

Renfrewshire Council
Social Work Department

Supporting People Strategic
Plan

2003 - 2008



Supporting People Strategic Plan 2003 - 2008

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1. 0 Foreword

This is Renfrewshire Council's Supporting People Strategic Plan 2003 - 2008. It builds on the draft plan submitted to the Scottish Executive in April, 2003. It draws on work undertaken by Renfrewshire's Supporting People Team in conjunction with partner organisations, users, carers and providers.

The plan is set in the context of Renfrewshire Council's Corporate Statement 2003, which sets out a common purpose and a set of values for all Council employees. They are central to the ongoing process of transforming Renfrewshire Council from a traditional local authority to a modern and accessible provider of high quality public services. A copy of the Corporate Statement is available on request or on the Renfrewshire Council website.

The Supporting People Strategic Plan contains:

- Y Our aims and objectives for housing support services in Renfrewshire;
- Y A summary of housing support services, needs and gaps in services;
- Y Links between housing support and other strategies and services in Renfrewshire;
- Y Action we plan to take over the period 2003-08.

Additional copies of this document are available on request. It is also available on Renfrewshire Council's web site at www.renfrewshire.gov.uk. and can be provided in Braille, large print and tape.

We are committed to improving our service delivery through the Supporting People Strategic Plan. Please give us your views by e-mail at:

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2.0 Introduction

2.1 Policy Context

The Supporting People Programme is a key element in the Scottish Executive's Social Inclusion and Joint Future agenda. It promotes cost effective and reliable housing support solutions which complement available care services and support independent living. It also complements other policy initiatives such as Modernising Community Care: An Action Plan, and Modernising Community Care: The Housing Contribution, as well as the work of the Homelessness Task Force, and the Housing (Scotland) Act 2001.

The overarching framework within which all plans, strategies and partnership working can be placed is provided in Renfrewshire's Community Plan "A Pattern for Partnership" 2000-2010. Promoting social inclusion and developing strategies for people who are disadvantaged is a major priority of the Council and its planning partners. Our Community Plan outlines three guiding principles, social inclusion, modernising government and sustainable development, which underpin how we work together. The vision for Renfrewshire is that:

"In 2010 Renfrewshire will be a thriving, safe and forward looking community which provides opportunities for all and which cares for its people and its environment."

The Supporting People Strategic Plan is only one of a number of plans for the Renfrewshire area that is produced in partnership with other agencies and stakeholders. The vision for Renfrewshire's supporting people strategy is that we ensure that high quality housing support services are available to support Renfrewshire residents, regardless of housing tenure or client group.

We have identified three strategic objectives for the Supporting People scheme in Renfrewshire:

- To ensure quality, cost effective services which match identified need and priorities defined in local and national strategies, particularly those developed by local planning partners
- To provide baseline information on current and future need to inform supporting people planning and prioritisation processes
- To ensure supporting people issues are adequately considered and addressed across all strategic planning processes of the local authority and partners

The Plan reflects the objectives and priorities set out in other council strategic plans. In particular it complements the objectives set in the Joint Community Care Plan 2001/04, towards enabling people to live as independently as possible within the community of Renfrewshire. It also shares the broad strategic objectives identified in the draft Local Housing Strategy in order to meet housing need: ie.

- To increase housing and housing support options for older people across all tenures

- ÿ To provide suitable housing support services for people with particular needs and young people
- ÿ To prevent homelessness where possible and ensure access to appropriate services for people who become homeless
- ÿ To monitor changing needs and preferences to inform the planning of future provision

Action to achieve the objectives for the Supporting People programme in Renfrewshire is identified in section 10 this Plan.

A list of related plans and strategies is detailed in Appendix 1, but key documents include:

- ÿ Renfrewshire's Community Plan "A Pattern for Partnership" 2000-2010.
- ÿ Renfrewshire Council Corporate Statement
- ÿ Draft Local Housing Strategy 2004 - 2009
- ÿ Homeless Strategy 2003 - 2008
- ÿ Draft Local Partnership Agreement
- ÿ Learning Disabilities' Partnership in Practice Agreement 2001-2004
- ÿ Joint Community Care Plan 2001/04

2.2 Joint Future

Scottish Executive policy for developing local authority and health partnerships is being promoted through the Joint Future agenda. Each local partnership should have in place a range of strategic, organisational and operational systems for:

- ÿ Improving Joint Working
- ÿ Improving Services
- ÿ Improving Lives

From April 2003 onwards, local partnerships should be progressively implementing a number of step by step initiatives which together contribute to services being better planned, more easily accessed and delivered, avoiding duplication and overlap between health and social care agencies.

As part of the Joint Future arrangements Renfrewshire Council along with its health partners have produced a draft Local Partnership Agreement. Although initially for older people's services the Local Partnership Agreement will, from 1 April 2004, cover all community care groups, including systems and arrangements for administering supporting people.

In addition partners continue to implement and monitor the key milestones set out in the Joint Performance Information and Assessment Framework. This will become more significant over the life span of the Supporting People Strategic Plan as performance management will increasingly be measured against outcomes for service users and carers. With the introduction of schemes to establish Community Healthcare Partnerships - arising from the Health (Scotland) Reform Bill, 2003 - the Joint Future agenda along with community planning and health promotion will be given greater emphasis for representing and developing user led provision. It is

likely, therefore, that from 2005 a new interagency vehicle will be in existence to co-ordinate the activities of health, social care and housing but extended to include key service responsibilities of education, environmental health and the independent sector.

2.2.1 Single Shared Assessment

Renfrewshire Council is using Carenap as the tool for assessing an individual's social and health care needs. We will ensure housing support needs are identified through the assessment process.

A supporting document to Carenap has been designed to assess solely housing support needs, to ensure continuity and consistency of information recording.

2.3 Equal Opportunities

Renfrewshire Council is committed to equality and the promotion of equal opportunities is reflected in its policy 'Equal Opportunities in Service Delivery'. The policy affirms the Council's commitment to tackling equality issues, particularly relating to disability, gender equality, lesbians and gay men, race equality, refugees and asylum seekers and abuse against women and children.

The Council will apply this policy to housing support services in all aspects of service delivery and monitoring. Examples of the policy in action include the provision of needs led housing support services for

- ÿ Victims of domestic abuse accommodated in refuges managed by Renfrewshire Women's Aid
- ÿ People with learning disabilities discharged from long stay beds at Merchiston Hospital
- ÿ People with physical disabilities affected by re-provisioning of care homes
- ÿ People with mental health problems
- ÿ People with sensory impairment

Where appropriate, housing support services are provided in a way that complements planned packages of care and support to meet assessed need.

2.4 Direct Payments

The Community Care and Health (Scotland) Act, 2002 expanded access to direct payments. Under the new scheme, direct payments have been available to an extended range of disabled service users in Renfrewshire, since June 2003. There had been no take up of direct payments to recipients of housing support services as at end of November 2003.

From 1 April, 2004 Direct Payments will be extended beyond disabled people to all people within the Supporting People scheme.

3.0 Partnership Working and Consultation

Supporting People is managed by Renfrewshire Social Work Department, with a dedicated team overseeing its implementation. However, Supporting People is a corporate responsibility. The scheme requires support from all council departments, as well as co-operation and effective joint working with service providers, service users, and organisations in the public, voluntary and private sector. In 2001, Renfrewshire Council introduced new joint planning arrangements to implement the Supporting People programme, and to develop the draft Supporting People Strategic Plan.

3.1 Supporting People Strategic Steering Group

The Supporting People Strategic Steering Group comprised of relevant Council departments, in particular, Social Work, Housing and Property Services, Finance and Information Technology, NHS Argyll and Clyde, and Communities Scotland. Housing Associations and Support Providers were also represented. It met on a 6 weekly basis.

The Supporting People Strategic Steering Group took a strategic view and guided and informed the implementation process. The draft strategic plan was produced in consultation with all partner agencies and stakeholders.

3.2 Supporting People Exchange

The Supporting People Exchange, comprising of service providers, landlords and service users, is an information and consultation forum, advising on progress and the future direction of Supporting People. Meetings are held to share current information, consult and communicate with partner agencies and users and this Plan was influenced by all of the consultation held with agencies.

Supporting People Exchange Group meetings are held every 6 months. Together with other multi-agency groups, this Forum ensures participation of all interested parties. The Exchange is consulted on all of the processes put in place e.g.: the methodology on scheduling reviews of the service and provided with updates of guidance, progress etc.

A list of organisations involved in this process is attached (See Appendix 2).

3.3 Future Joint Planning Arrangements

Joint Planning arrangements within Renfrewshire have been reviewed periodically to reflect organisational and structural changes and the changing agenda for community care. Arrangements agreed as part of the Joint Future included the establishment of Renfrewshire Joint Care, comprising representatives of Renfrewshire Council and Argyll and Clyde NHS Board.

A number of formal joint planning groups report to Renfrewshire Joint Care, as illustrated in appendix 3. Arrangements will be reviewed further to take account of structural changes in the NHS between now and April 2004, and within community

planning processes. The Supporting People programme has been incorporated in these arrangements, and into local arrangements for developing the Local Housing Strategy.

3.4 Consultation

Consultation is at the heart of the development of this strategy. We carried out a wide ranging consultation with stakeholders in focus groups and this has been reflected in the strategy and in the way the Supporting People has been applied in Renfrewshire.

There are many registered social landlords providing housing support services to their tenants in Renfrewshire, including Housing Associations who provide special needs housing like sheltered housing, mobility standard housing as well as mainstream tenancies. The voluntary/charitable sector is also well represented in locally, with some organisations acting as landlords in addition to providing housing support services. Both sectors were represented on the Supporting People Strategic Steering Group and also attended the Supporting People Exchange.

Service users were invited to the Supporting People Exchange, Supporting People service user Groups, and focus groups, and contributed greatly to the development of the supporting people framework in Renfrewshire. The focus groups, in particular, proved to be very effective in drawing opinion on and contributing to the strategy. Another method of service user consultation which proved very effective was providing written information to individual service users and receiving comments by return. Groups comprising a mix of people with differing social needs were much less successful.

Consultation on this strategy is continuing through the various mechanisms available in Renfrewshire.

4.0 Renfrewshire Population and Household Profile

Renfrewshire with a population of just under 173,000 is the fourth largest local authority area in the west of Scotland. It covers an area of 270 sq km or 100 sq miles, extending west from Ralston on the south-western boundary of Glasgow, as far as Queenside Muir at Lochwinnoch. Predominantly urban in nature, the largest settlement is in Paisley, with over 45% of the total population, and there are a number of smaller towns such as Renfrew, Johnstone, Elderslie and Erskine. However, there are also a number of small commuter villages such as Houston, Lochwinnoch and Bridge of Weir.

