



The Moray Supporting People Strategy

2nd Draft – 30 November 2003



The Moray Supporting People Strategy 2003 – 2008

Foreword

April 2003 saw the introduction of the government's Supporting People initiative throughout Scotland, England and Wales. With this new initiative came added responsibilities for all local authorities in relation to the administration and funding of housing support services within their areas.

Three authorities in Scotland were involved in the Scottish Executive's Preparation Project - Highland Council, West Dunbartonshire Council and the City of Edinburgh Council. The work undertaken by these three councils led to the preparation of the Scottish Executive's Guidance for all other authorities and their work has greatly aided the production of this strategy.

The Moray Council has worked closely with Service Providers and neighbouring authorities including Aberdeen City, Aberdeenshire and Highland Councils to ensure that there is a consistency in the delivery of this initiative. We will continue to work with our partners within and outwith Moray to ensure that housing support services that reflect the needs of those within our area are delivered to a high standard.

In future all housing support providers must meet the objectives set down in this document and new services will be commissioned against these standards to ensure services are delivered to meet the objectives we have agreed.

Councillor Percy Watt
Chair of the Community Services Committee
The Moray Council

John Divers
Chair of the Supporting People Core Co-ordination Group
The Moray Council

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Introduction

This is the first Supporting People Strategy to be developed within Moray and is intended to set out the major priorities for the provision of housing support services within The Moray Council area from 2003 – 2008. Although initially this document formed part of the Local Housing Strategy (LHS), it has now become an independent publication that clearly links with existing strategies within Moray and the surrounding areas. It takes forward the provision of housing support services in a manner that meets the needs of those currently accessing services and also those who may require services in the future. The strategy looks at many aspects of service delivery taking account of national drivers and also local issues that may or may not be specific to Moray.

Transitional Housing Benefit (THB) provided the opportunity to develop services that were previously neglected for young people and those who were homeless, or potentially homeless, giving effective assistance and support when necessary. The development of good quality housing support services in the community that reflected the requirements of people in need of community care or with other particular needs, allowed as many households as possible to live independently.

The Moray Supporting People Strategy sets down the criteria for the future commissioning and purchasing of housing support services, targeting resources where they are most needed and ensuring future viability of services. Gaps in information, policies, provision, etc. are all identified and ways in how these can be dealt with set down. This will aid the understanding of where future funding priorities lie and also where there is greatest need for further development.

The timetable for reviewing services is also identified within the strategy enabling local authorities and their partners to take an overview of service delivery for differing client groups e.g. older people. Service review will focus thought on what is provided, how effective the provision is, what services are required in the future, where the gaps are, Best Value, and the viewpoints of service users.

Background Information

The Social Work (Scotland) Act 1968, Section 12, had previously given local authorities powers to provide general social welfare services. However, it was not until the introduction of the Housing (Scotland) Act 2001, that specific grants for the provision of prescribed housing support services was made available. The housing support services covered under this strategy are prescribed by regulations made by Scottish Ministers¹. With the award of a Supporting People grant, comes the added responsibility for local authorities to take a wider, strategic role linking in with other local strategies as well as national priorities.

Guidance from the Scottish Executive² suggests that the Supporting People Strategy should:

- ensure a fit with national strategies, and identify the local contribution to national priorities;
- check that the strategy is consistent with related strategies in this, neighbouring authority areas and the Health Board;
- identify the resourcing implications of the strategy at an early stage;

1 The Housing (Scotland) Act 2001 (Housing Support Services) Regulations 2002

2 Scottish Executive Strategic and Interim Guidance, July 2002

- 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;
- check that the strategy has been developed with the active involvement of partners, providers and people with housing support needs; and
- promote good practice and continuous improvement.

The aforementioned principles are fully supported by The Moray Council and its partners who helped develop this strategy.

Throughout this document we use the term stakeholder. This simply means anyone who has an interest in, or is affected by the implementation of Supporting People. This can be a group or an individual and examples include:

- individual members of the public who receive a housing support service;
- groups of residents/tenants (such as sheltered housing tenants or those living in a supported group home setting);
- representatives from housing support providers (such as Cornerstone or Moray Youth Action);
- voluntary agencies (such as Citizens Advice Bureau);
- private sector landlords who provide a housing support service;
- registered social landlords (such as housing associations);
- other statutory agencies (such as the Local Health Care Co-operatives, known as the LHCC or the Care Commission);
- Councillors; and
- council officers who provide or who commission housing support services.

The term partnership working or partner is also used throughout this document and when we make reference to this we are referring to organisations or colleagues who will work alongside The Moray Council to help us achieve our aims. It was therefore essential that all those who were affected by the introduction of Supporting People agreed the strategic objectives adopted and the methods of reaching these goals.

The Moray Council is a participant of the North East Housing and Planning Alliance (NEHPA), the Moray Community Care Partnership, also the Moray Collective (soon to become the Moray Community Health Partnership) and the Scottish Housing Best Value Network Sub Group for Housing Support. We have also been active participants of the Scottish Supporting People Lead Officer Group and Practitioner Networking Group. These groups ensure, as far as is practical, a continuity of development throughout housing, social work, NHS Grampian, LHCC and the voluntary sector. This in turn leads to improvements in quality and performance for those living within the area.

The Moray Council is also a member of the Moray Youthstart Partnership which was set up to ensure continuity of services for young people within Moray and to promote their integration within the community in a positive way.

What is Housing Support?

As mentioned before, Scottish Ministers have prescribed what services are deemed to be housing support. It is only these services that can be funded by the Supporting People Grant³ that local authorities receive from the Scottish Executive to assist them in their implementation of the Supporting People initiative from April 2003.

There are twenty-one prescribed services that are deemed to be housing support and these services have been provided in many different formats over the years by local authorities and other Service Providers. Services are principally to enable people to live independently with choice about where they wish to live, what type of service they want to receive, and who they want to receive their service from.

Some of the services provided include assistance with running errands, doing housework, budgeting and also advice and support on how to maintain a tenancy and/or property. They are delivered to vulnerable people who have had an assessment of need carried out usually in the format of a Single Shared Assessment (see page 17). This can be done by a variety of people including those applying for assistance or a member of their family. The aim of the Single Shared Assessment is to involve those utilising services at the very start of the process and to make joint decisions about the outcome of such assessments.

This is the first time that local authorities have had to analyse exactly what housing support services are provided and how effective these services are. Also, this is the first time that different funding streams for these services have been brought together and a strategic approach taken over their continuation.

The Supporting People Grant that local authorities receive is “ring-fenced”. This means that it can only be used to fund housing support services and local authorities also have a duty to continue funding the services that were being provided at 31 March 2003 until such time as a service review has taken place.

3 The Housing (Scotland) Act 2001, (Payments out of Grants for Housing Support Services) Order 2003

The Moray Supporting People Groups

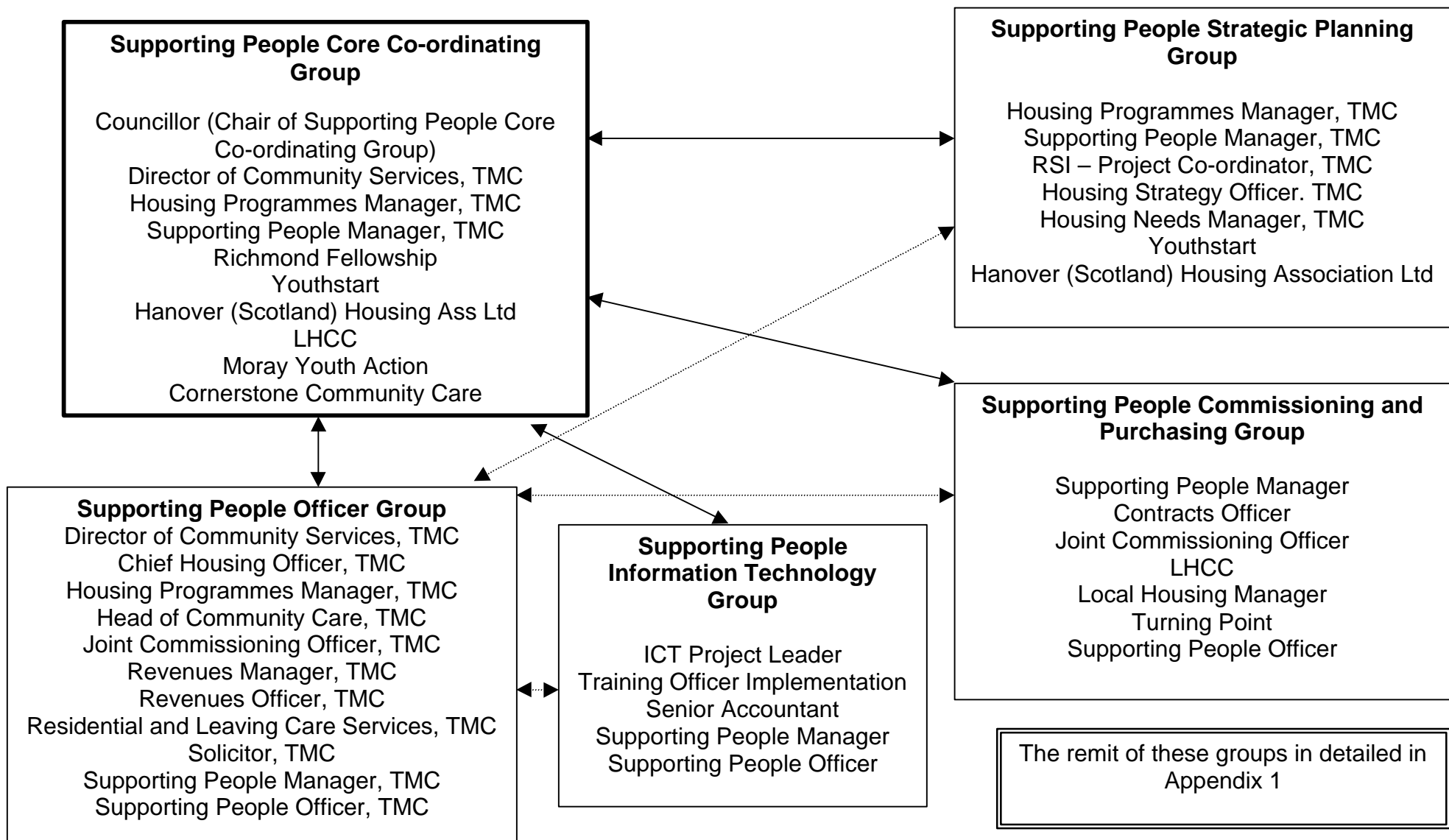
To enable The Moray Council to achieve the implementation of the Supporting People programme, working groups were set up to undertake specific tasks.

