur	Dunbritton Housing Association
Muriel Kupris	Housing Services, Argyll & Bute Council
Sandra Greer	Housing & Social Work, Argyll & Bute Council
Councillor McKinlay	Argyll & Bute Council
Alex Taylor	Argyll & Bute Council
Malcolm McFadyen	Argyll & Bute Council

Elaine Docherty	Argyll & Bute Council
Josephine Stoyak	Lomond & Argyll LHCC
Vicky Irons	Lomond & Argyll LHCC
Helen Matheson	Argyll & Clyde Health Board
Steven French	Argyll & Clyde Health Board