The population of Renfrewshire declined by 1.2% between 1991 and 2001. This was faster than the rate for Scotland as a whole, which was 0.4%. The population is projected to continue to decline at a higher rate than the Scottish average.

The age structure of Renfrewshire's population has also changed over the past decade. The young working age population declined significantly over the period, whereas the population over 35 years of age increased. In particular, the population over 60 as a percentage of the overall population rose to 26.5% in 2001 from 19.3% in 1991.

Projections for the period 2000 to 2016 indicate that there will be continued growth in the older age groups, with an increase in all age groups over 45 years. While the broad trends are in line with the national picture, the projected decline in the 30-44 age group is much greater than Scotland as a whole (30% compared to 22%). These changes are likely to lead to an increased demand for accommodation and housing support for older people.

There were an estimated 81,000 dwellings in Renfrewshire, as at March 2003. Owner occupation is the most common tenure, accounting for 65% of dwellings in 2003. Local authority housing stock, accounts for 23% of all dwellings (18,200), and housing associations, approximately 8%. Private lets account for around 4% of dwellings, and there are a small number (200) in shared ownership.

While the population will fall, it is anticipated that there will be a further increase of in the number of households in Renfrewshire between 2000 and 2011. A number of structural changes are occurring in society, which have resulted in a significant increase in the number of people living alone. These changes may impact on the demand for housing support services, in the absence of a resident carer.

Housing providers have had to respond to a changing policy agenda which has meant developing new models of provision to meet an often complex range of support needs beyond physical housing requirements. This includes supporting the hospital and long stay reprovisioning programmes and developing mainstream housing and support for a range of support needs.

There is not a sufficient supply of dwellings specially built or adapted to meet particular needs, and associated housing support services. One of the major challenges is to plan to meet the needs and preferences of an ageing population, against the current level of housing provision and shifting tenure patterns.

Detailed information about population and household trends is contained in the Renfrewshire Housing Needs study, DTZ Pbeda 2003.

5.0 Support Services

5.1 Housing Support Services

Scottish Executive's final Guidance defines vulnerable people who will benefit from the programme. The definition is intentionally wide ranging and examples are given in Appendix 4. A full list of eligible housing support services as prescribed in Scottish Statutory Instrument 2002 No 444, of The Housing (Scotland) Act 2001 (Housing Support Services) Regulations 2002 is also attached (see Appendix 5).

Housing support service providers are expected to meet the standards set out in the National Care Standards, as a minimum (see Appendix 6). Housing Support Services, where feasible will exceed the standards to provide a high quality service to service users. The standards are based on a set of principles that highlight how important it is for those providing housing support services to recognise and accept people as individuals.

5.2 Types of Accommodation

Additional housing support services are being provided in a range of settings, from people being supported in their own homes, to people living in purpose built accommodation with a fixed housing support element. In Renfrewshire this includes:

- Y council supported hostel accommodation for homeless persons
- Y council supported short stay furnished flats for homeless persons
- Y supported accommodation for homeless young people with Blue Triangle Housing Association
- Y supported accommodation for homeless persons with Paisley Christian Social Action Centre
- Y supported accommodation for homeless single people with YMCA
- Y supported refuges and short stay furnished flats for women fleeing domestic abuse with Renfrewshire Womens' Aid
- Y supported accommodation for people with alcohol issues with Renfrew Council on Alcohol
- Y supported accommodation for people with mental health issues with Renfrewshire Association for Mental Health
- Y housing association purpose built supported accommodation for people with learning disabilities
- Y council adapted supported accommodation for people with learning disabilities
- Y housing association adapted supported accommodation for people with learning disabilities
- Y mainstream council tenancies with floating support services* from a variety of agencies
- Y housing association tenancies with floating support services* from a variety of agencies
- Y council sheltered housing
- Y housing association sheltered and very sheltered housing
- Y voluntary sector sheltered and very sheltered housing
- Y floating support* for owner occupiers in their own homes.

* as defined below

The level of supported accommodation available in Renfrewshire has increased substantially over the last few years, partly due to the hospital resettlement

programme. Supporting People has enabled people to access housing support services, who would otherwise have had difficulty doing so. It has also given Renfrewshire Council the opportunity to assess and meet these needs.

The Council is keen to develop more 'floating' support services as these will offer optimum flexibility and value for money. Floating support services are *"provided on the basis that support, is transferable between properties according to the tenant's needs. The funding "floats" between properties, tenants are assumed to have short term needs,.....when they no longer need it, the support and its funding "floats" off to someone else while they remain living in their property and pass into general housing management."* Joseph Rowntree Foundation, 1995, *"Housing and 'Floating Support': a Review"*, Findings.

5.3 Pipeline Projects

Pipeline projects are accommodation based projects planned for completion between April 2003 and April 2006, where a capital investment to build or purchase property had been committed and a housing support service would be provided. A number of accommodation based projects planned for Renfrewshire met the Scottish Executive's criteria for pipeline funding and formed the basis of our pipeline submission.

The Scottish Executive approved a total of 378 project pipeline places in Renfrewshire, with a final annual cost of £13.4 million, which they submitted to the Treasury for approval. The Scottish Executive informed the Council of the 2003/04 spend for Renfrewshire in November, 2003.

Many of the accommodation places included in the pipeline monies became available during the period April 2003 to November 2003. As we were unable to underwrite the costs of the associated housing support service, we were unable to take up these spaces. Other projects have been subject to delays and some accommodation, which will become available at the latter end of the financial year, will require further adaptation to make it suitable for specific service users. This means that many service users will not be able to move into the accommodation and take up services until the financial year 2004/05.

As pipeline funding can only be claimed when a service user moves into a specified project, we cannot achieve the potential maximum benefits from the pipeline funding approved.

The Scottish Executive have advised that these situations will be subject to the review they are conducting on Transitional Housing Benefit and pipelines which they intend completing by March 2004. Therefore, at this time, we have no guarantee of funding for these services.

5.4 Mapping Supply

The Supporting People Mapping Supply Database provided by Communities Scotland, has now been applied. This details the existing provision of housing support services provided by statutory, voluntary and private sector agencies.

The database has been used by the Supporting People team to record known instances of accommodation based housing support services, floating housing support services and pipeline projects.

Information from the database as at December, 2003 is as follows:

Accommodation based spaces:	
Existing spaces	1,048
Existing service providers	20

Floating support services:	
Existing spaces	8,794
Existing service providers	27

Accommodation based support services:	
Client group	Value (£)
Older people with support needs	910,100
People with mental health problems	509,249
People with learning disabilities	11,275
People with physical disabilities	100,860
People with alcohol problems	180,465
Offenders/ex-prisoners	64,240
Women escaping domestic abuse	208,326
Single homeless with support needs	735,138
Homeless families with support needs	1,109,709
Young people with housing support needs	171,774
Renfrewshire Council sheltered housing	563,597
Total	4,564,732

Floating support services	
Client group	Value (£)
Older people with support needs	1,614,965
People with mental health problems	1,654,836
Single homeless with support needs	114,338
Young people with housing support needs	358,124
People with physical disabilities	541,015
People with learning disabilities	4,857,376
People with alcohol problems	292,361
People with drug problems	47,730
Homeless families with support needs	20,046
People with sensory impairment	102,239
People with dementia	7,520
Other vulnerable groups	136,717
Renfrewshire Council Community Alarms	147,624
Renfrewshire Council concierge service	426,682
Renfrewshire Council other housing services	950,795
Total	11,272,368

A summary of existing provision is contained in Appendix 7.

Charts 1-7 below illustrate the distribution of financial resources and service provision across the various supporting people vulnerable groups.