The Core Co-ordination Group (CCG) has a varied remit and it is this group that is responsible for making recommendations, and providing local councillors with information on the implementation of the Supporting People initiative through regular Committee Reports. This group also has a responsibility for overseeing all the other Supporting People groups and is the group “driving” the Supporting People initiative.

Membership of the CCG includes a local elected member, representatives from the Community Services Department (Housing and Community Care), the Local Health Care Co-operative (LHCC), Registered Social Landlords and housing support providers. Unfortunately, we have been unsuccessful with our quest to get representation from a person who is in receipt of a housing support service although consultation has taken place in group settings with those who use housing support services.

The CCG will produce the final Moray Supporting People Strategy and submit this to Committee for approval by the local members.

The Supporting People groups are detailed below:



Overall Aim of the Moray Supporting People Strategy

The overall aim of the Supporting People Strategy is:

“to ensure that good quality, flexible housing support services are available to people with identified needs living in Moray, improving their quality of life through greater independence and choice”.

It is recognised that no strategy can be implemented single handedly and the importance of joint working to meet the needs of those in Moray is recognised. The Moray Supporting People Strategy complements a number of existing plans that have been developed and will influence and be influenced by future initiatives and changes that take place, namely the Joint Future initiative. The Strategy will change to take account of the changing environment we live in and the changing needs of those in our society.

Increasing the quality of life for all sections of the community can be helped with the introduction of appropriate housing support services and it is the aim of this strategy to ensure that this is provided. To allow us to do this, the following must be established:

- what housing support services are currently being provided;
- what gaps there are in service provision;
- what gaps there are in information availability; and
- what the future needs are for each client group.

During the lifetime of this document achievable strategic objectives for each client group will be set out, complementing other funding streams and linking with the strategic objectives of other services.

Developing the Moray Supporting People Strategy

There were many restrictions faced in preparing the strategy including limited staffing resources, uncertainty in funding levels for the Supporting People Grant, no comprehensive needs assessment work undertaken, to name a few. It was decided that a draft strategy (which suggested objectives, national priorities and links to other strategies) be prepared by the Moray Supporting People Strategic Planning Group. The suggestions within the draft were all made after reference to Scottish Executive guidance, current working practices and other strategies adopted within Moray.

In December 2002, a joint seminar was held to jointly launch the Draft Homelessness & Supporting People Strategy. A period of consultation followed to gauge the viewpoints of the wider community other partners and, where possible, from people in receipt of housing support services. Over seventy representatives from a wide range of agencies and organisations attended the seminar and those who were unable to attend were given the opportunity to have a presentation given on an individual basis to elicit feedback. Copies of the Draft Moray Supporting People Strategy were sent out to everyone involved in the commissioning and delivery of housing support services as well as independent and voluntary agencies and it was made freely available for anyone who wished to view it. Service providers ensured that the people they were providing services to had an opportunity to discuss and comment on the draft. Publicity surrounding the launch of the Strategy meant that details were in the local paper as well as in the “Tenants’ Voice” which is a publication sent out to every tenant of The Moray Council.

Comments received on the first draft were limited but this may be due to the prior involvement of key partners. However, Communities Scotland assisted by giving their feedback and the views of service users were valuable. The Moray Supporting People Strategic Planning Group took the comments received on-board and a second draft was produced for further consultation within those members of the Supporting People Groups. Comments

from the second draft led to the production of a further document and it was expected that this would be presented to Committee on 8th October 2003 for consideration. However, guidance received from the Scottish Executive on 23 September 2003 meant that amendments were required for all local authority strategies. This had an effect on the consultation process and it was felt necessary to re-consult to as wide an audience as possible.

It was difficult to develop the strategy when there was still uncertainty about the amount of Supporting People Grant available to local authorities and the pressures that this budget would be under. However, it is an evolving document that will be reviewed on an annual basis and financial consideration will be one aspect the reviews will take into account.

The Strategic Planning Group, who will report to the Core Co-ordination Group (CCG) as necessary, and at least six monthly, will ensure that the action plan is implemented and that the strategy is formally reviewed on an annual basis. Any inability to meet the targets set within the action plan will be reported to Committee as necessary. It is the Moray Strategic Planning Group that will retain day-to-day responsibility for setting down a monitoring and evaluation framework although overall responsibility for reporting to Committee will be that of the Core Co-ordination Group.

Communication

A communication strategy⁴ was devised to steer the way forward for service providers, service users and others with an interest in the Supporting People initiative to become informed about any changes that may effect them.

Communication took many formats including leaflets, letters, mailing lists, presentations, and Committee reports. Visits were made to all service users who requested one and communication continues to be an important role of the Supporting People Team. A summary Moray Supporting People Strategic Plan will be produced to ensure greater involvement, particularly among service users.

A copy of the timetable for the consultation process is in Appendix 2.

4. The Supporting People Communication Strategy

National Priorities

Scottish Executive

There are many national priorities that will have an effect on the on-going development of the Moray Supporting People Strategy not least the guidance by the Scottish Executive on the aims of the Supporting People initiative itself. These are:

- to increase support for vulnerable clients
- to promote social inclusion
- to support people in their own communities
- to promote independent living
- to take an enabling approach
- to promote safer communities
- to offer choice
- to encourage Best Value
- to be responsive and meet the needs of those involved
- to enable strategic planning

The Moray Council fully supports these aims and our strategy will help us to achieve these, highlighting the areas that require improvement and action plans show how we can achieve improved service delivery. Monitoring and evaluation of the services that are delivered and how effective they are is an integral process for evidencing any findings necessary to promote best value, good practice, accountability and openness.

The Care Commission

The introduction of the Regulation of Care (Scotland) Act 2001 set up the Scottish Commission for the Regulation of Care known as the Care Commission. It is the duty of the Care Commission to register and inspect all housing support services⁵ against their National Care Standards issued by Scottish Ministers.

There has been a shift from previous local processes of Registration and Inspection where the property was inspected to local standards set down by each team. Now the emphasis is on how best to promote national standards and good practice in a manner that is uniform. The main principles behind the National Care Standards are dignity, privacy, choice, safety, realising potential, and equality and diversity to those who use housing support services. The Standards set down minimum criteria. However, it is hoped that organisations and agencies continually work to achieve improvement in service delivery. The views of service users should always be taken into account.

Although the Care Commission exists to regulate the service delivery, the Scottish Social Services Council (SSSC) exists to regulate the workers and they will set down acceptable qualification criteria for staff to achieve.

5 The Regulation of Care (Scotland) Act 2001, The National Care Standards for Housing Support

Single Shared Assessment

The introduction of the Single Shared Assessment (SSA) across all client groups was brought in to ensure that there is a “joined up” approach adopted between health, social care and housing as part of the Joint Future agenda. It alleviates the need for core information being repeatedly requested by varying departments and/or sections when assessments of need are made. This initiative opened up the assessment process and made it easier for people to be assessed by staff they know and trust. People can also complete Single Shared Assessments themselves with family and friends helping if this is required.

This process was the first stage towards capturing a range of information on the needs of people being assessed and often triggers more “specialist” assessments. So far this initiative is in its infancy and the format of the application form is still evolving.

Best Value

To ensure that best use is made of public resources, local authorities have a duty to ensure that the services they provide and/or fund give best value for money. Recent legislation in the Local Government in Scotland Act 2003, ensures that local authorities look at maintaining a balance between performance, cost to the authority and any potential cost to service users either wholly or partially. The Moray Council has joined the Scottish Housing Best Value Network subgroup for housing support. This ensures that decisions are made and practices introduced in a manner consistent with other authorities throughout Scotland. The Moray Council has also a Best Value Framework that is utilised by all departments and there is the ability for areas of operation to be nominated for review by local Members and the Corporate Management Team.

Equal Opportunities

The Supporting People Strategy will address issues of accessibility and equality of opportunity for our housing support users and providers. All partners work together to ensure equality of treatment, without prejudice or discrimination based on class, gender, sexual orientation, race, ethnic origin, nationality, religion, age, offending background, disability, illness, cultural background or domestic circumstances. We will monitor equality in staff and service users, set targets and ensure that training is provided for staff on a regular basis. The Race Equality Scheme⁶ sets down in writing the expectation of the authority in relation to this issue and clearly links with the Equal Opportunities initiative.

A study of minority ethnic communities in Aberdeenshire and Moray⁷ was commissioned by Communities Scotland with the respective local authorities to obtain qualitative data which would increase the understanding of the housing needs, circumstances and preferences of these communities.

Direct Payments

From 1 June 2003, local authorities have a duty to actively promote the use of direct payments for people who utilise housing support services⁸. This initiative offers greater flexibility and choice for many people who would like, and who are capable of (with or without support), making decisions relating to the employment of individuals or agencies to provide them with the services they need to live more independently. There is free help and guidance available to those who wish to use this method of funding in the form of an agency that employs staff to provide all the necessary information.

6 The Moray Council, Race Equality Scheme, 2003 – 2005

7 Improving Understanding of the Housing Experiences of Minority Ethnic Communities in Aberdeenshire and Moray

Service User Involvement

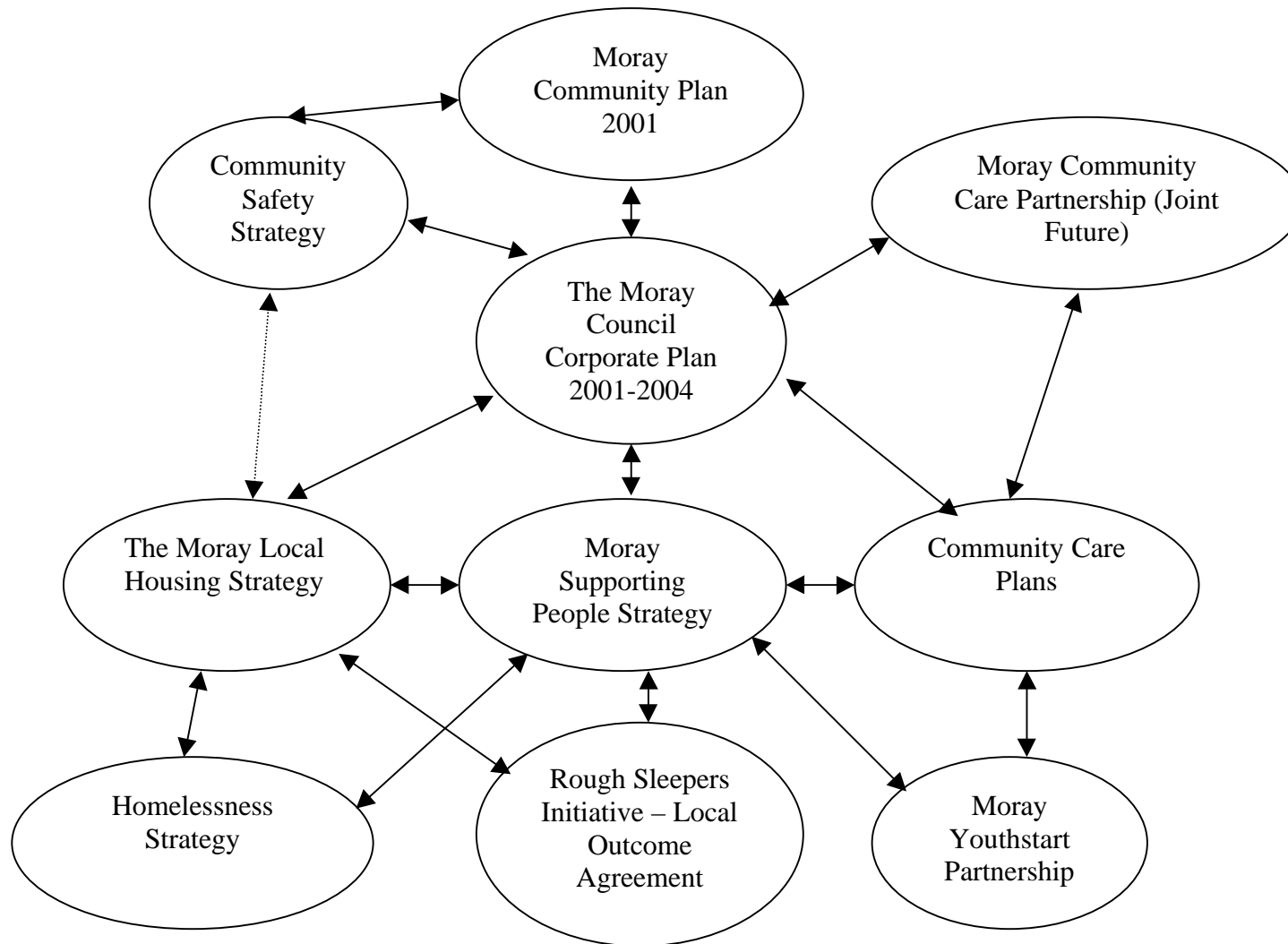
The Moray Council is committed to involving service users in all aspects of service development including strategies and policies. Issues that service users raise will be dealt with efficiently and effectively and their views will be sought regularly to ascertain if the services being provided are adequate and meet their needs. We will work together with partner agencies to ensure that user involvement is promoted and an integral part of service development. However, thanks to good working practices, many service providers discuss any changes that are due to take place and ongoing issues relating to housing support services with those they assist. There are also service user forums being developed throughout many of the different client groups that the Supporting People initiative covers and this will provide a good opportunity for consultation to take place.

How does the Supporting People Strategy link with other Strategies/Plans?

The Moray Supporting People Strategy is an independent document. However, it also links with many other strategies and plans within Moray and the surrounding areas.

The following diagram shows how this strategy fits in with the main strategies and planning documents locally and Appendix 3 gives more information on how these link together:

8 Social Work (Scotland) Act 1968: Sections 12B and C



Moray Facts and Figures

Moray Area Background

Moray is situated in the north-east of Scotland on the south coast of the Moray Firth. The diversity of the area is great with a rich variety of farmland, fishing villages and mountainous countryside. Neighbouring local authorities are Highland to the west and Aberdeenshire to the east.

Although Moray has the eighth largest local authority area in Scotland, it also has one of the lowest population densities (38.8 persons per square kilometre compared to the average for Scotland of 67.7⁹).

The population of Moray is currently 86,940⁹ with almost 60% of all people living within the city of Elgin and towns of Forres, Buckie, Keith and Lossiemouth. However, the Moray population is expected to rise with a significant rise in the number of people aged 45 and over particularly those in the 75 and over age group².

Moray's workforce of 36,200 comprises 27,400 employees, 4,300 self-employed people and 4,500 Royal Air Force (RAF) personnel. Major employment sectors within the area, apart from the RAF, are food processing, distilling, retailing and public administration. As at December 2001 unemployment in Moray was at 3.0%, which was significantly lower than the Scottish average of 4.1% and slightly lower than the average for the United Kingdom of 3.1%¹⁰.

⁹ Census, 2001

¹⁰ Housing Needs Survey, Fordham Research 2001

As detailed previously unemployment within Moray is low. However, from the Housing Needs Survey, we see that the annual gross household income figure is £17,733, which is 11% lower than the Scottish average (excluding all benefits). When looking at the same figure for those with a special need, we can see this figure dropping to £10,041. Due to its situation Moray relies heavily on transport links to and from the centres of population that are generally inadequate. This gives a high dependency on motor vehicles with high fuel costs impacting significantly on people's budgets.

As Moray is a widely dispersed community with an ageing population it is known that the cost of service delivery is high mainly due to poor accessibility and remoteness that leads to higher expenditure.

Moray is peripheral both geographically and economically within Europe. All of Moray is currently covered by European Community Structural Fund designations – Objectives 1 and 2. These designations are designed to reduce the economic imbalance between areas such as Moray and the rest of Europe as the economy is considered to be 'fragile'.

Tenure

According to the Moray Council Housing Needs Survey carried out in 2001, the following information is available on tenure types:

- 65.6% Owner occupied accommodation,
- 20.8% Council owned,
- 3.3% Housing Association,
- 7.4% Private rented and
- 2.9% Classed as other forms of tenure e.g. tied.

You can clearly see that the majority of properties are owner occupied. The projected increase of households in Moray is 8% over the next ten years compared to a Grampian figure of 7%¹¹.

Housing Need

The main details of housing need within Moray are contained within the Local Housing Strategy (LHS). During the development of the LHS a comprehensive housing needs survey was commissioned in 2001. This survey provides key estimates on the numbers and types of households in housing need, incorporating information on income, sustainability of current housing stock and the support needs of those who live within the area.

For the first time within this area, comprehensive links were made between housing need and special needs and results showed that private rented sector and Council housing tenants were more likely to be in a housing need than owner-occupiers. Lone parent families were noticeably more likely to be in need than other households with special needs households being four times as likely to be in need than other households requiring alternative housing.