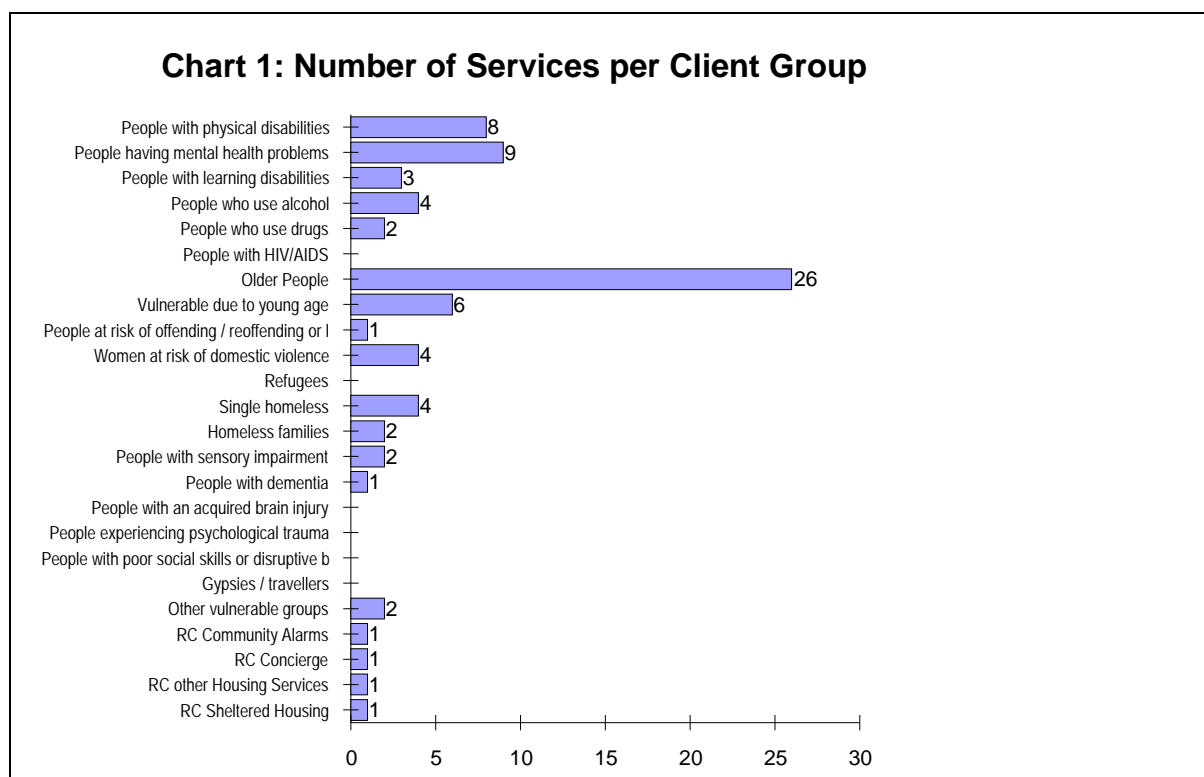


Chart 2: Number of Spaces per Client Group

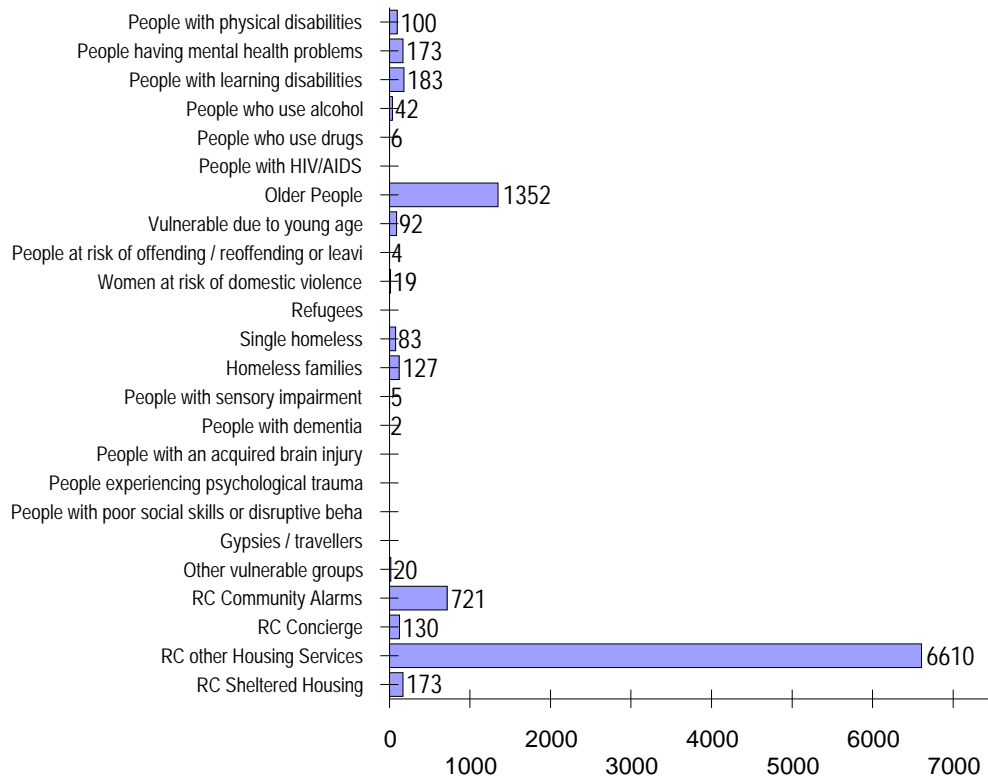


Chart 3: Number of Providers per Client Group

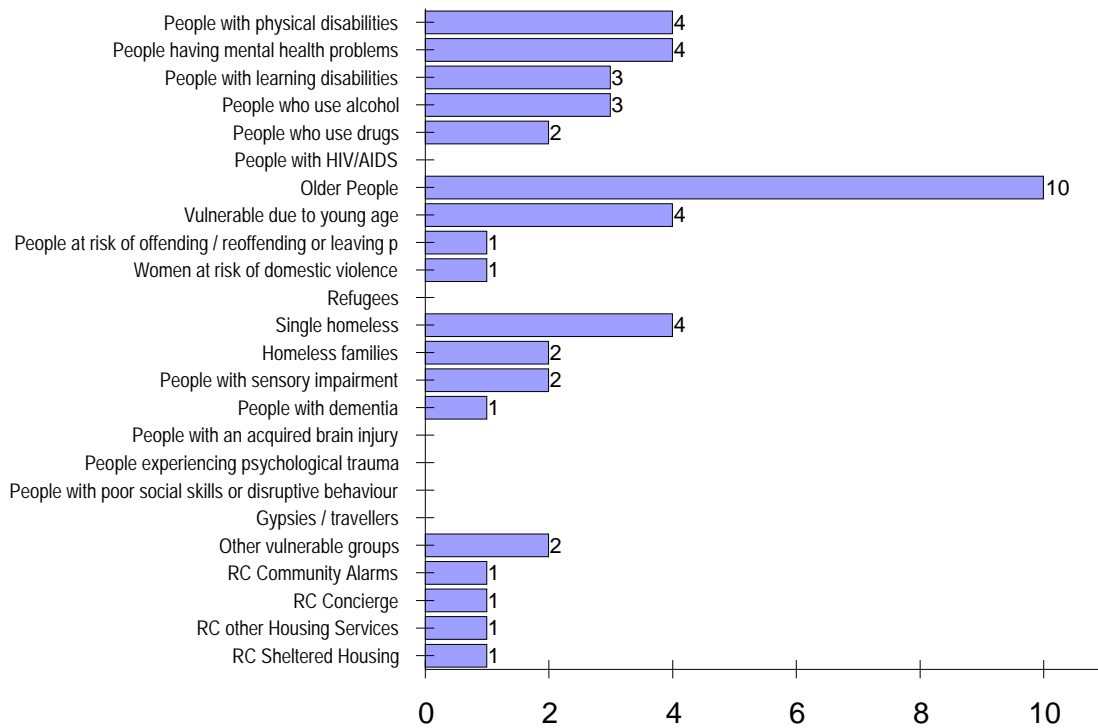


Chart 4: Floating / Accommodation Based Support

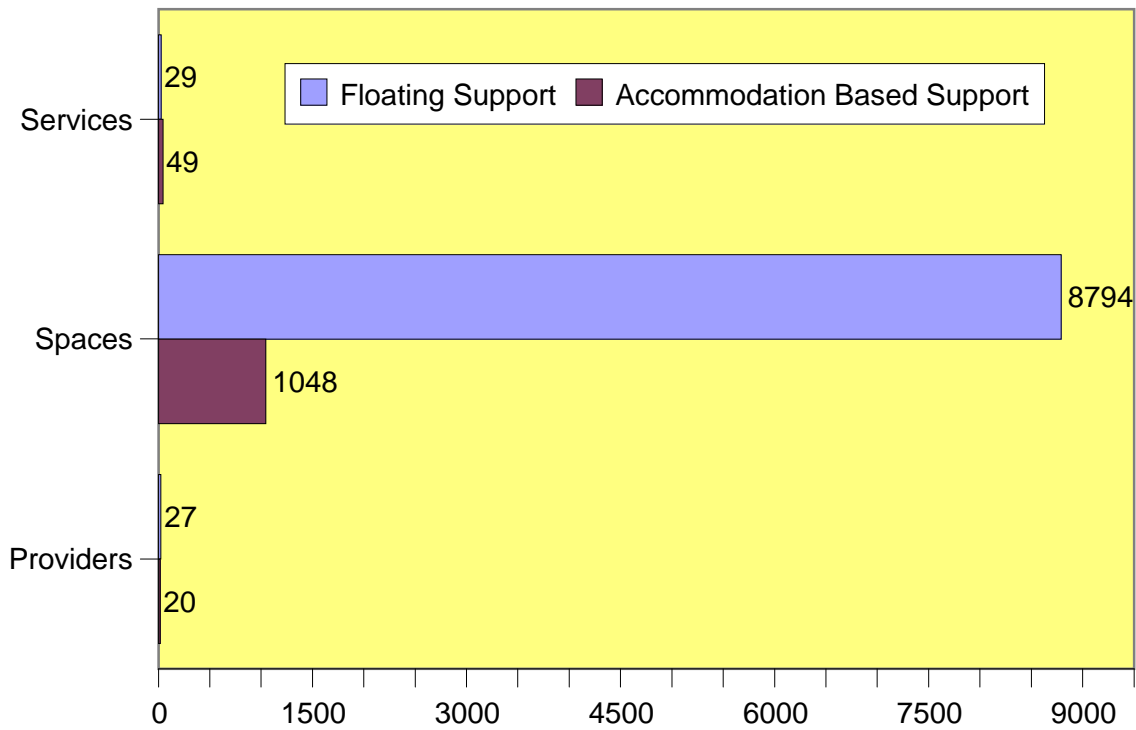


Chart 5: Supporting People - Grant per Client Group

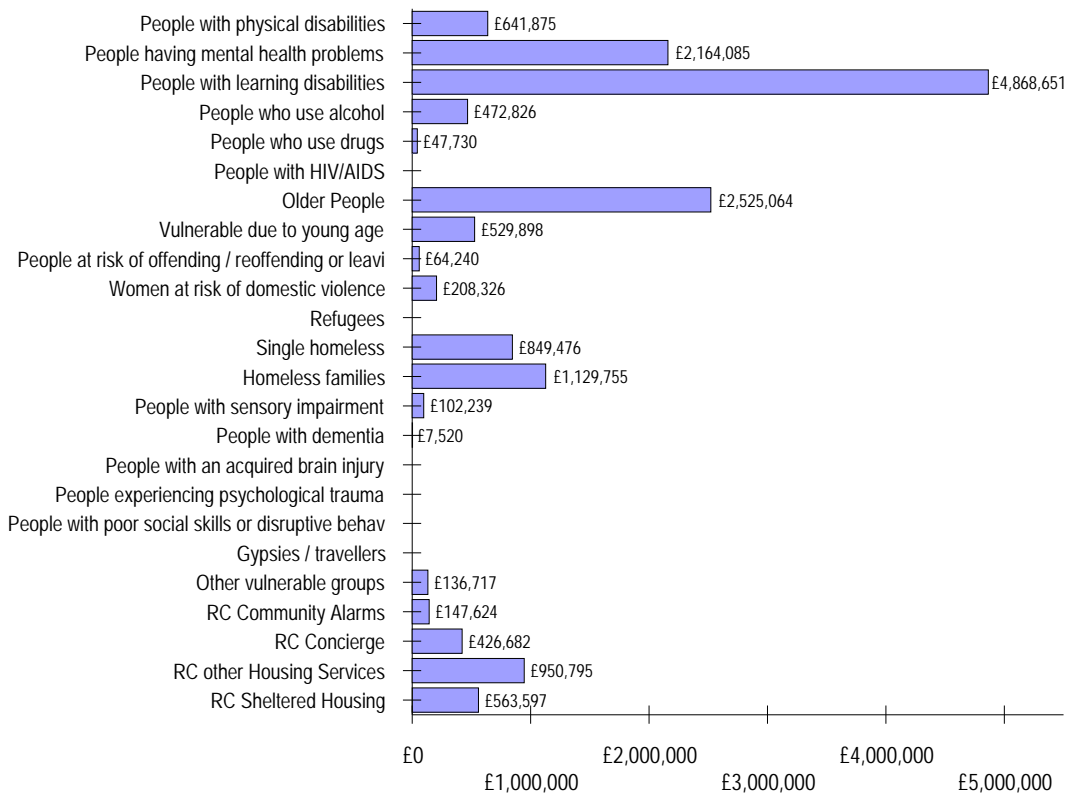


Chart 6: Supporting People - Grant per Type of Provider

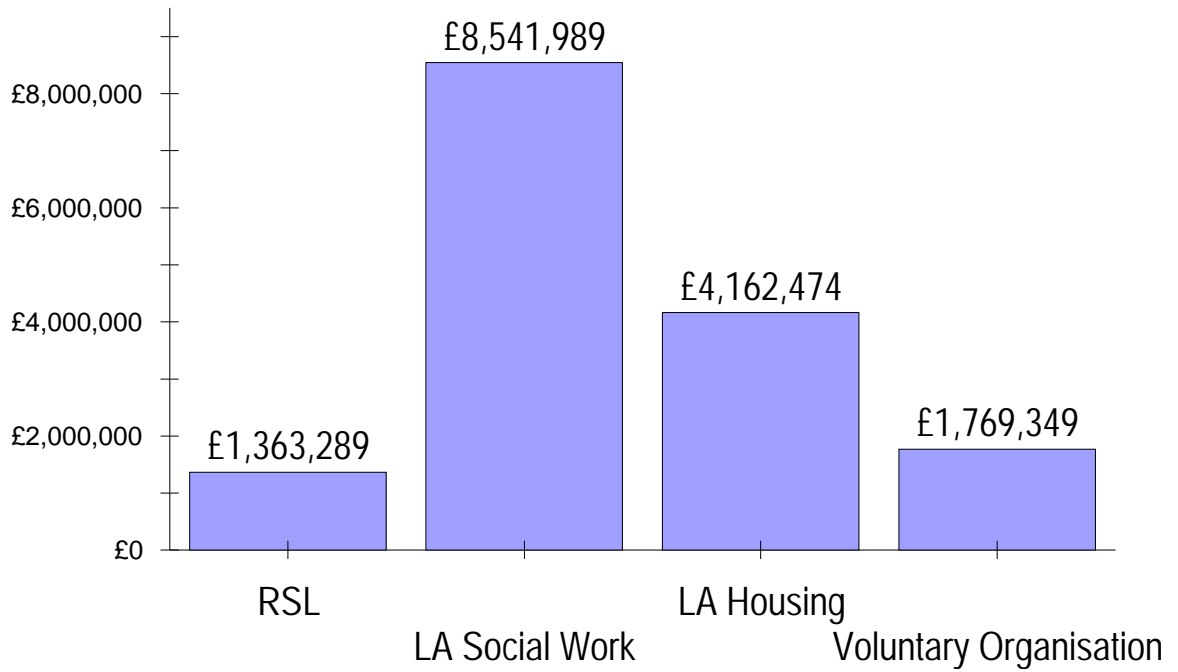
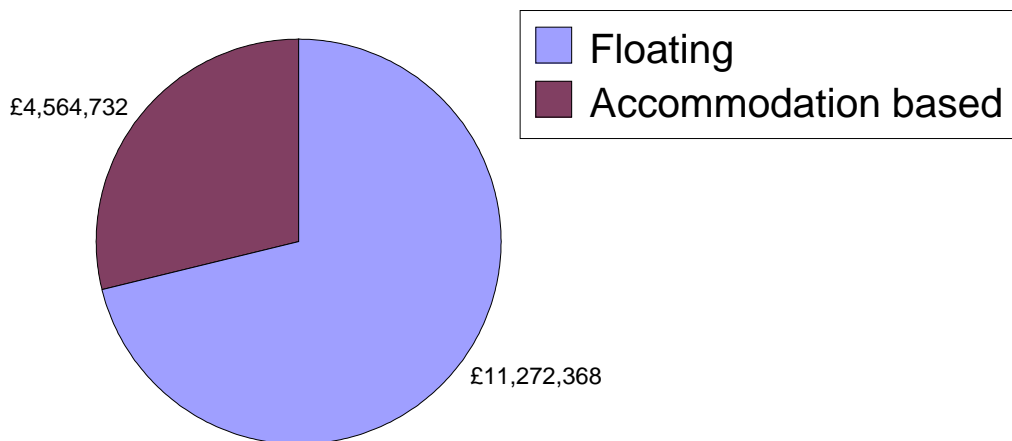


Chart 7: Supporting People - Grant per Type of Provision



6.0 Supporting People: Vulnerable Groups

This section of the strategy sets out our objectives for each of the vulnerable categories, what we have in place to support each group, and our future priorities. Our priorities are reflected in the Action Plan, set out in Section 10. Our capacity to meet these objectives is dependent on efficient growth in the budget, adequate and flexible pipeline funding, and releasing resources through service review and redesign.

It is generally recognised that there are difficulties in assessing the housing and support needs of vulnerable groups. Our priorities are therefore informed by data from a number of sources. This data is largely based on population census and prevalence rates, supplemented by local information where available. The best information we have relates to the 'traditional' community care client groups. We will continue to improve our information systems, and information on unmet need from the single shared assessment process, and extend this to all Supporting People vulnerable groups.

6.1 Community Care:

6.1.1 Alcohol Misuse

Our objective is to develop housing support services which

- Y Promote informed housing choices
- Y Reduce tenancy abandonment and homelessness
- Y Support people to live independently in the community, including rehabilitation and detox services

As at December 2003 we had:

- Y 10 short stay supported accommodation places
- Y 19 permanent tenancies and 2 crisis flats for homeless persons, where tenants predominantly have alcohol problems.
- Y 32 floating support spaces

There is a waiting list for short stay accommodation places, with an average 6 month stay in the accommodation. We would wish to extend support services for people with alcohol problems, should funding become available.

6.1.2 Drug Misuse

Our objective is to provide housing support services which:

- Y Promote housing choice and reduce abandonment and homelessness
- Y Fit within a range of services from prevention and education through to intensive support
- Y Adopt a multi agency approach to the development of drug services and to ensure joint work takes place with agreed action plans.

As at December 2003 we had:

- ÿ 6 floating housing support spaces
- ÿ 411 people being supported from other sources, including counselling, prescribing and befriending
- ÿ 280 receiving a service from Renfrewshire Drugs Service
- ÿ Area Team Drugs Workers supporting people in the community

We would wish to enhance housing support services for people with drug problems should funding become available.

6.1.3 Learning disability

Our objective is to provide housing support services which

- ÿ Are person centred
- ÿ Achieve an optimum balance between lone and group living
- ÿ Are complemented by a wide range of supports in the community, including specialist services for people who require more intensive support

As at December 2003 we had:

- ÿ 4 accommodation based supported spaces and 179 floating housing support spaces

Hospital Resettlement Programme

The Merchiston Hospital resettlement programme for people with learning disabilities is now in its final phase:

- ÿ 41 people have been successfully resettled into accommodation with floating support and accommodation based support in the community
- ÿ 2 older people have been resettled into registered care homes

Leaving Institutions

To implement 'The same as you' from 2003/04 onwards we will have to plan to increase housing support services for people with learning disabilities who are currently living in inappropriate accommodation. This includes:

- ÿ 12 people in Urquhart House hostel
- ÿ 9 people in Linwood Hostel
- ÿ 25 patients in Merchiston Hospital