¹¹ Housing Market Context Statements, 2002

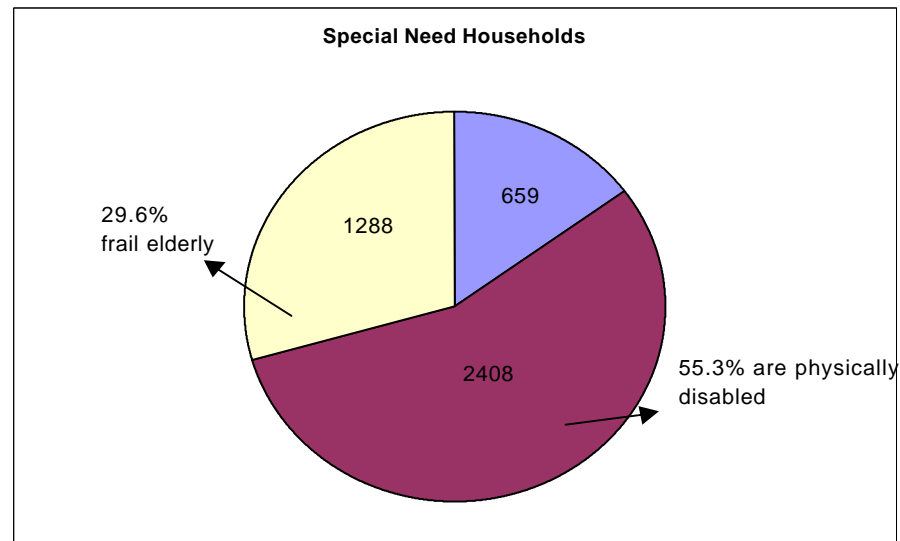
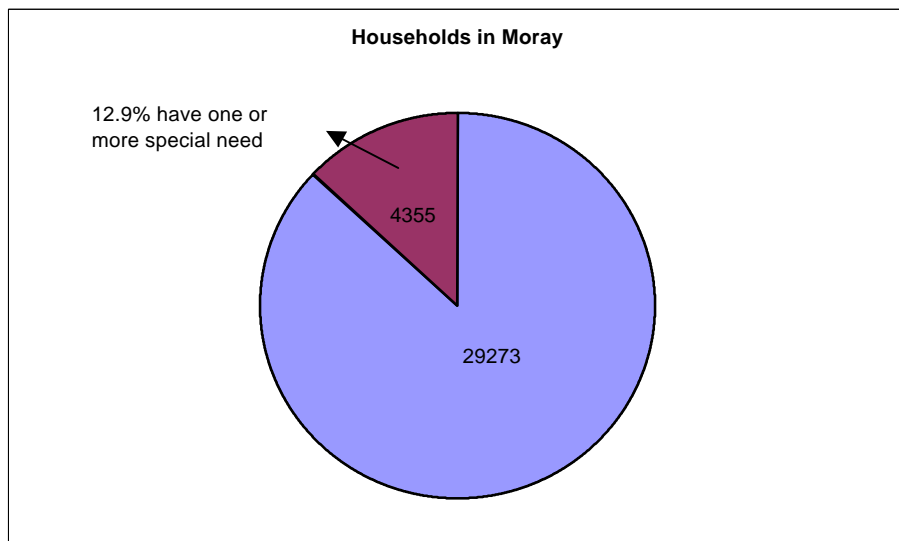
Special Needs Households

The Housing Needs Survey, 2001 highlighted that 12.9% of households has at least one person with special needs. Special needs being defined as:

- frail elderly;
- a physical disability;
- a learning disability;
- a mental health problem;
- vulnerable young people and children leaving care;
- severe sensory disability;
- other.

Data collection for the Moray Supporting People Strategy has highlighted the need for a uniform needs assessment tool to be created that identifies the housing support needs for all client groups. The Local Housing Strategy has already highlighted the need for more detailed research and has undertaken to carry this out for each client group detailed within the Moray Community Care Strategic Plan. Findings from this research will be used to guide this strategy and will influence service provision in the future.

Information received from the Moray Council Housing Needs Survey, 2001 shows the following:



We can see that of 33,628 households, 4,355 contain a person or persons with a special need. The majority of people who have a special need are physically disabled (2,408) and 1,288 are classed as frail elderly.

Of those households that have a special need, 42.3% are owner-occupiers and a further 37.7% are living in local authority accommodation.

The average gross household income (excluding benefits) of households with special needs, when compared to the average annual gross income (excluding benefits) of non-special needs households, is considerably lower.

Average household income (excluding all benefits)			
	Special needs	No special needs	All households
Weekly gross household income (excluding benefits)	£193.00	£363.00	£341.00
Annual gross household income (excluding benefits)	£10,041	£18,877.00	£17,733.00
Weekly net household income (excluding benefits)	£155.00	£282.00	£265.00
Annual net household income (excluding benefits)	£8,057.00	£14,648.00	£13,795.00

Source: Moray Council Housing Needs Survey, 2001

People/Population

Census (2001) figures show that the population of Moray is 86,940 and, although not all the Census figures are available, the following trends can be seen:

Age of Population	Change 1991 – 2001
0 – 4 years	-10.4%
5 – 14 years	+5.2%
15 – 44 years	-2.8%
45 – 74 years	+13.8%
+ 75 years	+15.2%

Source: Census 2001

	Moray Population Projections						Grampian Population Projections					
Year	Age Groups						Age Groups					
	65 - 74	change	75 - 84	change	90+	change	65 - 74	change	75 - 84	change	90+	change
2003	8731	-	4857	-	1418	-	44762	-	27493	-	8503	-
2004	7892	-9.61%	4975	2.43%	1404	-0.99%	43071	-3.78%	28144	2.37%	8384	-1.40%
2005	7938	0.58%	4962	-0.26%	1507	7.34%	43372	0.70%	28076	-0.24%	8989	7.22%
2006	7935	-0.04%	5003	0.83%	1590	5.51%	43300	-0.17%	28187	0.40%	9405	4.63%
2007	8013	0.98%	5020	0.34%	1660	4.40%	43541	0.56%	28434	0.88%	9776	3.94%
2008	8096	1.04%	5085	1.29%	1697	2.23%	44204	1.52%	28650	0.76%	10009	2.38%
2009	8112	0.20%	5182	1.91%	1734	2.18%	44672	1.06%	28959	1.08%	10241	2.32%
2010	8099	-0.16%	5292	2.12%	1776	2.42%	45033	0.81%	29221	0.90%	10502	2.55%
2011	8125	0.32%	5334	0.79%	1833	3.21%	45827	1.76%	29542	1.10%	10773	2.58%
2012	8444	3.93%	5395	1.14%	1880	2.56%	48323	5.45%	29874	1.12%	11028	2.37%
2013	8647	2.40%	5440	0.83%	1938	3.09%	50249	3.99%	30191	1.06%	11302	2.48%
2014	8753	1.23%	5497	1.05%	1981	2.22%	51959	3.40%	30511	1.06%	11554	2.23%
2015	8874	1.38%	5556	1.07%	2023	2.12%	53092	2.18%	30914	1.32%	11824	2.34%
2016	9028	1.74%	5581	0.45%	2082	2.92%	54586	2.81%	30992	0.25%	12091	2.26%
2003 - 2016	297	3.40%	724	14.91%	664	46.83%	9824	21.95%	3499	12.73%	3588	42.20%

"2000-based population projections produced by the General Records Office, Scotland"

Overall Strategic Objectives

The overall objectives for the Supporting People Strategy are to ensure that:

- the provision of housing support is focused where it is most needed at a local level;
- a wider range of house support services is developed, based on informed good practice, that will be more flexible, responsive to need, and where possible offer choice;
- the strategy integrates with wider local strategies to promote continuity and quality of service delivery;
- the decision making and the administration of Supporting People is as open and cost effective as possible;
- the quality and effectiveness of all housing support services is to be monitored in a structured way through integration of Best Value regime and the implementation of the National Care Standards; and
- promotion of social inclusion and social justice is a priority.

The above objectives were proposed by the Supporting People Strategic Planning Group and agreed during the consultation process. They closely match the initial implementation guidance issued by the Scottish Executive.

Priorities for Action

Detailed below are a number of strategic objectives for the Supporting People Strategy that were agreed through consultation for the first draft of the Supporting People Strategy:

No.	Strategic Objective	Strategic Option
<p>This strategic objective has been chosen to ensure that we have a full understanding and knowledge of what services are provided within Moray. It also allows a focused use of funding and planning in the future to establish good quality services that will be required to meet the needs of service users. There has been no comprehensive study carried out on the requirements for housing support within Moray and it is essential to establish accurate information on future requirements to enable a strategic view to be taken.</p>		
1.	<p>The provision of housing support services is focused where it is most needed at a local level</p>	<p>1.1 establish housing support requirement for every client group identified within Moray</p> <p>1.2 prioritise the development of new housing support services to areas where there is a clear identified unmet need</p> <p>1.3 promote the use of Single Shared Assessments (SSA) across all client groups from April 2003 to enhance access to housing support services and ensure that local need is identified</p> <p>1.4 protect the funding for existing services until such time as a service review has been carried out</p>

Supporting People aims to ensure that there is a variety of different service provision and choice of service provider available for people who access housing support services. This will give service users a choice of where to access the support they need e.g. in their own homes or to move into “sheltered” accommodation. This, along with the promotion of Direct Payments where they effectively become the direct employer of a service provider, will promote social inclusion and give maximum independence to many people. The Community Care Plan also advocates that independence for many can be achieved by service delivery being de-institutionalised. This objective would ensure that future services took an approach that promoted flexibility and were responsive to need.

2.	A wider range of housing support services is developed, based on informed good practice, that will be more flexible, responsive to need, and where possible offer choice.	<p>2.1 review all housing support provision and identify where there are gaps in service provision consulting with and taking into account the views of the service user</p> <p>2.2 develop, in conjunction with partners, a wide range of options for the delivery of housing support services, removing the link with tenure and extending choice to service users</p> <p>2.3 promote the availability of Direct Payments to service users and ensure that there is sufficient support available to those who wish to exercise them</p>
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It is vital that the Supporting People Strategy works alongside other local and national priorities to ensure that vulnerable people are supported in different types of accommodation and tenure. This can only be achieved through joint working and ensuring that other agendas are taken into consideration when planning future service provision.

Account must be taken of the considerable amount of public subsidy tied up in existing buildings and any proposals to take existing housing out of use entirely, or to change the use from that originally intended, may need the approval of Communities Scotland or the Scottish Executive. The requirement to repay some or all of capital subsidy should be taken into account.

3.	The Strategy integrates with wider local strategies to promote continuity and quality of service delivery	<p>3.1 ensure that where supported accommodation is required, support and the accommodation are co-ordinated</p> <p>3.2 identify, in partnership with other colleagues, initiatives for the future development of services and ensure adequate funding is identified</p> <p>3.3 jointly work with colleagues to ensure that the Supporting People Strategy links closely with existing and future strategies in meeting agreed objectives</p>
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Local authorities have been given the task of administering and funding housing support services throughout their areas regardless of tenure. However, they are accountable to all those who live, work or access a support service within their localities and as such must ensure that services are sustainable and of a good quality. The promotion of cost comparisons as well as an open administrative process is vital to ensure that people are able to make informed choices and give better value for money.

4.	The decision making and the administration of Supporting People will be as open and cost effective as possible	<p>4.1 develop an accountable decision making and administration system for the delivery of Supporting People</p> <p>4.2 develop a framework for cost comparisons for all service providers</p> <p>4.3 contracts for housing support services will be equitable across all service providers</p>
<p>The introduction of Best Value is a national priority to ensure that not only are services cost effective, they are needed, of a good standard and comparative with similar service provision. The National Care Standards are also part of a national priority to ensure that those who provide housing support services, do so to a minimum standard and the Approved Provider List will look at the financial viability of those organisations that wish to establish new services within our area. As well as initially meeting the above criteria, it is essential to establish a monitoring system that will ensure the continuation and promotion of these standards.</p>		
5.	The quality and effectiveness of all housing support services is to be monitored in a structured way through integration of the Best Value regime and the implementation of the National Care Standards	<p>5.1 review all service provision within three years</p> <p>5.2 ensure that all housing support providers can provide a sustainable, high quality service that meets appropriate standards</p>

As a local authority we wish to ensure that any decisions we make, and any organisations we are involved with, promotes equality and social inclusion for service users and staff. Many of the people we deal with are vulnerable and it is our duty to ensure that they have the tools at their disposal to actively live and participate within their local communities. This may be achieved by giving them support and by maximising their income to allow independence.

6.	Promotion of social inclusion and social justice is a priority	<p>6.1 investigate the policies of all housing support providers to ensure that they meet the standards set down to actively promote social inclusion for those who utilise their services</p> <p>6.2 establish closer working practices and training opportunities across all housing support providers to ensure the development of best practice policies are promoted</p> <p>6.3 develop preventative housing support service provision policies to promote independent living and alleviate possible homelessness</p> <p>6.4 develop and monitor equal opportunities policies with partners to ensure prevention, elimination and regulation of discrimination</p> <p>6.5 promote the use of advocacy services</p> <p>6.6 ensure that advice and assistance on the uptake of Welfare Benefits is maximised for those living within Moray</p>
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Future Development of Services

The overall aim of the Supporting People Strategy has been agreed and a yearly action plan (See Appendix 4) developed to ensure that the strategy meets this.

However, under initial Scottish Executive guidance¹², The Moray Council has a duty to continue funding housing support services previously funded through Transitional Housing Benefit (THB), the support element of Housing Benefit, Income Support or Income Based Jobseekers Allowance, Special Needs Allowance Package (SNAP) and Resettlement Grant from Communities Scotland. This duty will continue until such time as the service has been reviewed and it will be the outcome of the overall service review that will impact on the future provision of services.

In the past there has been sporadic capturing of information and no duty upon local authorities to analyse it. With the greater accountability, good practice methods of working, better recording of performance management information and the ever-increasing pressures on budgets, it has become a necessary part of future planning that the need for services is projected, the effectiveness of service delivery is evidenced and resources targeted accordingly. Without this, service reviews will only tell us what we are providing with limited benefits in collating such information.

¹² Scottish Executive Interim Guidance – 2001

The role of taking forward service reviews has been given to the Commissioning, Purchasing and Planning Group and a copy of the proposed timetable is shown in Appendix 5. All service reviews will be done in accordance with guidance issued by the Scottish Executive and will be carried out in an open, fair and equitable manner. Account will be taken of not only cost of service provision but also the capacity of the service provider, the location of the services when compared to area of referral, the size and speciality of the service provider and the need for the future provision of the service. Value for money will be determined at time of service review.

Research is currently being undertaken through the Local Housing Strategy on future pressures that the Supporting People Grant will be under for providing housing support services and findings from this research will influence future service delivery and funding.

Housing Support Services in Moray

The following client groups were identified as those who could access and benefit from housing support:

• Mental Health/Difficulties	• Physical Disability
• Learning Disability	• Gypsy Travelling Families
• Older People	• Travelling Families
• Homeless (including RSI)	• Addictions (drug, alcohol, etc.)
• Domestic Abuse	• Families
• Sensory Impaired/Disabled	• Offenders/Ex-offenders (not statutory duty clients)/Those leaving prison
• Young People (16 – 24)	• Refugees
• HIV/AIDS & other blood borne viruses	• Vulnerable Adults (those with multiple needs or who do not fit within the above categories)
• Dementia	• Acquired Brain Injury/Physical Illness/Terminally ill

These client groups do not match those of the Community Care Teams. However, it was important to identify as many people as possible that could benefit from the provision of a housing support service regardless of tenure. The above group was developed following guidance from the Scottish Executive called the Data Definitions¹³. These definitions are those set down for recording purposes by the Scottish Executive and will lead to uniformity of record keeping.

Further information on these client groups is given in Appendix 6.

¹³ Scottish Executive Data Definitions and Code Lists, 2002

Statistics Held

Looking at statistical information can often give us a clear picture of what services are being provided. However, it should always be remembered that only the primary and secondary client groups are recorded and this can and does give a misleading picture when looking at specific client groups as many of our services are generic. Assessments of need highlight the requirements a person has for support and these are targeted in a holistic way therefore people with multiple needs are not always recorded accordingly.

Within Moray there is a wide range of housing support service provision. Those that will fall under the “umbrella” of Supporting People include sheltered housing schemes, group living projects and outreach support services that provide support in an individual’s home.

The Moray Council Mapping Supply Database, which was established to show how many people and services currently access funding through the Supporting People Grant, gives information for those services which are accommodation based and those which are classed as “floating” services.

Accommodation based services are where the accommodation is specifically provided for a person(s) who have a support requirement and when a vacancy arises then the new tenant will require the services provided.

“Floating” support is where the support is more flexible and is delivered to a service user regardless of where they live.

Statistics held within the Mapping Supply database as at September 2003 show the following services:

Primary Client Groups	Accommodation-based services		'Floating' Support services	
	Existing Spaces	Existing Services	Existing Spaces	Existing Services
Older people with support needs	647	14	225	4
People with learning disabilities	92	20	49	11
People with mental health problems	0	0	33	5
People with physical disabilities	6	1	-	-
Single homeless with support needs	10	1	9	1
Women escaping domestic violence	12	2	-	-
Young people with housing support needs	5	1	37	3
Total	772	39	353	24

Source: Mapping Supply Database, 2003

Statistics and information collated on the individual client groups lets us look more closely at what is currently provided within Moray:

Primary Client Group: People with a mental health illness/disability	
Number of Places Funded by SP Grant: 33	Exempt from Charging Service: No Contribution made by Self-Funders: £0.00
Funding from Supporting People Grant: *£190,589.80	Funding from other sources: £10,031.05 – 5% shortfall on THB claim, £650,784 (of which £473,952 is for housing support services)
Details of Accommodation Based Services provided through Supporting People funding:	No accommodation-based services have people with a mental health problem as their primary client group. However, eleven services do provide housing support to those with a mental health illness as their secondary client group.
Details of “Floating” Support Services provided through Supporting People funding:	There are five different services provided to 33 people on a “floating support” basis. Four different service providers provide these services. As well as the floating support services provided to people with a mental health problem as their primary client group, there are 11 services provided to 41 people with a mental health problem as their secondary client group. “Floating support” is provided across the Moray area.

<p>Other housing support services being provided:</p>	<p>1 x Daycare and outreach service for 19 Clients (provided by one organisation)</p> <p>2 x outreach service for 90 clients (provided by two organisations)</p> <p>1 x drop-in service for 12 clients per day based in Elgin (provided by one organisation)</p> <p>1 x Workshops for 7 – 10 clients per week based in Elgin (provided by one organisation)</p> <p>1 x Drop-in service for 5 – 6 clients per week based in Forres</p> <p>1 x drop-in service for 3 – 5 clients based in Buckie</p> <p>1 x outreach and drop-in service provided for 15 – 20 clients per week based in Speyside</p>
<p>Number of Service Providers within Moray:</p>	<p>Six different organisations provide housing support for people with a mental health problem in Moray.</p>
<p>Aims and Objectives of the Service:</p>	
<p>To provide support in the Community to prevent re-admission to hospital or other long-term institutional care.</p>	

Links with other Strategies/Plans/Priorities:

The work carried out with individuals enhances their social inclusion, maintains independent living and operates a positive maintenance of people's lifestyles. This is in keeping with the aims and objectives of the Community Plan and the Corporate Plan 2001 - 2004. The flexibility of service delivery, including 24 hour support, maximises choice for people and links closely with the Moray Local Housing Strategy and the Moray Community Care Strategic Plan.