- ÿ A number of people placed in care homes who would benefit from alternative care and support arrangements
- ÿ Around 11 children moving into adult services between 2004 and May 2006

As well as people leaving institutions, we also have to plan housing support services for around 60 people living with ageing or vulnerable carers, 19 of whom are likely to require this over the next two years, 41 over the next three to five years.

It is estimated the cost of housing support services for these people will be around £50,000 on average. On this basis, the learning disabilities programme will cost around £4.2 million, excluding those in currently placed in care homes who may aspire to more independent living arrangements.

In line with the strategic direction set out in our Joint Community Care Plan and our learning disabilities Partnership in Practice agreement, we intend to continue to work towards a balance of provision between accommodation based support, including residential care, and support provided in individuals' own homes, that best meet the needs of individuals and the local community.

As Supporting People grant is attached to existing contracts and pipeline commitments, change must be achieved over time through contract management and service reconfiguration, working closely with landlords and support providers. Some turnover and growth monies will also be directed to the learning disabilities programme to develop floating support services.

6.1.4 Adults with Mental Health Needs

Our objective is to provide housing support services which promote good mental health and which:

- Y Support people to live independently in the community
- Y Prevent admissions and re-admissions to hospital
- Y Reduce tenancy abandonment and turnover
- Y Reduce the incidence of homelessness

As at December 2003 we had

- Y 41 accommodation based support places and 132 floating housing support services

Hospital Resettlement

- Y Plans under consideration for the re-provision of continuing care services at Dykebar Hospital propose the discharge of 71 people over a period of four years who would have significant levels of housing support needs.

It is estimated the cost of housing support packages for those people will be around £50,000. On this basis it will cost around £3.55 million per annum to provide for a total of 71 people.

Part of the same re-provision proposals would result in a more rapid discharge of short stay patients following an episode of acute in-patient treatment. There would also be a need for more housing support services to maintain people in their own homes, who might otherwise have been admitted to hospital in the past.

We plan to develop appropriate community based services including crisis accommodation, as well as accommodation based and floating support for people with mental health problems, in line with the national programme for improving mental health and wellbeing.

Our priority is to develop further floating housing support services for people with mental health needs. This will be achieved through contract management and service reconfiguration, and through turnover and growth monies in the Supporting People grant.

6.1.5 Older People

Our objective is to enable older people to continue to live at home wherever possible by providing:

- a range of support services such as home support and respite care
- flexible services to meet the changing needs of users and carers, that are sensitive to their cultural background
- community alarms as necessary

As at December 2003 we had

- 544 accommodation based support services
- 983 floating housing support services, including 173 floating support spaces in sheltered housing, and 2 floating housing support spaces for people with dementia
- 721 community alarms
- 67 units of very sheltered housing provision
- 777 units of sheltered housing provision
- 562 units of amenity housing provision
- 2320 people over 65 in receipt of home care services, of whom, 746 specifically received housing support services.

With partners, including Registered Social Landlords and Communities Scotland, we plan to develop an additional

- 130 units of very sheltered housing
- 227 units of amenity housing

Proposals to convert existing Council stock to amenity housing for older people are currently under discussion.