How the services delivered meet the priorities of the local authority:

The services delivered to those with a mental health illness/disability echo the priorities of the local authority by providing the services at a local level to avoid institutional care or hospital admission. The organisations involved work hard to change attitudes and challenge prejudice towards people with a mental illness/disability and promote the fair treatment to individuals.

Future development of services:

The Moray Council is committed to the continuation of existing services (funded by the Supporting People Grant) until such time as the services have been reviewed. When there has been a full assessment of need and a review of existing services, decisions will be made on where the future priorities lie for services delivered to people with a mental illness/disability.

Primary Client Group: People with learning disabilities	
Number of Places Funded by SP Grant: 141	Exempt from Charging Service: No Contribution made by Self Funders: £0.00
Funding from Supporting People Grant: *£4,325,530.50	Funding from other sources: £227,659.51 shortfall on THB claim. £4,921,808 from Social Work (£430,301 of which is for housing support)
Details of Accommodation Based Services provided through Supporting People funding:	31 x accommodation-based services provided to people with a learning disability as their primary client group.
Details of “Floating” Support Services provided through Supporting People funding:	There are 11 services provided to 49 people on a “floating support” basis throughout the Moray area.
Other housing support services provided:	4 x registered houses for four people, 1 x Buckie, 3 x Elgin (provided by one organisation). 1 x Registered house for six people in Lossiemouth (fully disabled). 1 x registered house for six people plus 1 assessment place in Fochabers (partially adapted for disabilities). 2 x respite houses for four places, 1 x Cullen (partially

	<p>adapted for disabilities, 1 x Elgin (fully disabled)</p> <p>3 x Community Support clients for three places, 1 x Buckie, 1 x Keith, 1 x Dufftown</p>
Number of Service Providers within Moray:	There are nine organisations within Moray that provide housing support services to people with a learning disability.
Aims and Objectives of the Service:	
<p>The main aim of housing support services delivered to those with a learning disability is to help people maintain independent living within the local community improving social inclusion and moving a way from living “in a home” to living “at home” approach of service delivery. This is done through a variety of methods but always using person-centred assessment methods and service user involvement when decisions are taken.</p>	
Links with other Strategies/Plans/Priorities:	
<p>The aim of enhancing the quality of life for all sections of the community mirrors the aims of The Moray Community Plan. Also, social inclusion policies are improved through the process of service user involvement at decision making levels, this identifies with the aims of The Corporate Plan 2001 - 2004. The mixture between accommodation-based and “floating” support services maximises the choice to people regardless of tenure and this links closely with the Moray Local Housing Strategy and the Moray Community Care Strategic Plan.</p>	

How the services delivered meet the priorities of the local authority:

The priorities of the local authority are enhanced through the use of person-centred assessment approaches that enable people to live independently within their local community.

Future development of services:

The demand for supported housing will continue to grow for adults with learning disabilities. This is due partly to changing expectations and also improved health that leads to increased life expectancy. Those who currently receive housing support will still require these services for many years to come as their need for support rarely disappears. However, service reviews will look at the methods used for service delivery and whether or not the services currently funded meets the needs of the individuals.

Client Group: People with physical disabilities

Number of Places Funded by SP Grant: **6**

Exempt from Charging Service: **No**

Contribution made by Self Funders: **£0.00**

Funding from Supporting People Grant: **£1,178.75**
SNAP funding

Funding from other sources: £2,340,465 from Social Work (£68,500 of which is for housing support services)

Details of Accommodation Based Services provided through Supporting People Funding:	One accommodation-based service primarily for people with physical disabilities situated in Forres. However, service providers who identified physical disabilities as their secondary client group amounted to two with 28 spaces.
Details of “Floating” Support Services provided through Supporting People funding:	There are no “floating support” services specifically for people with a physical disability. However, there are 218 housing support services provided to older people who have a physical disability as their secondary illness/disability.
Other housing support services provided:	The Moray Resource Centre, Elgin, provides support, advice, and care to those with a physical disability. This is provided on a ‘day care’ basis. Also a Blue Badge scheme operates to assist people with travel. This has been issued to over 450 people who have either a sensory impairment or a physical disability.
Number of Service Providers within Moray:	Three
Aims and Objectives of the Service:	
The aims and objectives of the services provided to people with a physical disability is to give them the support and assistance required to ensure that they can actively live within their own communities.	

Links with other Strategies/Plans/Priorities:

The Moray Local Housing Strategy has identified the need for further research to be undertaken for people with a physical disability and have made a commitment for this to be carried out. The outcome of this will influence the housing support services delivered within Moray. A group has met to discuss a strategy for services to those with a physical disability and it is anticipated that specialist service providers will be heavily involved in this.

How the services delivered meet the priorities of the local authority:

The services currently being provided meet the needs of the local authority as they allow greater independence and choice for those with a physical disability. However, it is recognised that a lot of work is still required to meet the needs of those diagnosed with a physical disability.

Future development of services:

Future development of services will be influenced by the research undertaken on behalf of the Moray Local Housing Strategy. Until this research has been carried out there will be little development in services to ensure that those commissioned meet the needs of those who use them. A strategy document will be produced to take forward these services and will link with the Moray Supporting People Strategy.

Client Group: People who are Homeless (including Single Homeless/Homeless Families/Rough Sleepers)	
Number of Places Funded by SP Grant: 19	Exempt from Charging Service: Yes Contribution made by Self Funders: £0.00
Funding from Supporting People Grant: *£344,158.55	Funding from other sources: £165,522 (to increase to £472,200 2004/2005)
Details of Accommodation Based Services provided through Supporting People funding:	One accommodation unit in Elgin that has 10 spaces for homeless people with multiple needs.
Details of “Floating” Support Services provided through Supporting People funding:	Housing support provided to 9 people on a “floating support” basis by staff from the Rough Sleepers initiative. This is provided across Moray.
Other housing support services provided:	The Moray Council has three hostels/group accommodation schemes available for those who are assessed as homeless. These are in Elgin, Buckie and Keith. Staff are on duty to provide support and assistance and for the Elgin scheme this is on a 24-hour basis. Funding from the Scottish Executive has helped to set up a variety of advice and information leaflets that are currently being commissioned by The Moray Council. Housing and support has been increased and is now

	<p>provided in 42 dispersed properties throughout Moray and the services provided to young people through the “16 – 24” Project clearly aids the prevention of homelessness and repeat homelessness.</p> <p>Many housing support services that are provided, although not reported on under the banner ‘homelessness’, do play a preventative role and help to sustain independent living.</p>
Number of Service Providers within Moray:	Three
<p>Aims and Objectives of the Service:</p>	
<p>The overall aim of The Moray Council’s Homelessness Strategy is to “prevent homelessness and end its incidence in Moray”. There are nine strategic objectives within the Homelessness Strategy that will assist us in achieving this.</p>	
<p>Links with other Strategies/Plans/Priorities:</p>	
<p>Within the accommodation-based schemes the housing support given helps to meet the commitment The Moray Council has to provide temporary accommodation with appropriate support for those who are homeless. The leading document that will drive this forward will be the Moray Homelessness Strategy and one of the main aims and objectives of the Strategy is “to ensure that there is a range of appropriate support services available to homeless households”. This fits within the Social programme of the Corporate Plan.</p>	

How the services delivered meet the priorities of the local authority:

The Moray Council has many priorities placed upon it. However the services detailed above help us work towards meeting our commitment to achieving sustainable and lasting solutions to homelessness.

Future development of services:

Research that has been carried out for the Homelessness Strategy has influenced the future delivery of services and work continues to develop a range of information and advice services. Customer feedback is being sought through questionnaires and Best Value principles applied to all homelessness services and their delivery. Improvements in the monitoring of information are ongoing and work continues to ensure the commitment of ending the incidence of homelessness in Moray is met.

Client Group: People at risk of domestic abuse/violence

Number of Places Funded by SP Grant: **12**

Exempt from Charging Service: **Yes**

Contribution made by Self Funders: **£53078.33***

Cannot be collected as service exempt from charging (following Scottish Executive Guidance)

Funding from Supporting People Grant: *£56,419.10, & £10,542.12 Rent Pool	Funding from other sources: £3,416 on housing support services from Social Work budget. Funding received under Homelessness Legislation is also used to fund services for people at risk of domestic violence.
Details of Accommodation Based Services provided through Supporting People funding:	One refuge based in Elgin with 9 spaces for families/single people who are at risk of domestic abuse. Three properties are supported in Forres, Elgin and Lossiemouth.
Details of “Floating” Support Services provided through Supporting People funding:	No “floating support” services specifically targeted towards people who are at risk of domestic abuse/violence.
Other housing support services provided:	Two further supported tenancies in Elgin.
Number of Service Providers within Moray:	One
Aims and Objectives of the Service:	
Housing support provided to people who are at risk of domestic abuse aims to provide support, advice and security to those who need it. This is done on a temporary basis but will last as long as the person/people need it actively promoting equal opportunities and empowering people to make decisions for themselves. This support is further promoted with the use of dispersed supported tenancies.	

Links with other Strategies/Plans/Priorities:

The housing support provided by Moray Women's Aid is partially funded through the Supporting People grant and links clearly with the objectives of the Homelessness Strategy providing temporary accommodation with appropriate support for those who require it.

How the services delivered meet the priorities of the local authority:

Priorities of the local authority are met through the provision of temporary accommodation with suitable housing support for those who need it. The increase in the dispersed accommodation adds to the flexibility of the services provided and extends the choices people have.

Future development of services:

Moray Women's Aid supports research into the causes of domestic abuse and also performs an educational role in advising people on statistical information and removing the discrimination that surrounds domestic abuse.