We will review models of housing/accommodation for older people with dementia, taking account of design and support issues, and assess the feasibility of developing suitable provision in Renfrewshire.

Housing support services for the 130 new very sheltered housing units will depend on the level of pipeline funding awarded by the Scottish Executive. There is no pipeline funding attached to the new amenity houses, or the Councils' proposed

stock conversion. Housing support services will be dependent on turnover and growth monies in the Supporting People Grant.

The proposed developments for older people will not address in full the aspirations of older people in Renfrewshire who require some form of sheltered or supported housing. We wish to develop more floating housing support services for older people in their own homes, regardless of tenure. We will do this by providing in house services and by contracting with housing support providers. This will be achieved over time, through contract management and service reconfiguration, and turnover and growth monies in the Supporting People grant.

Initial estimates suggest an additional 635 older people will be entitled to receive services under Supporting People, who were not entitled to transitional housing benefit, e.g. owner occupiers. The impact of this situation is being assessed and the outcome will influence service provision in all client groups.

It should be noted that for the purposes of the Supporting People programme, the Scottish Executive mean people aged 60 or more. Local authorities define older people as those aged 65 or more, and record information on this basis. Existing information does not address the inconsistency in definition.

6.1.6 Physical Disability

Our objectives are to:

- Y support and facilitate fullest access to the community and its resources for everyone, regardless of disability
- Y provide support and assistance to meet assessed needs in the ordinary tasks of daily living
- Y facilitate access to a suitable place to live.

As at December 2003 we had

- Y 56 units of accommodation based support and 44 floating housing support places
- Y 181 houses adapted for wheelchair users
- Y 116 dwellings for ambulant disabled
- Y 304 other specially adapted houses

Eight per cent of households in Renfrewshire contain someone who needs adaptations or a move to more suitable housing. This situation is more prevalent in the council sector, where 14% of dwellings have features which cause some difficulty for tenants. (DTZ Piedad)

We would wish to develop floating support services for people with physical disabilities, across all tenures.

6.1.7 Sensory Impairment

Our objectives are to:

- Y deliver an inter agency approach
- Y make information and advice accessible to all
- Y provide appropriate accommodation in homely settings
- Y provide appropriate housing support services
- Y promote access to the community
- Y promote independence

As at December 2003 we had

5 floating housing support places for people with sensory impairment

Individual needs led housing support services are currently in place for people with a sensory impairment in Renfrewshire as part of planned packages of care and support. For many people, their housing support needs are complicated by mental health problems, alcohol misuse, or other factors. This appears to indicate that only those with the most severe or complex needs are receiving services. A review of sensory impaired people's support needs is ongoing to identify and provide appropriate housing support services where required.

In addition, people who have a dual sensory impairment (i.e.: have a severe degree of auditory and visual impairment such that problems with information access, communication and mobility occur), will have more complex housing support needs and the assessment process will have to take this into consideration. Any assessment carried out to people with a sensory impairment, will be done so with qualified interpreters.

6.2 Carers

Our objectives are to

- Y Meet assessed housing support needs of carers
- Y take account of carers needs in the development and provision of housing support services

Renfrewshire Social Work Department and Renfrewshire Carers' Centre provide information, advice and support to carers, including respite care/short breaks. Carers can ask for an assessment of their own needs, and a carer's single shared assessment tool is currently being piloted by the Social Work Department.

6.3 Homelessness

6.3.1 Homeless Persons

Our objectives are to

- ÿ Promote informed housing choice
- ÿ Reduce tenancy abandonment and turnover
- ÿ Support people to live independently in the community
- ÿ Promote opportunities for social inclusion
- ÿ Replace bed and breakfast accommodation for homeless people

As at December 2003 we had

- ÿ 124 accommodation based, and 33 floating housing support spaces, for homeless families with support needs
- ÿ 61 accommodation based spaces, and 22 floating housing support services, for single people with support needs

Advice and Assistance

The Accommodation Section of Housing Services provides practical and resettlement support to people in temporary accommodation who are or have been assessed as vulnerable under homeless legislation. Support is available from the Accommodation Section for up to six months when a homeless person moves from temporary to permanent accommodation. The Housing Support Team will provide on going support, if required, after the six month period. Support from specialist agencies can also be commissioned if required.

The Housing Support and Resettlement service is a new development, which was introduced in 2003/04. The impact on preventing or alleviating homelessness is still being assessed.

We will fund housing support services for a new development of 16 flats for homeless families in Renfrewshire. With partners, we will also provide housing support services for a new development, to replace homeless provision formerly managed by the YMCA.

6.3.2 Rough Sleepers

Our objectives are to

- ÿ Develop more effective inter agency work and enable greater access to external support.
- ÿ Establish an effective support network of appropriate agencies in order that this client group maintain their tenancies.
- ÿ Provide flexible home support for those lacking the skills to cope with the activities of daily living.

There are currently 25 people in settled accommodation receiving support. Of these, 9 are receiving support to prevent homelessness and 16 are receiving resettlement support services.

Between April 2002 and March 2003 the RSI had 249 referrals. 33% of these had alcohol addiction issues, and 23% had drug addiction issues.

We wish to continue to provide support to rough sleepers. We hope our local outcome agreements will meet the criteria for future funding from the Scottish Executive to do this.

6.3.3 Gypsy/Travellers

Our objective is to provide appropriate services, and reduce the incidence of homelessness.

There is no site for travelling people in Renfrewshire. It is therefore difficult to estimate demand for pitches. The Council will review needs in consultation with representatives of gypsy travellers' communities and neighbouring local authorities, with a view to ensuring that appropriate services are available.

6.4 Offenders/Risk of Offending

Our objective is to provide services which

- ÿ Provide support to help offenders to live independently in the community
- ÿ Prevent homelessness
- ÿ Maximise opportunities for social inclusion

As at December 2003 we had:

- ÿ 4 accommodation based spaces for ex offenders and those at risk of offending.

Criminal Justice social work services provide a variety of support services to offenders resettling in the community and those at risk of offending.

There has been an increase in the number of offenders being referred to Diversion from Prosecution services, which encompasses housing support services. There has also been an increase in the number of offenders receiving services when resettling in the community.

We will review the provision of housing support services to offenders with a view to providing appropriate community based housing support services.

6.5 Other Vulnerable People

The open nature of this definition of vulnerability has assisted in identifying people who have housing support needs, but are not identifiable in the more specific categories and whose housing support needs have not been fully assessed or addressed. Our objective is to provide housing support services to vulnerable people which

- ÿ Promote informed housing choice
- ÿ Reduce tenancy abandonment and turnover
- ÿ Support people to live independently in the community
- ÿ Promote opportunities for social inclusion

As at December 2003 we had

- ÿ 20 floating housing support spaces for people categorised as vulnerable

As at December 2003 the Housing and Property Services Department's housing support team provided floating support services to 123 service users, of whom a number will fall into the category of 'other vulnerable people'. There was also a waiting list of 28 people. The service provided is determined by the needs of the client.

We propose to expand our in-house housing support service to assist more vulnerable tenants, and to extend the service to other landlords, should funding become available.

6.5.2 Domestic Abuse

Our objective is to provide supported housing services which

- ÿ Provide immediate quality refuge for women and their children fleeing domestic violence
- ÿ Support and enable women to re-establish their independent lives in the community
- ÿ Reduce the incidence of homelessness

At December 2003 we had

- ÿ 19 accommodation based support spaces. This comprised 14 places split between 2 refuges, and 5 supported dispersed flats
- ÿ A part time children's worker funded through the Changing Children's Services Fund

In its 1991 report "Women and Violence", COSLA recommended that there should be 1 refuge place per 7,500 of the population. However the Scottish Partnership on Domestic Abuse have called for a review of this figure and this would have an impact on the provision of housing support services. The level of need in Renfrewshire will be assessed in consultation with partners, taking account of the 1991 COSLA recommendations and the more recent information from the Scottish Partnership.

6.5.3 Anti Social Behaviour

Our objective is to provide services which

- ÿ Support people to establish or maintain their ability to live in the community in a socially responsible way
- ÿ Promote opportunities for inclusion

The council's housing support team receive referrals from the council's anti social investigation and mediation team (ASIST). At September 2003 the team were providing housing support services to 4 anti-social tenants referred by ASIST. Full details of housing support services provided are contained in appendix 5

It is anticipated that the housing support service will continue to provide appropriate levels of support to anti social tenants.

6.5.4 Care Leavers

Within Renfrewshire, care leavers aged 16 or over are supported though the Social Work Department's Throughcare Team, working in partnership with Housing, Careers Scotland, housing support services, and voluntary sector providers.

Our objectives are to:

- ÿ Provide services which promote informed housing choice
- ÿ Support young people to establish and/or maintain independent lives
- ÿ Promote opportunities for social inclusion.

As at November 2003, we had

- ÿ 110 young people receiving a Throughcare service, which includes housing support services
- ÿ For all young people, including care leavers we had:
 - ÿ 12 supported accommodation places for young single homeless persons aged 16 - 25 years
 - ÿ 20 floating housing support service places to young people aged 16 to 21 years.

Over the next three years we will increase the level of Throughcare service and other housing support services for care leavers. This will allow us to respond to increasing demand for services, and to meet new legislative requirements of The Support and Assistance of Young People Leaving Care (Scotland) Regulations 2003.

Proposals for satellite accommodation for young people previously looked after are currently under consideration. This would involve developing housing support services for young people in supported flats, with a view to enabling a move into a more independent living situation.

6.5.5 Young People

Our objective is to

- ÿ Promote informed housing choice
- ÿ Reduce tenancy abandonment and turnover
- ÿ Support people to live independently in the community
- ÿ Promote opportunities for social inclusion

As at December 2003 we had

- ÿ 12 supported accommodation places for young single homeless persons aged 16 to 25 years
- ÿ A total of 80 floating housing support places, including 49 spaces for young people aged 16 to 21 years

We will work with partners to identify resources to fund additional floating and accommodation based services for young people.

6.5.6 Refugees

There are no refugees or asylum seekers in Renfrewshire. There are currently 5 Kosovan families living in short stay flats provided by Renfrewshire Council, but all have Extended Leave to Remain and are not classed as refugees or asylum seekers.

7.0 Unmet Need

While it is accepted that there will be cross over in service provision and housing support needs identified in other sections of this document, we believe there are many people, particularly in the owner occupied sector, whose needs have not been identified, assessed or addressed.

Information and recording systems used by statutory and non-statutory organisations rarely detail the client's housing support needs or tenure, which means that identifying unmet need is a difficult process. However, it is apparent from discussions with landlords, service providers and service users that there are many people who require housing support services, whose needs have not been identified or addressed.

In the period from April 2002 to March 2003, there were 9,716 community care assessments carried out and 10,536 clients receiving a social work service. This information demonstrates an increase in demand for services, from people with community care needs. This data indicates that in line with the ageing population of Renfrewshire, there will be a steady increase in the demand for community based services and housing support. Further demands for these services will also arise as a consequence of planned NHS bed reduction programmes in learning disability, mental health, and frail elderly services. A number of patients being resettled are likely to have additional physical disabilities and housing support needs.

A number of clients are receiving a service in establishments outwith Renfrewshire because their needs cannot currently be met within our own area, however with appropriate funding, Renfrewshire Council would be able to support more people in their own homes in our area.

7.1 Ordinary Residence

Placements in establishments outwith Renfrewshire are governed by ordinary residence rules. The current guidance on Ordinary Residence Circular No: SWSG 1/96:Ordinary Residence, will apply to housing support services. Situations arising where ordinary residence is an issue will be dealt with on a case by case basis by the local authority and other partner agencies involved.

8.0 Contracts and Commissioning

All service providers have agreed either an interim contract letter or an interim contract as specified in Scottish Executive guidance, or, in some cases, where the local authority has an existing contract with a provider, a letter varying the contract is agreed. Where the housing support service is provided by the council, a service level agreement is in place. These contracts, variations and service level agreements are effective from 1 April 2003 and apply until the service review is conducted.

8.1 Review and Monitoring

All housing support services will be reviewed at least once between 1 April 2003 and 31 March 2006. The programme for review and monitoring of services has been arranged in consultation with service providers and users.

The methodology for programming reviews is based on:

- the length of time since the service was last reviewed
- the level of knowledge and information available about the service
- the number of service users receiving services from one provider
- any concerns or complaints about service provision
- cost quality and efficiency
- relevance to the needs of users and local authority strategic priorities

Initially, a desk top review of the service will be conducted using the following criteria. The service must:

- operate in accordance with this Supporting People Strategy
- meet identified current and future demands for services
- provide a quality service which effectively meets the needs/preferences of service users and potential users
- be cost effective
- be provided by an organisation which can demonstrate its viability for the foreseeable future

A service must meet the five criteria listed above or demonstrate the potential and willingness to meet them within an agreed timescale, to continue to receive funding.

The housing support service providers and service users will be involved and consulted throughout this process, in order to achieve a quality, cost efficient service and ensure customer satisfaction.

The second phase of the review process will identify and agree the actions necessary to achieve changes or improvements in services. This phase, which is carried out in consultation with the service provider and service users, involves visits to accommodation based and floating support services. Continued funding will be dependent on a satisfactory outcome from this phase of the review process.

Where it appears that a service provider is in breach of contract, or where the local authority considers it necessary to withdraw funding, a third phase of review will be invoked. At this stage the local authority will advise the Care Commission of its concerns.

The current programme comprises reviews of 14 housing support providers with 29 contracts. Reviews will take place between 10 November 2003 and 28 November 2004 and will be of two, four or six weeks duration, depending on the scale and complexity of each service and the vulnerability of service users. The review programme is summarised in appendix 8.

The local authority will apply the review process in a fair and transparent manner. Service providers will be notified of the review date set and will be involved, together with service users, and provided with appropriate information throughout. User satisfaction surveys will be conducted. The outcomes of reviews will be published, and used to inform our practice in conducting future reviews.

9.0 Monitoring and Evaluation of the Supporting People Action Plan

To ensure that the Supporting People Strategy is effective, a Monitoring and evaluation Framework will be established to make sure that the objectives set are being achieved.

We have identified our vision for the Supporting People programme in Renfrewshire, and have established objectives and tasks required to achieve this.

- Y The objectives reflect what needs to be done to achieve the aims of the Supporting People Strategy. They are measurable, and the extent to which these objectives are being met is a measure of the overall effectiveness of the Strategy.
- Y The tasks are individual pieces of work undertaken to enable the objectives to be met.

In measuring the extent to which the Supporting People is being successfully implemented, there is a need to:

- Y Regularly monitor performance in relation to each of the stated objectives and tasks; and
- Y Periodically evaluate the extent to which the Supporting People aims are being achieved.

Monitoring the Supporting People strategy will be an ongoing process of:

- Y Checking that the agreed actions are taking place within the agreed timescale; and
- Y Ensuring that agreed targets are being met.

Performance Indicators will be established to measure the extent to which each objective is being achieved and targets set. Where baseline information is not currently available, systems will be developed to gather this information.

The draft action plan suggests which partners are responsible for each action. The final action plan will confirm the lead partner and the timescale for completions. Lead partners will be asked to provide a quarterly update on progress through joint future planning groups.

The Housing Information Partnership (HIP) will continue to monitor performance on the Local Housing Strategy and the related aspects of the Supporting People Strategic Plan.

Section 10 Action Plan

Strategic Objective	Vulnerable Category	Task	Timescale	Responsibility	Performance Measure
Objective 1: To ensure quality, cost effective services which match identified need and priorities defined in local and national strategies, particularly those developed by local partners.	All vulnerable groups	Review, report and make recommendations on current provision of housing support, both floating and accommodation based services taking account of Scottish Executive guidance.	2003-2006	SWD (SP)	Completion of reviews, reports generated and recommendations made where appropriate.
	Older people	Review, report and make recommendations on current provision of sheltered and very sheltered housing.	2003-2006	SWD (SP) SWD (Planning) HPS RSL's Communities Scotland Voluntary Agencies	Completion of reviews, reports generated and recommendations made where appropriate.
	All vulnerable groups	Assess savings or additional spend and ensure priorities established in local and national strategies are prioritised for funding.	2003-2008	SWD (SP)	Redefinition of services and/or additional services developed and funded.
Objective 2: To provide baseline information on current and future need to inform supporting people planning and prioritisation processes.	All vulnerable groups	Work with partners to assess and report on current and future need for floating and accommodation based housing support provision for all vulnerable groups	2003-2006	SWD (Planning) HPS SWD (SP) RSL's Communities Scotland Voluntary Agencies	Completion of report
Objective 3: Ensure supporting people issues are adequately considered and addressed across all strategic planning processes of local authority and partners.	All vulnerable groups	Work with partners to ensure supporting people is included in future planning processes.	2003-2008	SWD (Planning) HPS SWD (SP) RSL's Communities Scotland Voluntary Agencies	SP identified in other relevant strategic plans

Strategic Objective	Process	Task	Timescale	Responsibility
Objective 3: Ensure supporting people issues are adequately considered and addressed across all strategic planning processes of local authority and partners.	Planning processes	In consultation with partner agencies, service providers and service users, identify the most suitable forum to plan, consult and discuss and inform the progression and future planning of Supporting People.	2004	Social Work Department
		Maintain liaison and consultation with partner agencies, service providers and service users.	2004	Social Work Department
		Continual reassessment and review of Supporting People and revise action plan accordingly with above forum.	Annually	Social Work Department
		Establish and review new IT systems consistent with SWIFT to ensure accurate recording of contracts, service level agreements, service providers and service user details and service provision details and recording of unmet need.	2003-2008	Social Work Department
	Quality and Monitoring	Plan and programme quality and monitoring processes and procedures using appropriate national standards and Scottish Executive guidance.	2004	Social Work Department
		Implement review, quality and monitoring processes.	2003-2006	Social Work Department
	Administration	Ensure continuity of housing support services to service users		Social Work Department
		Ensure continuity of payment in terms of contractual obligations to housing support providers	2003/2004	Social Work Department
		Examine, review and assess interim contracts with service providers and arrange new contacts as required.	2006	Social Work Department

Appendix 1

Related Plans and Strategies

Annual Report of the Director of Public Health 2001, Public Health Directorate, Argyll and Clyde Health Board

Argyll and Clyde Alcohol and Drug Action Team Strategy, 2000/01 - 2004/05, Renfrewshire Council

Growing Together for a Better Future, Childrens' Services Plan 1998 - 2001, Renfrewshire Council

Improving Health in Argyll and Clyde, Health Improvement Programme 2001 - 2006, Argyll and Clyde Health Board

Inter Authority Criminal Justice Strategic Plan 2002 - 2005, Renfrewshire Council

Joint Community Care Plan 2001 - 2004, Renfrewshire Council

Learning Disabilities Services in Renfrewshire Partnership in Practice Agreement 2001-2004, Renfrewshire Council

New for Old - Increasing the Range of Life Choices for Older People in Argyll and Clyde, 2001/02 - 2012, Argyll and Clyde Health Board

Our Mental Health and Wellbeing - Joint Mental Health Strategy for Argyll and Clyde, Draft 2001, Argyll and Clyde Health Board

Community Plan - A Pattern for Partnership, 2000 - 2010, Renfrewshire Council

Youth Strategy 2000 - 2003, Renfrewshire Council

Corporate Statement, October, 2003, Renfrewshire Council

Modernising Community Care: An Action Plan, 2000, Scottish Executive

Modernising Community Care: The Housing Contribution, 2000, Scottish Executive

Housing (Scotland) Act, 2001, HMSO

Community Plan "A Pattern for Partnership" 2000 - 2010, Renfrewshire Council

Draft Local Housing Strategy, December 2003 (2004-2009), Renfrewshire Council

Homelessness Strategy, 2003-2008, Renfrewshire Council

Partnership in Practice Agreement 2001-2004, Renfrewshire Council

Census 2001, General Registrar of Scotland

Community Care and Health (Scotland) Act, 2002, HMSO

Housing Needs Assessment, DTZ Pineda, 2003

National Care Standards, Housing Support Services, 2003, Scottish Executive

Housing and Floating Support: A Review, Joseph Rowntree Foundation Findings, 1995

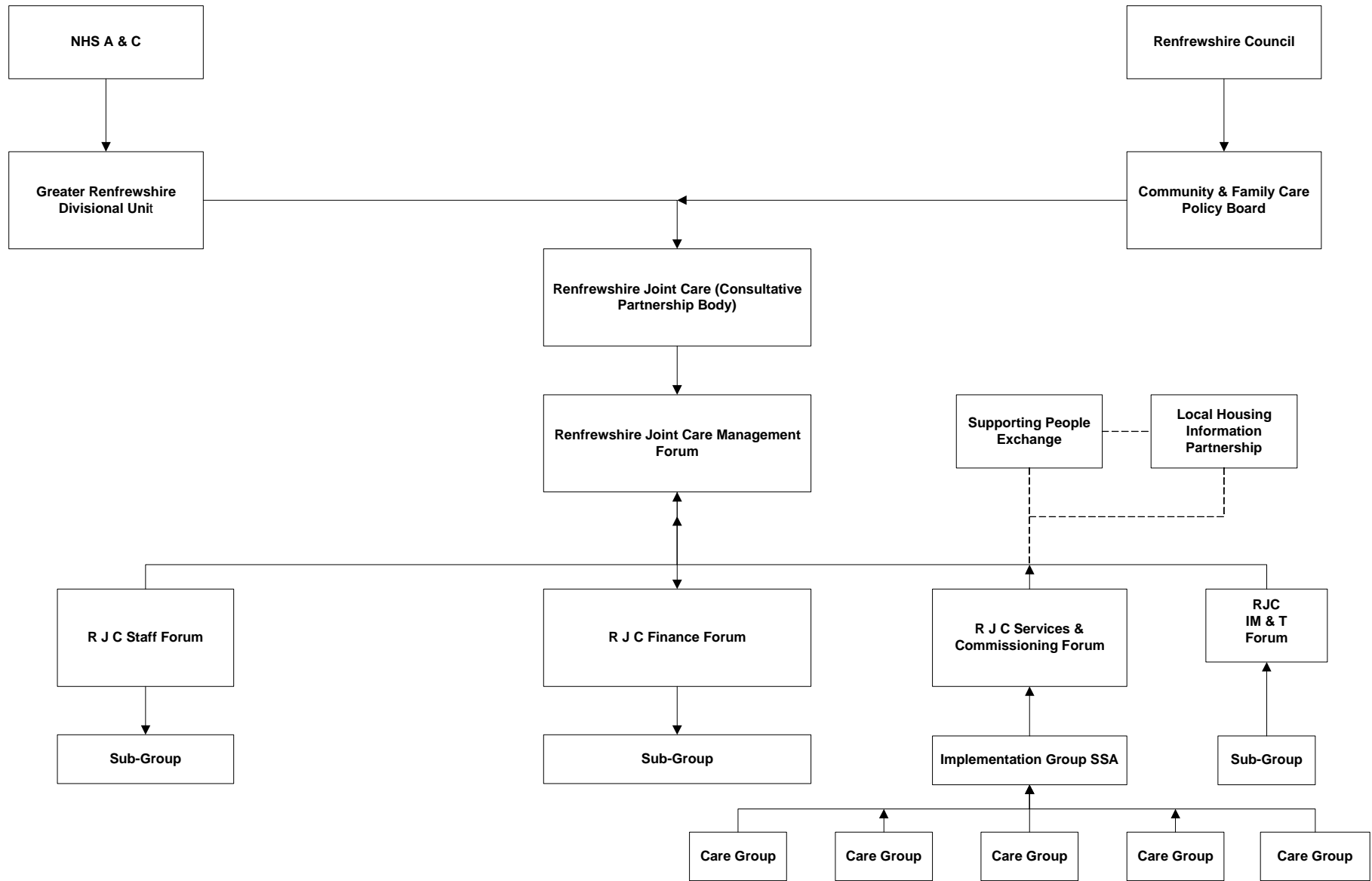
Health (Scotland) Reform Bill, 2003, HMSO

Appendix 2

Organisations consulted on this Plan

Abbeyfield Paisley and Johnstone	Acorn Healthcare Services
Archdiocese of Glasgow	Ailsa Lodge Home Care
NHS Argyll & Clyde	Barnardos Paisley Threads
Bield Housing Association	Blue Triangle Housing Association
Bridgewater Housing Association	Cairn Housing Association
Carewatch	Carelink Scotland Ltd
Capabilty Scotland	Carlton Care
Carr Gomm	Church of Scotland
Communities Scotland	Cube Housing Association
Deaf Blind Scotland	Deaf Connections
Disabled Persons' Housing Service	Domicilliary Care Scotland
Elpis Centre	Enable Scotland
Encounter Enterprises: Eagles Wings	Ferguslie Park Housing Association
Hanover Housing Association	Home Concern
Horizon Housing Association	Hear Here
Inclusion Glasgow	Independent Lifestyles Ltd.
Kelburn Care Services	Key Housing Association
Link Housing Association	Linstone Housing Association
Loretto Housing Association	Margaret Blackwood Housing Association
McFarlane Homes Ltd	One Plus
Paisley Citizens' Advice Bureau	Paisley Christian Social Action Centre
Paisley and District Women's Aid	Paisley South Housing Association
Positive Steps	Quarriers
Renfrewshire Assiciation for Mental Health	Renfrew Council on Alcohol
Renfrewshire Autism & Aspergers Group	Renfrewshire Carers Centre
Scottish Society for Autism	SOLAS
Thenew Housing Association	Thistle Foundation
Turning Point Scotland	Williamsburgh Housing Association
YMCA	

Appendix 3 Joint Future:Joint Planning Structure



Appendix 4

Definition of Vulnerable Groups

- are vulnerable due to their young age (aged 16 to 25 years);
- are affected by infirmity or ageing (aged over 60 years);
- are experiencing psychological trauma (including that caused by domestic abuse);
- are vulnerable due to substance misuse;
- have mental health problems, including dementia;
- have a learning disability;
- have a sensory impairment;
- are chronically ill;
- have been homeless or sleeping rough;
- have poor social skills or disruptive behaviour;
- have refugee status;
- have behaviour that puts them at risk of offending; or
- are leaving institutions (including ex-offenders released from prison whose accommodation is not provided through the Offender Accommodation Service);
- are gypsies/travellers;
- have a physical disability.

The Executive state that this list is not exhaustive. This leaves scope to design and provide services for people whose vulnerability is not clearly defined.

Appendix 5

Definition of Housing Support Services

The Scottish Statutory Instrument 2002 No 444, The Housing (Scotland) Act 2001 (Housing Support Services) Regulations 2002 defines Housing Support Services as:

1. General counselling and support, including befriending, advising on food preparation, reminding and non-specialist counselling where this does not overlap with similar services provided as personal care or support.
2. Assisting with the security of the dwelling required because of the needs of the service user.
3. Assisting with the maintenance of the safety of the dwelling.
4. Advising and supervising service users on the use of domestic equipment and appliances.
5. Assisting with arranging minor repairs to and servicing of a service user's own domestic equipment and appliances.
6. Providing life skills training in maintaining the dwelling and curtilage in appropriate condition.
7. Assisting the service user to engage with individuals, professionals and other bodies with an interest in the welfare of the service user.
8. Arranging adaptations to enable the service user to cope with disability.
9. Advising or assisting the service user with personal budgeting and debt counselling.
10. Advising or assisting the service user in dealing with relationships and disputes with neighbours.
11. Advising or assisting the service user in dealing with benefit claims and other official correspondence relevant to sustaining occupancy of the dwelling.
12. Advising or assisting with resettlement of the service user.
13. Advising or assisting the service user to enable him or her to move on to accommodation where less intense support is required.
14. Assisting with shopping and errands where this does not overlap with similar services provided as personal care or personal support.
15. Providing and maintaining emergency alarm and call systems in accommodation designed or adapted for and occupied by elderly, sick or disabled people.

16. Responding to emergency alarm calls, where such calls relate to any of the housing support services prescribed in other paragraphs of this Schedule, in accommodation designed or adapted for and occupied by elderly, sick or disabled people.
17. Controlling access to individual service users' rooms.
18. Cleaning of service users' own rooms and windows.
19. Providing for the costs of resettlement services.
20. Encouraging social intercourse and welfare checks for residents of accommodation supported by either a resident warden or a non resident warden with a system for calling that warden where this does not overlap with similar services provided as personal care or personal support.
21. Arranging social events for residents of accommodation supported by either a resident warden or a non resident warden with a system for calling that warden.

Appendix 6

National Care Standards for Housing Support Services

Scottish Ministers set up the National Care Standards Committee (NCSC) to develop national standards. The NCSC carried out this work with the help of a number of working groups. These groups included people who use services, their families and carers, along with staff, professional associations, regulators from health and social care, local authorities, health boards and independent providers. Many others were also involved in the consultation process.

As a result, the standards have been developed from the point of view of the people who use the services. They describe what each individual person can expect from the service provider. They focus on the quality of life that the person using the service actually experiences.

The standards are grouped under headings which follow the person's journey through the service. These are as follows:

Before using the service (standards 1 to 4)

- 1 Informing and deciding
- 2 Your legal rights
- 3 Management and staffing arrangements
- 4 Housing support planning

Using the service (standards 5 to 8)

- 5 Lifestyle - social, cultural and religious belief or faith
- 6 Choice and communication
- 7 Exercising your rights
- 8 Expressing your views

Choosing to leave or end the service (standard 9)

- 9 Choosing to leave or end the service

The main principles are dignity, privacy, choice, safety, realising potential and equality and diversity.

Copies of the full National Care Standard for Housing Support Services are available from:

The Stationary Office Bookshop
71 Lothian Road
Edinburgh
EH3 9AZ

Telephone: 0870 606 55 66

or on the Scottish Executive website at www.scotland.gov.uk

Appendix 7 Summary of Existing Provision and grant spend

Vulnerable Group	No of Providers	No of Service Users	% of Supporting People Service Users	Annual SP Grant (£)	% of grant spend	Average Grant allocation per service user (£)
Alcohol Issues	3	42	0.4%	472,826	3.0%	11,258
Dementia	1	2	0.0%	7,520	0.1%	3,760
Domestic Violence	1	19	0.2%	208,326	1.3%	10,965
Drug Issues	2	6	0.1%	47,730	0.3%	7,955
Ex-offenders	1	4	0.0%	64,240	0.4%	16,060
Homeless Families	2	127	1.3%	1,129,755	7.1%	8,896
Homeless Single	4	83	0.8%	849,476	5.4%	10,235
Learning Disability	3	183	1.9%	4,868,651	30.7%	26,605
Mental Health	4	173	1.8%	2,164,085	13.7%	12,509
Older People	10	2,246	22.8%	3,236,286	20.4%	1,441
Other	2	6,630	67.4%	1,087,511	6.9%	164
Physical Disability	4	100	1.0%	641,875	4.0%	6,419
Sensory Impairment	2	5	0.1%	102,239	0.6%	20,448
Young People	4	222	2.3%	956,580	6.0%	4,309
Total	47	9,842	100%	15,837,100	100%	1,609

Appendix 8 Commissioning and Contracting Review Programme

Organisation	Contract No	Address of Project	Accomm places	Floating places	TH B	SNAP POOLED	Client Group	Review Start	Schedule End	Length of Review
PCSAC	13	13 Wallace Street, Paisley	23		x		Single Homeless	10-Nov-03	07-Dec-03	4 weeks
Encounter Enterprise	153	19 Gleniffer Road, Paisley	4		x		Offenders	08-Dec-03	11-Jan-04	4 weeks
Positive Steps	83	Variable		13	x		Other	12-Jan-04	08-Feb-04	4 weeks
RAMH	44	Bedsit, Seedhill Road, Paisley	1		x		Mental Health	09-Feb-04	21-Mar-04	6 weeks
	48	33 Knock Way, Paisley	6		x		Mental Health	09-Feb-04	21-Mar-04	6 weeks
	69	Variable		5	x		Mental Health	09-Feb-04	21-Mar-04	6 weeks
	96	Dalskeith Avenue, Paisley	5		x		Mental Health	09-Feb-04	21-Mar-04	6 weeks
Blue Triangle HA	14	Seedhill Road, Paisley	12		x		Young People	22-Mar-04	18-Apr-04	4 weeks
	105	Variable		3	x		Young People	22-Mar-04	18-Apr-04	4 weeks
YMCA	18	Davie Muir Court, Renfrew	30		x		Single Homeless	19-Apr-04	16-May-04	4 weeks
Capability	70	Westlands, Erskine	16			x	Physical Disability	17-May-04	13-Jun-04	4 weeks
	71	Wallace Court, Elderslie	25			x	Physical Disability	17-May-04	13-Jun-04	4 weeks
Loretto	81	Graham Street, Johnstone	8		x	x	Mental Health	14-Jun-04	11-Jul-04	4 weeks
	135	Fulbar Street,	8		x	x	Mental Health	14-Jun-04	11-Jul-04	4 weeks
	136	Shaw Place,	8		x	x	Mental Health	14-Jun-04	11-Jul-04	4 weeks
RCA	30	Various - Linstone	5		x		Alcohol	12-Jul-04	08-Aug-04	4 weeks
	31	Various - Renfrewshire	6		x		Alcohol	12-Jul-04	08-Aug-04	4 weeks
Womans Aid	5	Various - Linstone	2		x		Domestic Violence	09-Aug-04	05-Sep-04	4 weeks
	6	Various - Williamsburgh	4		x		Domestic Violence	09-Aug-04	05-Sep-04	4 weeks
	66	Refuge 1	7		x		Domestic Violence	09-Aug-04	05-Sep-04	4 weeks
	156	Refuge 2	7		x		Domestic Violence	09-Aug-04	05-Sep-04	4 weeks
Enable	82	Melrose Avenue, Linwood	4		x		Learning Disability	06-Sep-04	19-Sep-04	2 weeks
Paisley Threads	86	Variable	10			x	Young People	20-Sep-04	17-Oct-04	4 weeks
	100	Variable	25		x		Young People	20-Sep-04	17-Oct-04	4 weeks
Bridgewater HA	157	Various	70		x		Older People	18-Oct-04	14-Nov-04	4 weeks
Margaret Blackwood HA	55	Albion Street, Paisley	2			x	Physical Disability	15-Nov-04	28-Nov-04	2 weeks
	56	Castle Street, Paisley	7			x	Physical Disability	15-Nov-04	28-Nov-04	2 weeks
	61	Park Grove, Erskine	1			x	Physical Disability	15-Nov-04	28-Nov-04	2 weeks
	62	Fulbar Street, Renfrew	5			x	Physical Disability	15-Nov-04	28-Nov-04	2 weeks

Appendix 9

Glossary of Terms

Anti Social Behaviour Order

Anti Social Behaviour Orders are designed to prevent behaviour including theft, intimidation, drunkenness and violence by individuals and families who make life difficult for their communities. These orders are civil and sanctions are handled by the police and local authorities working in partnership.

Barrier Free Housing

Barrier free housing is a range of accommodation designed to provide buildings and environments that are accessible, adaptable and can be used by people with or without disabilities.

Best Value Review

A review of services carried out to ensure that quality and cost-effectiveness are achieved.

Carenap

Carenap is an acronym of Care Needs Assessment Package. This is a tool used by social workers to assess a person's community care needs.

Care Commission

The Care Commission is a national organisation set up under the Regulation of Care (Scotland) Act, 2001 to regulate and inspect Scottish care services.

Carer

Someone who regularly looks after a family member or a friend unable to manage without help, because of illness, frailty or disability. The family member may be a spouse, partner, child, brother, sister or a parent. They may or may not live together.

Care Group

A term used to describe people with a common disability or problem who may need community care services. It is recognised that people within each care group will often have widely differing ideas.

Care Package

A combination of services put together to meet the assessed needs of a service user requiring care in the community.

Commissioning

Commissioning involves the assessment of need, deciding what services should be provided to meet those needs, setting service specifications and agreeing contracts with care providers. Agencies may commission services singly or, where appropriate, jointly i.e.: joint commissioning.

Communities Scotland

A Scottish Executive agency whose aim is to work with others to improve the quality of life for people in Scotland by regenerating disadvantaged communities and help deliver better housing.

Community Care

The provision of services and support to people who are affected by problems of illness and disability, to enable them to live in their own homes or in “homely” settings in the community.

Community Planning

This is a strategic process led by local authorities in partnership with the community and other key agencies to plan, provide and promote the well-being of the community. The two main aims of community planning are: to make sure that people and communities are genuinely engaged in the decisions on public service provision that affect them, and to make sure that organisations work together, not apart, in providing better public services.

Core and Cluster Housing

Accommodation where a central house with care staff provides support to a number of flats or houses.

Direct Payments

Funding for care services made directly available to service users to enable choice and control over their care services.

Equal Opportunities

The prevention, elimination or regulation of discrimination between persons on grounds of sex, marital status, race, disability, age, sexual orientation, language, social origin, or other personal attributes, including religious and political beliefs or opinions.

Floating Housing Support

Services are “provided on the basis that support, is transferable between properties according to the tenant’s needs. The funding “floats” between properties, tenants are assumed to have short term needs,.....when they no longer need it, the support and its funding “floats” off to someone else while they remain living in their property and pass into general housing management.”

Health Plans

New local plans to be produced by the unified Health Boards replacing the Health Improvement Programmes (HIP’s) and Trust Implementation Plans (TIP’s).

Housing Association

A housing association is a non-profit making body whose purpose is to provide, construct or manage housing accommodation.

Hospital Discharge Protocol

An agreed set of guidelines between Health and Social Work to enable people where possible to be discharged to their own homes, with appropriate packages of care to support them. When appropriate, people may also be discharged into residential or nursing home care.

Joint Community Care Plan

A document produced by local authorities and partners setting out how community care services will be developed over the next three years.

Joint Commissioning

This is where two or more agencies in partnership commission services.

Joint Future Group

The report to the Scottish Executive by the Joint Future Group which sets out clear recommendations and timescales for developing community care services in Scotland.

Local Housing Strategy

Section 89 of the Housing (Scotland) Act, 2001 requires all local authorities to undertake a comprehensive assessment of housing needs and conditions and to produce strategies to tackle housing problems in their areas.

National Care Standards

Housing support service providers are expected to, at minimum, meet the standards set out in the National Care Standards: Housing Support Services. The standards are based on a set of principles that highlight how important it is for those providing care services to recognise and accept people as individuals.

Pipeline Project

An accommodation based project planned for completion between April 2003 and April 2006, where a capital investment to build or purchase property has been committed and a housing support service will be provided.

Provider

Any person, group or organisation supplying a community care service.

Reprovision

Reprovision is the term commonly used to describe the replacement of hospital based services with alternative community based accommodation and social and health care support. Responsibility for the social care element of replacement services transfers to the Social Work Department, whilst continuing health care services are provided by the NHS.

Respite Care/Short Breaks

Respite, now commonly called "short breaks" are services designed to provide a break for the carer as well as the service users by taking on the caring task for varying lengths of time. This may take place in the person's home, residential care or other setting.

Scottish Secure Tenancy

Introduced by the Housing (Scotland) Act, 2001, the Scottish Secure Tenancy introduced new rights and obligations to tenants, effective from 30 September, 2003.

Sheltered housing

Purpose built or adapted accommodation, which meets specific design standards and has on-call warden support.

Short Scottish Secure Tenancy

This is a new type of tenancy that can be offered to tenants who have previously been evicted for anti-social behaviour, living in temporary accommodation, properties leased by a landlord from another body or where a court has granted an anti social behaviour order. The tenant will have no right to buy and there are no succession rights on the tenancy.

Single Shared Assessment

A procedure where one agency undertakes all assessments of need, and will liaise with other relevant organisations to ensure that appropriate services are in place to meet these needs.

SMART Housing

These are homes which use modern technology to allow people who are vulnerable to live independently in their own homes. This technology can make daily tasks easier for people, allow them to be monitored to ensure their safety and alert appropriate agencies should they be experiencing difficulties.

Social Housing

General and special needs housing provision by registered social landlords, local authorities and other social housing providers for rent.

Social Landlords

Landlords who provide social housing.

Supported Accommodation

Accommodation with support to enable a wide range of vulnerable people to maintain stable and independent lives in the community.

Very Sheltered Housing

Very sheltered housing has all the features of sheltered housing but offers additional support in the form of extra warden cover, special bathroom facilities and meals.

Voluntary Sector

Voluntary sector organisations are independent, governed by voluntary management boards, non-profit distributing, set up with a social purpose, and providers of employment and volunteering opportunities. Organisations within the voluntary sector are often partners with the public sector and play a key role in delivering many services.

Wheelchair Standard Housing

Housing which meets or exceeds the definition contained in prescribed national standards.

Supporting People Strategic Plan 2003-2008 - Questionnaire

Thank you for reading Renfrewshire Social Work Department's Supporting People Strategic Plan 2003-2008. We value and seek your views on social work services. Please fill in this questionnaire and return to:

Renfrewshire Council,
Social Work Department,
Planning & Social Inclusion Section,
4th Floor,
North Building,
Cotton Street,
Paisley. PA1 1TZ.

Name/Group	
Address	
Postcode	
Telephone number	
E-mail address	

How helpful did you find the Plan? Very helpful Helpful Not helpful

Do you think the Plan is set out clearly and easy to understand? Yes No

Do you have any suggestions on how this could be improved?

We have identified priorities in an action plan for 2003-2008. Are there issues which are not included within this action plan which you would like to be considered during the review process?

Please provide any other comments that you have on this Plan. Feel free to use additional sheets if required.

Thank you for taking the time to complete this questionnaire.