There are plans for a replacement refuge to be developed that will be purpose built. The unit, although smaller than the current one, will have modern facilities e.g. en suite facilities and facilities for single people and there will be an increase in the dispersed support given. This will ensure there is a flexible approach and choice for service delivery and will support our social inclusion objectives.

Client Group: People with a sensory impairment/disability	
Number of Places Funded by SP Grant: 0	Exempt from Charging Service: No
Number of Places Funded from other sources: 866	Contribution made by Self Funders: £0.00
Funding from Supporting People Grant: *£0.00	Funding from other sources: included in funding attached to people with a physical disability
Details of Accommodation Based Services provided through Supporting People funding:	There are no accommodation-based services primarily for people with a sensory impairment/disability.
Details of “Floating” Support Services provided through Supporting People funding:	There are no “floating support” services primarily for people with a sensory impairment/disability within Moray and being funded by the Supporting People Grant.
Other housing support services provided:	The Aberdeen and North East Deaf Society provide support to 447 people within Moray and 419 people are registered blind or partially sighted. Services such as those provided to older people can include support relating to the above impairment/disability but this is not always evident in the reporting process. The Moray Resource Centre in Elgin provides support to 9 people with a visual impairment and 2 who have a hearing impairment. The Blue Badge scheme within

	<p>Elgin has provided assistance to over 450 households who have either a sensory impairment or a physical disability. The Moray Resource Centre also provides an information service, a Disability Living Centre and administer the Moray Assisted Transport (MAT) scheme.</p>
<p>Number of Service Providers within Moray:</p>	<p>Three</p>
<p>Future development of services:</p>	
<p>The future development of services to those with a sensory impairment/disability will be lead by the research undertaken through the Local Housing Strategy into the housing and support needs of those who have such an impairment/disability. Only after this research is carried out will The Moray Council decide what services need to be implemented. After recommendations from the Community Care Strategic Plan a group has currently been established to progress a strategy to move forward services in a more structured way.</p>	

Client Group: People who are vulnerable due to young age (16 – 24)	
Number of Places Funded by SP Grant: 42	Exempt from Charging Service: Yes Contribution made by Self Funders: 0.00
Funding from Supporting People Grant: * £712,526.42 & £51,250 from Rent Pool	Funding from other sources: £37,501.40 from shortfall in THB funding, £5,950,803 from social work budget (£1,095,330 for housing support services)
Details of Accommodation Based Services provided through Supporting People funding:	One intensive, accommodation-based housing support service provided in Elgin for five people.
Details of “Floating” Support Services provided through Supporting People funding:	Three “floating support” services for 37 people are provided across Moray. Welfare benefits advice and assistance provided to all young people on request.
Other housing support services provided:	Supported Lodgings scheme being implemented by Through Care After Care Team.
Number of Service Providers within Moray:	Four

Aims and Objectives of the Service:

The aims and objectives of providing services to young people (16 – 24) are to ensure that “all young people in Moray have genuine opportunities to become full and active citizens, to contribute toward and benefit from, living in a healthy community”.

Links with other Strategies/Plans/Priorities:

The provision of housing support services links closely with the Moray Youthstart Partnership agreement that is supported by the Social Inclusion Partnership Programme.

How the services delivered meet the priorities of the local authority:

The support and advice received by young people can help alleviate the occurrence of repeat homelessness and can lead to the improved housing position for vulnerable young people. It helps break the cycle of exclusion, supports young people through difficult transitions and encourages and enables young people to become positive, active citizens within their local communities.

Future development of services:

Services provided to young people are continually being reviewed by the Moray Youthstart Partnership and this will continue. However, service reviews carried out on those services funded through the Supporting People Grant will look at ways in the services are delivered and best value for money.

Client Group: People with HIV/AIDS & other blood borne viruses	
Number of Places Funded by SP Grant: £0.00	Exempt from Charging Service: No Contribution made by Self Funders: £0.00
Funding from Supporting People Grant: * £0.00	Funding from other sources: £0.00
Details of Accommodation Based Services provided through Supporting People funding:	There are no accommodation-based services provided to people with an HIV/AIDS and/or any other blood borne virus within Moray.
Details of “Floating” Support Services provided through Supporting People funding:	No specific “floating support” service provided to anyone in Moray.
How the services delivered meet the priorities of the local authority:	
A successful training and awareness raising exercise was carried out within Moray and this has led to the reduction in the number of people who tested positive for Hepatitis B in Grampian (previously 10 times the national average).	
Future development of services:	
An implementation team has been set up to look at the many aspects surrounding HIV/AIDS and other blood borne viruses including how housing support services can be offered. Recommendations from this team will influence any future developments within health, social care and housing for service delivery.	

Client Group: People with Dementia	
Number of Places Funded by SP Grant: included in figures for people with a mental health disability	Exempt from Charging Service: No Contribution made by Self Funders: £0.00
Funding from Supporting People Grant: included in funding for people with a mental health disability	Funding from other sources: £1,392,886 from social Work budgets (£33,000 for housing support services)
Details of Accommodation Based Services provided through Supporting People funding:	No specific accommodation-based services for people with dementia.
Details of “Floating” Support Services provided through Supporting People funding:	No specific “floating support” services for people with dementia.
Other housing support services provided:	The Moray Council has an Old Age Psychiatry team of 1 ½ staff who deal with complex needs due to dementia. Referrals must come via G.P.’s, restricted to those aged 65 and over. Younger clients are supported by G.P.’s and local community care teams.
Aims and Objectives of the Service:	
The services provided for people with dementia are included in the Mental Illness/Disability information.	

Links with other Strategies/Plans/Priorities:	
The services provided for people with dementia are included in the Mental Illness/Disability information.	
How the services delivered meet the priorities of the local authority:	
The services provided for people with dementia are included in the Mental Illness/Disability information.	
Future development of services:	
The services provided for people with dementia are included in the Mental Illness/Disability information.	
Client Group: People with an acquired brain injury, physical & terminal illness	
Number of Places Funded by SP Grant: 0	Exempt from Charging Service: No Contribution made by Self Funders: £0.00
Funding from Supporting People Grant: *£0.00	Funding from other sources: Funding included with that for people with a mental health disability

Details of Accommodation Based Services provided through Supporting People funding:	There are no specific accommodation-based services for people with an acquired brain injury.
Details of “Floating” Support Services provided through Supporting People funding:	No specific “floating support” services for people in Moray.
Future development of services:	
Research still to be undertaken to fully understand the role of housing support in providing assistance to those who have an acquired brain injury, physical and/or terminal illness.	

Client Group: Older People	
Number of Places Funded by SP Grant: 867	Exempt from Charging Service: No Contribution made by Self Funders: £ 156,231.99
Funding from Supporting People Grant: * £538,035.75 & £69,768.67 SNAP funding & £180,636.45 Rent Pool	Funding from other sources:£28317.68 shortfall from THB & £70,486.91 from Rent Pool

Details of Accommodation Based Services provided through Supporting People funding:	There are 14 different types of accommodation-based services provided in Moray to 636 people by six different service providers.
Details of “Floating” Support Services provided through Supporting People funding:	There are two services provided to 223 people with a welfare benefits check available upon request.
Other housing support services provided:	There are community alarm services
Number of Service Providers within Moray:	7
Aims and Objectives of the Service:	
There are many aims and objectives within the services provided to older people although the overarching aim is to maintain independent living for people in the community preventing institutionalised care and the need for hospital admission.	
Links with other Strategies/Plans/Priorities:	
The provision of services to older people links with most strategies that there are within the social and housing sector of Moray as many older people can have a secondary need e.g. dementia, physical disability, housing need, etc. The movement from rigid support to person-centred support plans promotes social inclusion.	

How the services delivered meet the priorities of the local authority:

There is a wide range of services provided to older people within Moray. The flexibility of service delivery increases choice i.e. people do not have to move accommodation to access housing support services and this in turn increases social inclusion and can help to prevent homelessness in certain cases.

Future development of services:

There is currently a study being commissioned through the Local Housing Strategy to look into the support requirements for older people. The service review process undertaken by the Supporting People Team will look at how services are provided, whether or not these meet the needs of the people using them and whether or not there is value for money.

Client Group: Gypsy Travelling Families/Travelling Families

Number of Places Funded by SP Grant: **0**

Exempt from Charging Service: **No**

Contribution made by Self Funders: **£0.00**

Funding from Supporting People Grant: **£0.00**

Funding from other sources: £80,618.00 from Homeless budgets

Details of Accommodation Based Services provided

There are no accommodation-based housing support

through Supporting People funding:	services provided to Gypsy Travelling Families or Travelling Families within Moray. However a site for 20 travelling families is situated within Elgin.
Details of "Floating" Support Services provided through Supporting People funding:	There are no "floating support" services.
Other housing support services provided:	A warden service is available at the travelling families site in Elgin
Number of Service Providers within Moray:	None
Future development of services:	
The future development of services for those who are Gypsy Travelling/ Travelling Families will be decided by the work undertaken by a multi-agency group that was established in September 2002.	

Client Group: People with addictions (drugs/alcohol, etc.)	
Number of Places Funded by SP Grant: £0.00	Exempt from Charging Service: Yes Contribution made by Self Funders: £0.00
Funding from Supporting People Grant: *£0.00	Funding from other sources: £182,197 from Social Work budgets (£10,721 of which is for housing support services)

Details of Accommodation Based Services provided through Supporting People funding:	There are no primary accommodation-based services for people with addictions. However, one service has a secondary client group who has an alcohol addiction.
Details of “Floating” Support Services provided through Supporting People funding:	As with the accommodation-based services, there are no “floating support” services that primarily deal with addictions. However, one service provider has a secondary client group that deals with alcohol addiction.
Number of Service Providers within Moray:	Two.

Client Group: People at risk of offending/re-offending or leaving prison	
Number of Places Funded by SP Grant: £0.00	Exempt from Charging Service: Yes Contribution made by Self Funders: £0.00
Funding from Supporting People Grant: *£0.00	Funding from other sources: £74,097 from Social Work budgets
Details of Accommodation Based Services provided	There are no accommodation-based services dealing

through Supporting People funding:	primarily with those offending/re-offending or leaving prison. However, support is provided in accommodation-based services to those that offend/re-offend or leave prison as a secondary client group.
Details of “Floating” Support Services provided through Supporting People funding:	One service provider provides “Floating support” as a secondary service to 15 people.
Other housing support services provided:	Although not recorded, a number of service providers also provide services to those at risk of offending/re-offending and/or leaving prison as part of the support they give to individuals who may have multiple needs.
Number of Service Providers within Moray:	Two provide services to this client group as their secondary need
Future development of services:	
The development of services can only be done in a strategic manner once a detailed knowledge is gained on the level of current service delivery and the future needs of those within Moray. This can be gained through more robust recording methods and also research into the future needs of people in the locality.	

Client Group: Refugees	
Number of Places Funded by SP Grant: £0.00	Exempt from Charging Service: Yes Contribution made by Self Funders: £0.00
Funding from Supporting People Grant: * £0.00	Funding from other sources:£0.00
Details of Accommodation Based Services provided through Supporting People funding:	Currently no accommodation-based services are available within Moray.
Details of “Floating” Support Services provided through Supporting People funding:	No “floating support” services are provided to refugees within Moray.
Future development of services:	
Services to be developed in conjunction with any assessed need by service users	

Client Group: People with poor social skills or disruptive behaviour	
Number of Places Funded by SP Grant: 0	Exempt from Charging Service: No Contribution made by Self Funders: £0.00
Funding from Supporting People Grant: *£0.00	Funding from other sources: £0.00
Details of Accommodation Based Services provided through Supporting People funding:	No primary client group accommodation-based services available.
Details of “Floating” Support Services provided through Supporting People funding:	No “floating support” services available.
Other housing support services provided:	Many people with poor social skills or disruptive behaviour have multiple needs. Therefore the services provided are not always recorded as a primary or secondary client group. However, support is provided through an assessment of need and all support requirements are met. There are two accommodation-based support services provided that provide housing support services required by those with poor social skills or disruptive behaviour.

Future development of services:

With the changing legislation i.e. the Housing (Scotland) Act 2001, came a duty for local authorities to provide support to people who have a Short Scottish Secure Tenancy (SSST). At this moment in time there are no SSST's introduced in Moray. However, the commitment that The Moray Council has to provide these has been highlighted to Committee and work is currently underway to assess the financial impact that this will have and also to look at the possible methods of providing support.

Client Group: Other vulnerable people (who may have multiple needs or do not fit within the above categories)

Number of Places Funded by SP Grant: 0	Exempt from Charging Service: No Contribution made by Self Funders: £0.00
Funding from Supporting People Grant: *£0.00	Funding from other sources: £0.00
Details of Accommodation Based Services provided through Supporting People funding:	No accommodation-based services for those who do not fit within any of the above categories or who have multiple needs.
Details of "Floating" Support Services provided through Supporting People funding:	No "floating support" services currently being provided.

*** Based on 95% of the Transitional Housing Benefit being paid out as at 31 March 2003 and advised to the Scottish Executive (plus 2.9% inflationary increase).**

As previously advised the issue of value for money will be assessed during service reviews. However, guidance received from the Scottish Executive means that we must account for the financial commitment the local authority makes for each of the client groups as a total and this is done in Appendix 7. Where there are gaps in funding the authority must make decisions on whether or not they wish to target resources in certain areas and this will be influenced by the number and level of need for service users within the area.

Additional Supporting Documents and Information Available

The following documents and/or information is available from the Supporting People Section of The Moray Council:

- The Moray Community Plan
- The Local Housing Strategy
- The Moray Homelessness Strategy
- The Moray Youthstart Partnership Agreement
- The Moray Council Housing Needs Survey
- The Moray Supporting People Strategy – Summary Document
- The National Care Standards – Housing Support Services
- Supporting People Commissioning and Purchasing Policy
- The Corporate Plan 2001 – 2004
- The Moray Community Care Strategic Plan
- The Rough Sleepers Initiative – Local Outcome Agreement
- The Community Safety Strategy
- ‘Mapping the Future’ – A Strategy for Older People in Moray 2001 – 2004
- Supporting People Leaflet
- Scottish Executive Guidance
- Single Shared Assessment Application Form

Additional Supporting Documents and Information Available Cont'd

- Sheltered Housing Scheme Costs (Housing Support charges only)
- Housing Support Plan examples
- Service Review Details
- Details of all housing support providers in Moray and the services they offer (including appropriate charges)

If you would like information on any of the above documents or would like to discuss them further please contact the Supporting People Team, 12 – 14 Greyfriars Street, Elgin, IV30 1LF, Tel: 01343 563413, Fax: 01343 563525 or email supporting.people@moray.gov.uk.

Glossary of Terms

Term	Meaning
Housing Support	A service that a person receives to enable them to live/continue living independently this can include running errands, showing them how to operate domestic equipment, advice and assistance on how to budget, assistance with cleaning as part of a support package, etc.
Supporting People	This is the financial and administration process used to govern housing support.
Single Shared Assessment	This is a document that has been produced, following Scottish Executive guidance, to assess a persons social care needs i.e. their personal care, domestic care and housing support requirements.
Needs Assessment	Needs Assessment is the assessment of a person's needs usually done using a Single Shared Assessment.
Supporting People Grant	This is a grant that is paid to local authorities to pay for the housing support services they administer and fund. The grant amount is equal to that being paid for housing support services as at 31 March 2003.
National Care Standards	Standards set down by the Care Commission for service providers to meet. These standards are relative to the service provision.
European Community Structural Fund Designations	The European Fund was set up to relieve areas of economic disadvantage throughout Europe.
Mapping Supply Database	A database held by The Moray Council that records all housing support provision in the area funded through the Supporting People Grant.

Peripatetic	Travelling i.e. a service that will go where it is needed.
Day Care Services	Services that are community and social based projects. They take people into community settings and promote social inclusion.
Short Scottish Secure Tenancy	A short tenancy agreement that provides support to the tenants. The tenancy must be for a minimum of six months and a maximum of two years.
Occupancy Agreement	A tenancy agreement that does not give the same security/tenancy rights to the tenant
Blue Badge Scheme	A parking concession for people with a disability impairment. This allows the badge holder to park in disabled parking spaces.
Acquired Brain Injury	A brain injury that is sustained after birth usually due to an accident or trauma.
Delayed Discharge	This is where someone cannot be discharged from hospital because there is insufficient care or support available for them to live independently. This is not necessarily a funding issue and can be due to lack of staffing.
Gypsy Travellers	Gypsy Travellers are those travellers who come from a family tradition of travelling.
Single Regulatory Framework	A new process of regulation and inspection for local authorities and housing associations.
Travelling Families	These are travellers who do not come from a tradition of travelling.
Ex-offenders (not statutory duty clients)	Statutory duty clients are those who have been released from institutions/prison and who the social work section have a duty to provide support to.
Refugee	A refugee is an asylum seeker that has leave to stay in the country.

Abbreviations

CCG	Core Co-ordination Group	RSL	Registered Social Landlord
LHCC	Local Health Care Co-operatives	SNAP	Special Needs Allowance Package
LHS	Local Housing Strategy	SSA	Single Shared Assessment
LOA	Local Outcome Agreement	SSSC	Scottish Social Services Council
NEHPA	North East Housing and Planning Alliance	SSST	Short Scottish Secure Tenancy
NHS	National Health Service	THB	Transitional Housing Benefit
RAF	Royal Air Force	TMC	The Moray Council
RSI	Rough Sleepers Initiative		

Legislative Context

The Housing (Scotland) Act 2001

The Housing (Scotland) Act 2001 (Housing Support Services) Regulations 2002

The Housing (Scotland) Act 2001 (Housing Support Services Information) Order 2002

The Housing (Scotland) Act 2001 (Payments out of Grants for Housing Support Services) Order 2003

The Social Work (Scotland) Act 1968

Social Work (Scotland) Act 1968: Section 12B and 12C

Health and Community Care Act (1990)

Community Care and Health (Scotland) Act 2002

The Local Government in Scotland Act, 2003

The Regulation of Care (Scotland) Act 2001

Children (Scotland) Act 1995

Disabled Persons (Services, Consultation and Representation) Act 1996

Human Rights Act 1998

Disability Discrimination Act 1995

Should you have any queries regarding this Strategy please contact:

Iain Terry
Housing Programmes Manager
Community Services Department
The Moray Council
Council Office
High Street
Elgin
IV30 1BX
Tel: 01343 563517
Fax: 01343 563521
email: iain.terry@moray.gov.uk

or

Helen Gauld
Supporting People Manager
Community Services Department
The Moray Council
12 – 14 Greyfriars Street
Elgin
IV30 1LF
Tel: 01343 563413
Fax: 01343 563525
Email: helen.gauld@moray.gov.uk

If you require this document to be translated into your language, large print, Braille or cassette then telephone your local Area Housing Office on the number below: