

EAST AYRSHIRE COUNCIL

SOCIAL WORK COMMITTEE – 27 MARCH 2003

THE SUPPORTING PEOPLE PROGRAMME STRATEGIC PLAN

**Joint Report by the Director of Homes and Technical Services and the
Director of Educational and Social Services**

1. PURPOSE OF REPORT

- 1.1 To seek approval from members for the Strategic Plan for the future development of the Supporting People Programme.

2. BACKGROUND

- 2.1 The Supporting People Programme is an integrated policy and funding framework for housing support services, designed to enable as many vulnerable people as possible to live independently in their own homes.

2.1 PROGRESS UPDATE

- 3.1 One of the implementation targets for the Supporting People Programme has been the development of a Strategic Plan and an initial draft was submitted to the Scottish Executive in October 2002.
- 3.2 Communities Scotland were tasked by the Scottish Executive to assess all local authority Supporting People Strategic Plans against an agreed assessment framework.
- 3.3 The draft plan has been revised prior to final submission to the Scottish Executive during March 2003. The Plan is designed as a decision making framework, linked to the review of services. Volume 1 of the draft East Ayrshire Supporting People Strategic Plan which sets out the strategic direction and priorities for action in the provision of services to people with housing support needs within East Ayrshire is attached as an appendix to this report .
- 3.4 Volume 2 of the Plan contains supporting demographic information. A copy of Volume 2 is lodged in the Members Information Point.

4. FINANCIAL IMPLICATIONS

- 4.1 Current guidance from the Scottish Executive indicates that unless a need for additional support services is being generated by the provision of new facilities funded from capital expenditure, then local authorities will be expected to operate within the budgets developed through Transitional

Housing Benefit and other funding streams such as pooled rent income from the Housing Revenue Account.

4.2 The service review process, is integral to the Supporting People Programme and has been identified by the Scottish Executive as a potential source of additional funding for new services as financial savings are achieved through service reviews.

4.3 Other further potential sources for additional funds for new services include the growth element within the recently announced current three year funding package. The growth figures, which also cover an inflation uplift, have been set as 4.34% for 2003/4, 6.18% for 2004/5 and 4.33% for 2005/6. Other possible sources of funding are the operational budget for the Supporting People Programme, which here is used to fund the Supporting People Team, and Community Care budget resources.

5. POLICY IMPLICATIONS

5.1 There are no new policy implications from the existing Scottish Executive Supporting People guidance other than those previously reported to Committee.

6. LEGAL IMPLICATIONS

6.1 There are no new legal implications arising from this report. Any legal implications arising from the implementation of the Supported People Initiative will be reported to Committee as they arise in the context of further Supporting People reports.

7. RECOMMENDATIONS

7.1 The Committee is asked to approve the adoption of the East Ayrshire Supporting People Strategic Plan as the basis for the future development of the Supporting People Programme

James Lavery
Director of Homes & Technical Services

John Mulgrew
Director of Educational & Social Services

6 March 2003
Enc (1)

Enclosures:

APPENDIX

Volume One of the East Ayrshire Supporting People Strategic Plan

LIST OF BACKGROUND PAPERS

Volume Two of the East Ayrshire Supporting People Strategic Plan

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VOLUME 1**

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Executive Summary

Introduction

- 1.1 The Supporting People Programme seeks to meet needs for housing support services that build and maintain the capacity of vulnerable people to live independently in their own homes as part of the community.
- 1.2 How we develop services to meet the needs that have been identified but not met is the major challenge that this plan looks to address. It will be the subject of regular review as we get feedback from consultation with service users and their representatives as well as service providers.

Strategic Context

- 1.3 The Supporting People Programme is set in the context of public policy being to enable vulnerable people to live lives that are as normal as possible. The Supporting People Strategic Plan forms a discrete part of the East Ayrshire Local Housing Strategy.

Consultation Framework

- 1.4 The consultation framework for this plan builds on pre-existing consultation systems in place for community and service planning. We will be involving service users in the development process for the Supporting People Programme particularly in the review of services.

Values and Objectives

- 1.5 The East Ayrshire Supporting People Strategic Plan has been produced with a commitment to the Council's core values of Quality, Equality, Access and Partnership and sits within the overall context of the Community Planning Framework for East Ayrshire.

Summary of Need

- 1.6 Considerable work has been done through to April 2003, to identify all current commissioned or directly provided services, that can legitimately be identified as housing support services and where possible transfer the funding of that service to Transitional Housing Benefit.
- 1.7 Where the need for new or enhanced support services has been identified, then the opportunity to provide or commission services to meet that need has been pursued, using the funding mechanism of Transitional Housing Benefit.

Achieving change

- 1.8** The views of service users will be a key element in how we deliver services. Changes to the pattern of service delivery will be necessary to meet needs that are currently known to be unmet or have yet to be identified.

Performance Management Framework

- 1.9** A Joint Performance Management framework will be developed to ensure an integrated approach to the evaluation and monitoring of this strategy. The key principles of Best Value will be the basis for this joint performance management framework.

Volume 2

- 1.10** Volume 2 of the East Ayrshire Supporting People Strategic Plan contains all the demographic information and service profile information used in the preparation of the plan. It also details the previous consultation responses from service users, service providers and other interested groups.

Comments and responses to this Plan

- 1.11** This plan was jointly produced by the Strategic Planning Team for the Supporting People Programme, which comprises policy staff from the Departments of Educational and Social Services and Homes and Technical Services. Any comments or feedback should be sent to the Supporting People Team, at the Department of Homes and Technical Services, Civic Centre North, Kilmarnock, Ayrshire, KA11BY

2. Introduction

Purpose and format of the East Ayrshire Supporting People Strategic Plan

- 2.1** Section 89 of the Housing (Scotland) Act 2001 requires local authorities to undertake an assessment of housing needs and conditions and produce a Local Housing Strategy (LHS) covering the provision of housing and related services within their area.
- 2.2** The Supporting People Strategic Plan forms Part 2 of the Local Housing Strategy and sets out the strategic direction and priorities for action in the provision of services to people with housing support needs within East Ayrshire.
- 2.3** Volume One of the Plan describes the strategic context, states the values that have informed the development of the Plan and specific objectives identified during its development. Need identified via the planning process is summarised and priorities for action in relation to each service user group stated.
- 2.4** Volume Two of the Plan includes the detailed information including demographic statistics and the outcomes of consultation with key stakeholders, which underpins the Plan.

Partners in Strategic Development

- 2.5** Key stakeholders actively involved in the development of this Plan include:
- East Ayrshire Council
 - Communities Scotland
 - NHS Ayrshire and Arran
- 2.6** A range of other stakeholder organisations were consulted during development. The outcomes of consultation with service users, carers and other key stakeholders during the development of the Community Care Plan, the Children's Service Plan and the Strategic Plan for Criminal Justice services has also informed the development process.

What Do We Mean by Supporting People?

- 2.7** The 1998 Scottish Executive document, 'Supporting People: A new policy and funding framework for support services' outlined an integrated policy and funding framework for housing support services. The programme puts such services on a secure legal footing, within a framework designed to ensure that need and gaps in service provision are identified and addressed.
- 2.8** Supporting People is aimed at helping vulnerable people to maintain stable lives, through the provision of housing support services. It does not follow that this support must be provided through specialist housing provision in order that they should get access to housing support services. It will therefore be available to people living in all forms of tenure although current information is

that owner occupiers will not be able to access Supporting People Grant funded services until 2004. However, it is accepted that some specialist-housing provision such as hostel accommodation will continue to be needed.

2.9 Supporting People services are available to a wide range of people and the type of support required for each individual will define the range of services to be provided. The initial mapping of needs for housing support services in East Ayrshire was carried out using the client groups detailed in the East Ayrshire Joint Community care Plan as a basis to work from. People who could benefit from the Programme may include;

- ◆ People who have community care support needs including older people including people with dementia, people with learning disabilities, people with mental health difficulties, etc
- ◆ Young people including vulnerable young people receiving an after care service.
- ◆ People with drug or alcohol dependencies.
- ◆ Homeless People
- ◆ People fleeing domestic violence.
- ◆ Ex offenders returning to the community.

2.10 This list of client groups is not regarded as being definitive- it is intended that all vulnerable people will be able to access housing support services to help them maintain their independence.

How the ability to access Transitional Housing Benefit has affected housing support services

2.11 There has been a pronounced impact on the shape and pattern of services as the result of the main funding mechanism for housing support services in the interim period to April 2003 being Transitional Housing Benefit. The effective restriction of new support service provision to only those with the tenancy status whereby they could claim the benefit has led to a number of distortions and anomalies in the provision of services. Recognition of that fact has informed many of the perceived needs to reshape service provision in the years ahead.

The future direction of Supporting People

2.12 For the first time housing support services have been identified as a separate element within the health and social care sector. While complementary to community care and other services and many of the desired outcomes are identical across the sector, the development of housing support services is expected to be on a broader basis than that of community care services.

- 2.13** Their future will be to act both as a support mechanism; building and maintaining the capacity of vulnerable people to live in their own homes and preventing unnecessary admission to hospital or institutional forms of care.
- 2.14** The challenge for East Ayrshire Council in delivering on its Supporting People Strategy will be to work with service users, service providers and other stakeholders to deliver the best possible housing support services for vulnerable people in the years to come.
- 2.15** Scottish Executive guidance has identified a number of possible sources for additional funding to grow Supporting People services after 2003. These include money freed up as the result of efficiency savings through the service review process or as the result of expenditure being switched to Transitional Housing Benefit. Much work remains to be done to establish the level of available funding for new services and this limits present ability to determine the resource implications of the planned improvement

3. Strategic context

Where does this strategy fit within the East Ayrshire planning context?

- 3.1** The Strategy will sit within the overall context of the Community Planning framework for East Ayrshire. The East Ayrshire Community Plan developed in December 2002 outlines the overall strategic priorities for partners within the council area for the next 12 years with detailed 4 year implementation plans developed for each of the agreed priorities for action;
- 3.2** The vision of the East Ayrshire Community Plan is that;
- “East Ayrshire will be a place with strong, vibrant communities where everyone has a good quality of life and access to opportunities, choices and high quality services, which are sustainable, accessible and meet people’s needs.”
- 3.3** All strategic and operational planning within East Ayrshire requires to accord with this vision and the guiding principles that seek to;
- promote social justice and social inclusion;
 - build sustainability;
 - succeed in joint working and involving people;
 - ensure accessibility and
 - deliver best value.
- 3.4** This plan has a close fit within the objectives of the Community Plan and monitoring, evaluation and reporting mechanisms of this plan will seek to emphasis the integration of planning within the overall Community Planning mechanism.
- 3.5** In particular, this strategy emphasises the importance of integrated working between agencies to deliver joined up seamless services at the point of need and with a high level of service user involvement in the service delivery.
- 3.6** The Supporting People Strategic Plan therefore forms part approach to implementation of other key strategies, including the Local Housing Strategy, East Ayrshire Joint Community Care Plan 2001-2004 and Children’s Service Plan with links to other planning processes including those relating to, health improvement and social inclusion.
- 3.7** The implementation of the Plan is also therefore a core feature of the work of integrated practise development such as the East Ayrshire Joint Future Implementation Group.
- 3.8** Appendix One outlines the full range of legislative and strategic background that informs this plan.

4. Consultation Framework

- 4.1 Service user involvement and participation in the development of services is recognised by partners as being essential. The most important partnership is the one between our partners and the people living in our communities.
- 4.2 It is therefore recognised that this plan will only succeed if we help the community to get involved in every stage of the process, including strategic development, service planning and implementation, individual care planning as well as monitoring and evaluation of existing services.
- 4.3 Partners to this strategy developed the strategic plan based on a policy of listening to people receiving services and using what they tell us to influence how we develop services.
- 4.4 Consultation on this plan has taken a three stage approach;

Consultation with the wider community on future aspirations and general direction of service delivery

- 4.5 Community Planning partners in East Ayrshire recognise that to bring about real and lasting change, the people and communities of East Ayrshire must be at the heart of the community planning process, and must be fully involved and represented. We have systems in place to tell people about what is happening and, more importantly, to make sure that they have an opportunity to play an active part in achieving our vision. These include;
- 4.6 Supporting and listening to community organisations including residents groups and local interest groups.
- 4.7 The East Ayrshire Council Local Committee structures were developed in 1996 to ensure that council matters are discussed within local areas, These open council meeting have the full authority of council committees but include local community organisations as non voting members. All key strategic documents are passed through the Local Committee structure for consultation.
- 4.8 There is active community representation and extensive consultation systems in place within key priority activities within East Ayrshire, including the Social Inclusion Partnerships in Coalfields and East Ayrshire North
- 4.9 Specific communities of interest have consultation committees within the council structure. These are East Ayrshire Disability Forum, Better Government for Older People, Ethnic Minorities Forum and the East Ayrshire Women's Forum. There are also a number of young people who are members of the Scottish Youth Parliament, They are actively involved in the development of children's services in East Ayrshire, including membership of local committees. East Ayrshire Council also has an elected member who is appointed as "Children's Champion"

- 4.10** A full-scale consultation exercise of all residents in East Ayrshire took place in February 2000. The results of this survey have been used in the development of a range of strategies within the council and with partners. East Ayrshire Council will also be participating in the Scottish Local Authorities Management Centre (SLAMC) and the National Centre for Social Research to conduct a survey of public attitudes towards Local Government in Scotland.

Consultation with service users and family carers

- 4.11** Service users and family carers have been actively involved in the planning of services in East Ayrshire Council These include;
- 4.12** Within Community Care, a range service users and family carers were actively involved in the development of the East Ayrshire Joint Community Care Plan 2001-2004 either through membership of writing groups on issues such as carers, older people, dementia and independent living. Others were actively involved at an early stage in developing outcomes for the plan. This included learning disabilities and mental health services. A second stage consultation involved the draft plan being send for comment to a wide range of voluntary independent sector, community and service users and carers organisations. A range of multi agency strategies has been developed to expand on the actions outlined in the plan. These strategies all actively involve service users and family carers in their preparation.
- 4.13** East Ayrshire Council has hosted a carers conference each year since 1999, to ascertain carers views and priorities across all groups. The information gathered at these conferences have also inform strategic development. The council has also been committed to hosting an annual older people's conference since 2000 and comments gathered at these conferences have also influenced strategic and operational planning.
- 4.14** Service users and family carers groups have been supported by East Ayrshire Council in a range of services these include users committees within residential and day services, service users groups across East Ayrshire for people with learning disabilities, people with mental health difficulties, people with physical or sensory impairments etc. Some groups have active support from staff from the Support to Communities section, others have active support from East Ayrshire Advocacy service and other support services. These groups have an active interest in issues directly affecting them and their views are actively addressed with strategic development.
- 4.15** Children's services are developed in consultation with a range of stakeholders. Consultation with children and young people has been actively pursued through the development of quality circle time supported by schools, Yipworld.com and Kilmarnock Northwest Youth project.

Direct stakeholder consultation on this plan.

- 4.16** The proposed outcomes of this plan were based on the views of service users and family carers as outlined in other plans. In relation to the processes proposed within this strategy a consultation draft was circulated to a range of stakeholders including service users and carers representatives for comment. A full list of the range of consultation that took place is included in Appendix Four.

4.17 During the consultation listed in Appendix Four, continued concern was expressed at the inability of people with no access to Housing Benefit to be able to receive Supporting People funded services, at least initially. The reconfiguration of services at Menzies Court in Cumnock was achieved with full consultation with existing service users. The enhancement of our Community Alarm scheme was pursued following consultation with service users at the meetings detailed in Appendix Four.

Local Housing Strategy and Tenant Involvement Service

4.18 The East Ayrshire Supporting People Strategic Plan forms Part Two of our Local Housing Strategy which is currently under development. The Council has contracted the Tenant Information Service to work with tenants and council staff to enhance and develop our tenant participation structures. These have historically been under developed in this area. As these structures grow, they will be available to facilitate consultation on the future direction of Supporting People services with wider groups than those presently involved.

4.19 Public consultation is currently underway on the priorities for our Local Housing Strategy. These do include the development of support services to enable vulnerable people to remain in their own homes. Future consultation exercises on the Supporting People Programme, Local Housing Strategy, and Joint Futures Agenda will be co-ordinated through the Supporting People Strategic Planning Team where appropriate. The aim would be to share results and also avoid consultation fatigue amongst those willing to participate.

VALUES AND OBJECTIVES

What values influence this strategy?

- 5.1 Central to the implementation of this plan is the core values adopted by East Ayrshire Council at its inception in 1995. These are;
- **Quality**
 - **Equality**
 - **Access and**
 - **Partnership**
- 5.2 These have been interpreted as reflecting our commitment to achieving effective partnerships and developing opportunities and services to people with support needs in East Ayrshire that;
- promotes quality of life;
 - maximises choices and opportunities;
 - develops local person centred services;
 - assists people in making use of mainstream service

What are the objectives of the Plan?

- 5.3 The following objectives were identified during the development of the Supporting People Strategy:
- To provide people with high quality flexible, seamless and locally based housing support services that enables them to live a safe, healthy, fulfilling and meaningful life.
 - To routinely involve service users, their carers and other stakeholders in the planning, delivery and review of services;
 - To ensure that services are accessible to everybody who requires them, regardless of racial, physical, gender or sexual issues.
 - To work in partnership to plan, deliver and continuously improve services within a Best Value Framework;
- 5.4 A series of SMART strategic objectives will be developed during the initial operation of the Supporting People Programme. These will build on the results of consultation with service users which will continue both as part of the service review process and as part of ongoing contract monitoring and quality assurance monitoring. The wider community will also continue to be consulted on the impact of the Supporting People Programme and how it may be shaped so as to benefit wider groups than those that currently get services.
- 5.5 These SMART strategic objectives will require to cut across the client groups that have been used to ease the task of needs assessment. In doing so , they will reflect the intention of the Supporting People Programme, which needs to be a wide net of services that build and sustain the capacity of vulnerable people to be able to live independently, whatever their situation or income.

5.6 One objective already identified that cuts across the client groups used in this Plan to assess needs and measure performance is the need to continue to develop and enhance the East Ayrshire Community Alarm Scheme. This now operates as a baseline service that offers both access to a light repairs service and advocacy services to all of its service users apart from the original function of an emergency call system. The initial expansion of the scheme, based on Transitional Housing Benefit for East Ayrshire Council tenants, will be reviewed and the outcomes generated by the additional expenditure assessed to see how well they meet the objectives laid down for the client groups that are served by the Community Alarm Scheme.

5.7 There is a clear linkage between the Joint Performance Management Framework, to be established by September 2003 and the service review process that is an integral part of the Supporting People Programme. Annual reviews of the Strategic Plan as a whole will be carried out to ensure that the overall objectives of the Supporting People programme are being met through the service review process and the day to day service quality and contract monitoring processes.

6. Summary of Need

What client groups were identified as having support needs?

- 6.1** The following groups were identified as requiring action to be taken;
- Older people including people with dementia
 - People with Mental Health Difficulties
 - People with learning Disabilities
 - Physically Disabled People (including sensory Impairment and people under 65 with Organic Brain Disorders)
 - Young People including young people receiving an after care service
 - People leaving prison or secure accommodation
 - People with drug or alcohol dependency.
 - Homeless people
 - People affected by Domestic Violence
- 6.2** These groups were identified on the basis of the following criteria. Detailed information relating to each is contained in volume 2 of this plan. The criteria stated below were used to guide the selection of priority groups:
- ♦ Characteristics – demographic info etc.
 - ♦ Current provision of accommodation with support
 - ♦ Stakeholder consultation
 - ♦ National and Local Planning Priorities
- 6.3** The Strategy addresses each priority group separately for ease of reference. However, it is recognised that individuals may fit more than one of these categories. For example the relationship between homelessness and mental health, ex-offenders and care leavers has been well documented.
- 6.4** The assessment of needs is as yet incomplete. As further needs are identified, especially with the opening of Supporting People services to owner occupiers from 2004, then the Strategic Planning Team will need to function as a collator of new information to build a more complete picture of the gaps between need and supply of services. The Commissioning and Purchasing Group will then need to prioritise the filling of those gaps. Development of our Local Housing Strategy is also seen as a further driver for this process.

7. Achieving change

7.1 How it is proposed to bring about the changes that are needed

7.1.1 The next section summarises for each group;

- Where we are now
- Where we want to be
- How we will get there

7.1.2 For each action outlined in “How we will get there” a full action plan is included outlining;

- Planned Improvement
- Link to other strategies
- Outcomes
- Milestones including Timescales
- Measures Of Success
- Resource Implications (finance, staffing and other resource requirements)
- Lead agency.

7.1.3 These proposed actions have been developed at this stage without regard as to the level of additional financial resources that may be available to implement this strategy.

7.1.4 Therefore, once the overall resources available to partners is established, a process will be developed for each proposed action outlining;

- the unit cost for the proposed action
- quantification of outcome benefit to service users and family carers compared to current service provision
- link to current strategic priorities, as outlined in the East Ayrshire Community Plan

7.1.5 A system of priorities will then be developed in consultation with key stakeholders and, for each action prioritised for implementation over the timescale of this strategy, a full operational plan will be constructed with timescales and costs attached.

7.1.6 A commissioning framework has been developed for services that will be delivered in partnership with independent providers. These services will be commissioned, contracted and monitored according to the processes outlined in the framework. (Appendix 5)

7.2 OLDER PEOPLE INCLUDING PEOPLE WITH DEMENTIA

Where we are now

The majority of older people live in their own homes where they have lived for many years. It is clear from numerous previous consultation exercises that the vast majority would like to continue doing so for as long as possible. It is also recognised that for many vulnerable people, moving accommodation can itself be a traumatic event that can contribute to increased anxiety and increased vulnerability.

Currently there are 21 very sheltered homes, 662 sheltered homes and 209 amenity homes within East Ayrshire. These numbers are all below the national average proportions.

Where we want to be in 2008.

The main priorities identified within East Ayrshire Council are

- Maximising the potential of older people to remain in their own homes with co-ordinated packages of support
- Further develop very sheltered housing where there are identified needs
- Improve the provision of information, advice and provision of assistance through housing management services
- Address the needs of homeless older people, including those with alcohol and drug dependencies.

How we will get there

Services will work in partnership to identify needs and options for housing with support across East Ayrshire. These will include;

- improvements in the adaptation service such as developing a register of adapted council house properties
- Expansion of 24 hour home support and care services, development of the Community Alarm and Out of Hours Home Care services
- Development of the Care and Repair scheme
- Expansion of SMART housing throughout East Ayrshire
- Development of sheltered housing options to meet local needs.

Older People Including People with Dementia

PLANNED IMPROVEMENT	LINK TO OTHER STRATEGIES	ANTICIPATED OUTCOMES	MILESTONES	MEASURES OF SUCCESS	RESOURCE IMPLICATIONS	LEAD AGENCY
<p>1. Services will work in partnership to identify needs and options for housing with support across East Ayrshire.</p>	<p>East Ayrshire Joint Community Care Plan 2001-2004</p>	<p>Range of housing with support options developed to meet a range of need</p> <p>Older people will be enabled to remain at home longer</p>	<ul style="list-style-type: none"> • Range of housing with support options to be agreed by partners • Range of services developed 	<ul style="list-style-type: none"> • Range of options developed • Decreased proportion of older people living in care homes • Satisfaction levels among older people 	<p>To be determined</p>	<p>East Ayrshire Council Departments of Educational and Social Services and Homes and Technical Services</p>
<p>2. A Care & Repair project will be set up to assist older people and people with disabilities to live independently in their own home.</p>	<p>East Ayrshire Independent Living Strategy 2002-2005 and East Ayrshire Local Housing Strategy</p>	<ul style="list-style-type: none"> ▪ Enable owners occupiers to continue living at home ▪ Prevent admissions to hospital and facilitate discharges back to suitably adapted accommodation ▪ Contribute to reducing "Below Tolerable Standards" levels 	<p>Set up pilot scheme in partnership with other agencies – 2002-2003 and fully implement in 2003/2004.</p>	<ul style="list-style-type: none"> ▪ Level of grant uptake ▪ Number of owners able to remain at home 	<ul style="list-style-type: none"> • £52K for the pilot area in the first 12 months • Costs thereafter will depend on the results from the pilot 	<p>East Ayrshire Council Homes and Technical Services Department</p>

7.3 PEOPLE WITH MENTAL HEALTH DIFFICULTIES

Where we are now

484 people were seen by East Ayrshire Council Social Work Services in 2001-2002 in relation to their mental health problems. Prevalence rates indicate that as many as 9308 people living in East Ayrshire may have a mental health problem requiring support from GPs.

Most housing for people with mental health problems will be provided in the form of mainstream accommodation with appropriate levels of support, many for a short period of time and where housing and care are provided separately.

The main issues identified by people with mental health problems are social isolation, lack of purposeful activity and integration into their local community.

Analysis indicates that many people with severe and enduring mental health difficulties required help with the upkeep of their homes. The failure in this area was considered to contribute considerably to the relapse of some people's mental health.

A range of services have already been developed to address the needs of people with mental health problems in their home. For instance some home care staff are being specifically trained to support people with severe and enduring mental health difficulties. A Home Option Team is also helping people remain in their own homes, rather than be admitted to hospital. Community Mental Health Teams and dedicated Social Work Services teams are also actively involved.

There are an estimated 18 places in accommodation with specialised support for people with mental health problems across East Ayrshire. Provision is concentrated in Kilmarnock. 17 people are supported by Richmond Fellowship Scotland. 14 people have been discharged from Ailsa Hospital through the Resettlement Programme (Phase 1).

Where we want to be in 2008.

The aim for the future is to further develop and consolidate this partnership approach to ensure that services are available to all people requiring the service throughout the authority.

Young people with mental health problems is identified as a significant gap in relation to support services and will be addressed through the initiative on throughcare

How we will get there

Services will work in partnership to build on existing initiatives and identify further needs and options for housing with support across East Ayrshire.

People with Mental Health Difficulties

PLANNED IMPROVEMENT	LINK TO OTHER STRATEGIES	ANTICIPATED OUTCOMES	MILESTONES	MEASURES OF SUCCESS	RESOURCE IMPLICATIONS	LEAD AGENCY
<p>Services will work in partnership to build on existing initiatives and identify further needs and options for housing with support across East Ayrshire.</p>	<p>East Ayrshire Joint Community Care Plan 2001-2004 East Ayrshire Mental Health strategy 2001-2004</p>	<p>Range of housing with support options developed to meet a range of need People with mental health problems will be enabled to live more independent and stable lives</p>	<ul style="list-style-type: none"> Existing initiatives will be reviewed and Performance Measures to ensure that they meet identified needs. Unmet needs to be identified and existing and additional services developed to meet that need. 	<ul style="list-style-type: none"> Range of options developed Numbers of people being supported Levels of hospital discharge Satisfaction levels among service users and family carers 	<ul style="list-style-type: none"> To be determined 	<p>East Ayrshire Council Department of Educational and Social Services and Homes and Technical Services Ayrshire and Arran Primary Health Care NHS Trust</p>

7.4 PEOPLE WITH LEARNING DISABILITIES

Where we are now

In 2001-2002, 227 adults received a formal assessment of need by Social Work Services. In total an audit of service provision by Social Work Services, Homes and technical services and Health services indicates that there are over 430 adults with learning disabilities living in East Ayrshire Council.

The development of housing for people with a learning disability has occurred by creative relationships being developed with housing providers.

This has assisted in developing a range of housing with support, ensuring the contractual separation of housing and support, full tenancy rights for people and individual supported living. 60 people with learning disabilities are currently supported in individual/shared tenancies in East Ayrshire

Where we want to be in 2008.

- Partnerships between Ayrshire and Arran Health Board, East Ayrshire Council, Ayrshire and Arran Primary Health Care NHS Trust Scottish Homes and Housing Associations to develop further individual and small group tenancies to support hospital re-provisioning.
- An extension to the range of housing and support options to accommodate people currently living in residential care or, in the community at risk of breakdown.
- Service users and their carers to be involved in developing housing options.

How we will get there

- East Ayrshire Council, Communities Scotland and registered social landlords will work together to develop housing which aims to meet identified need.
- Additional housing will be made available to people with learning disabilities through new-build, house purchase and re-letting.

People with Learning Disabilities

PLANNED IMPROVEMENT	LINK TO OTHER STRATEGIES	ANTICIPATED OUTCOMES	MILESTONES	MEASURES OF SUCCESS	RESOURCE IMPLICATIONS	LEAD AGENCY
1. East Ayrshire Council, Communities Scotland and registered social landlords will work together to develop housing which aims to meet identified need.	East Ayrshire Council Partnership in Practice Agreement 2001-2004	<ul style="list-style-type: none"> • People with learning disabilities will be able to access housing appropriate to their needs 	<ul style="list-style-type: none"> • Housing forum to be established to enable communication between key agencies and housing providers 	<ul style="list-style-type: none"> • Stakeholder feedback indicate that housing plans reflect assessed need 	<ul style="list-style-type: none"> • To be determined 	East Ayrshire Council Department of Educational and Social Services and Homes and Technical services Communities Scotland
2. Additional housing will be made available to people with learning disabilities through new-build, house purchase and re-letting.	East Ayrshire Council Partnership in Practice Agreement 2001-2004	<ul style="list-style-type: none"> • People with learning disabilities will be able to access housing appropriate to their needs 	<ul style="list-style-type: none"> • Housing with support to be developed for 15 people in Kilmarnock • Range of other developments as required 	<ul style="list-style-type: none"> • Availability of housing will match assessed need. • Stakeholder satisfaction at housing provision for people with learning disabilities. 	<ul style="list-style-type: none"> • To be determined 	East Ayrshire Council Department of Educational and Social Services and Homes and Technical services Communities Scotland

7.5 PHYSICALLY DISABLED PEOPLE (INCLUDING SENSORY IMPAIRMENT, BRAIN INJURY AND PEOPLE UNDER 65 WITH ORGANIC BRAIN DISORDERS)

Where we are now

It is estimated that there are 4404 adults aged under 65 living in East Ayrshire who have a significant physical disability requiring support. In particular, it is estimated that around 280 people in East Ayrshire have an acquired brain injury to the extent that that 24 hour support is required, the majority from informal carers and 273 adults with a significant organic disorder.

Across East Ayrshire there are **49 housing units of wheelchair standard**. This indicates a shortfall of 91% compared to Scottish Executive yardsticks. Very substantial shortfalls exist with regards to ambulant disabled and barrier free housing.

In 2001/2002, 1260 adaptations were carried out. Homes and Technical Services are developing a register of adapted council properties so that when an adapted property becomes empty applicants with specific needs can be quickly matched to property.

Service planning has been ongoing to address the housing needs of people with physical disabilities including the development of increased investment in equipment and adaptations and development of specialist and accessible housing.

Staff have been identified and trained to assess the needs of people identified as potentially benefiting from Supporting People and estimate the cost of service.

Where we want to be in 2008.

Partners agree that there needs to be focused action take place to address the significant shortfall in housing suitability for people with physical disabilities.

Provision requires to be accessible to promote independence and, where possible, be located in people's own homes

How we will get there

- Partners will work together, through the Supporting People initiative to maximise the opportunities for people with disabilities to access good quality housing and care services focused on their individual needs.
- A Care & Repair project will be set up to assist older people and people with disabilities to live independently in their own home.
- The needs of people with organic brain disorders requires to be specifically addressed

Physically Disabled People (Including Sensory Impairment)

PLANNED IMPROVEMENT	LINK TO OTHER STRATEGIES	ANTICIPATED OUTCOMES	MILESTONES	MEASURES OF SUCCESS	RESOURCE IMPLICATIONS	LEAD AGENCY
1. Partners will work together, through the Supporting People initiative to maximise the opportunities for people with disabilities to access good quality housing and care services focused on their individual needs.	East Ayrshire Independent Living Strategy 2002-2005	<ul style="list-style-type: none"> Service users to have access to a broad range of housing and support services that maximises the choices over where they stay and in which way they receive support 	<ul style="list-style-type: none"> Identify local need Develop direct payments system Implement housing with support schemes 	<ul style="list-style-type: none"> Number of people supported Feedback on success from key stakeholders including service users 	<ul style="list-style-type: none"> To be determined 	East Ayrshire Council Department of Educational and Social Services and Homes and Technical Services Department
2. A Care & Repair project will be set up to assist older people and people with disabilities to live independently in their own home.	East Ayrshire Independent Living Strategy 2002-2005	<ul style="list-style-type: none"> Enable owners occupiers to continue living at home Contribute to reducing "Below Tolerable Standards" levels 	Set up pilot scheme in partnership with other agencies – 2001-2002 and fully implement in 2002/20003.	<ul style="list-style-type: none"> Level of grant uptake Number of owners able to remain at home 	<ul style="list-style-type: none"> £52K for the pilot area in the first 12 months 	East Ayrshire Council Homes and Technical Services Department
3. The needs of people with organic brain disorders requires to be specifically addressed		Adults with organic brain disorders will have their specific and specialist needs addressed within community settings	<ul style="list-style-type: none"> Identify local need and views of potential service users and family carers Implement appropriate housing with support schemes 	<ul style="list-style-type: none"> Number of people supported Feedback on success from key stakeholders including service users 	<ul style="list-style-type: none"> To be determined 	East Ayrshire Council Department of Educational and Social Services and Homes and Technical services Ayrshire and Arran Primary Health Care NHS Trust

7.6 YOUNG PEOPLE INCLUDING YOUNG PEOPLE RECEIVING AN AFTER CARE SERVICE

Where we are now

In East Ayrshire, in 2001-2002, there were 248 looked after children of whom 37 were in residential accommodation and 81 in other community placements.

In September 02, 60 young people over 16 are receiving support from the East Ayrshire Council Throughcare team of whom 10 are currently in process of moving into supported tenancies.

Where we want to be in 2008.

A range of services require to be available to young people leaving care including the provision of advice and information through to active support to people to live independently such as budgeting, home care skills, community integration and accessing services such as education training and employment. Support is also required to promote young people's self care skills including the promotion of public health and prevention of smoking alcohol and drug misuse.

How we will get there

Comprehensive services will be developed to support young people involved in throughcare and other vulnerable young people taking up tenancies within East Ayrshire.

Young People Including Young People Receiving an After Care Service

PLANNED IMPROVEMENT	LINK TO OTHER STRATEGIES	ANTICIPATED OUTCOMES	MILESTONES	MEASURES OF SUCCESS	RESOURCE IMPLICATIONS	LEAD AGENCY
Comprehensive services will be developed to support young people involved in throughcare and other vulnerable young people taking up tenancies within East Ayrshire.	East Ayrshire Children's Service Plan 2001-2004	Range of housing with support options developed to meet a range of needs	<ul style="list-style-type: none"> • Audit of range of unmet need undertaken • Range of services developed 	<ul style="list-style-type: none"> • Number of young people supported • Decrease in proportion of failed tenancies 	To be determined	East Ayrshire Council Department of Educational and Social Services

7.7 PEOPLE LEAVING PRISON OR SECURE ACCOMMODATION

Where we are now

In February 2003, the Department of Homes and Technical Services Homelessness Team started a pilot housing surgery at HMP Kilmarnock. The service is delivered on behalf of all the Ayrshire local authorities. The aim is to prevent homelessness among prisoners on release and by offering integral support services, assist in their re-integration into local communities.

Funding for transitional care to short term prisoners with identified drug misuse issues has been allocated to Cranstoun Drug Service to support people pre-discharge and from SACRO for 12 weeks after discharge. This service addresses short term needs in relation to addiction support, housing, benefits and finance health and employment, training and education. Cranstoun are not yet in place within Kilmarnock prison and SACRO are receiving 40 referrals a month but expect this to rise significantly.

Where we want to be in 2008.

Partners have recognised that there are gaps in practical supports available to prison leavers in developing practical life skills such as budgeting, food preparation and home care. In addition people require practical support in social integration such as accessing employment, health care social activities and supports to avoid re-offending behaviours.

How we will get there

To develop a longer term support service for ex-offenders that work with existing services and pick up practical supports to people leaving prison, including supporting people in budgeting skills food preparation and home care, accessing educational, social and recreational opportunities and organising access to professional support services

Referrals to the service will be provided by East Ayrshire Council Criminal Justice Service and SACRO

People Leaving Prison or Secure Accommodation

PLANNED IMPROVEMENT	LINK TO OTHER STRATEGIES	ANTICIPATED OUTCOMES	MILESTONES	MEASURES OF SUCCESS	RESOURCE IMPLICATIONS	LEAD AGENCY
<p>To develop a longer term support service for ex-offenders that work with existing services</p>	<p>Ayrshire Criminal Justice Social Work Services Partnership Strategic Plan 2002-2005 East Ayrshire Council Joint Health Improvement Plan East Ayrshire Homelessness Strategy 2003</p>	<p>People leaving prison will feel more confident and able to live in the community. People requiring additional supports will be identified at an early stage Reduced re-offending behaviour.</p>	<ul style="list-style-type: none"> • Specific needs and locations identified. • Resources identified and implemented • Staff trained • Service delivered 	<ul style="list-style-type: none"> • Numbers of people supported. • Re-offending rates amongst those supported • Feedback from service users 	<p style="text-align: center;">To be determined</p>	<p>East Ayrshire Council Department of Educational and Social Services East Ayrshire Council Homes and technical services SACRO</p>

7.8 PEOPLE WITH DRUG OR ALCOHOL DEPENDENCY

Where we are now

In East Ayrshire, it is estimated that nearly 3,000 people have serious alcohol misuse problems and over 500 people with serious drug misuse problems. In 2001-2002, East Ayrshire Council Social Work Services assessed 945 people presenting with drug or alcohol dependency.

The direction of alcohol and drug misuse strategy is determined in Ayrshire by the Ayrshire and Arran Alcohol and Drug Action team which co-ordinates strategic and operation priorities.

The Ayrshire Alcohol and Drug Action Team Action Plan for 2002-2004 is currently under development.

The vast majority of people who misuse alcohol or drugs can be supported in their own home, although a large number of people with unstable living arrangement or who are homeless will also alcohol or drugs misuse issues. The issue of alcohol or drugs misuse is also an issue in addressing support to people with mental health problems and vulnerable young people.

Where we want to be in 2008.

- Services require to be joined up and be focussed on the issues and areas of greatest need. They also need to be flexible in order to refocus as circumstances change.
- Services require to be developed within the wider public health agenda rather than by stigmatising or criminalising individuals.
- Services need to be located within people's own home environments.

How we will get there

- Partners will further develop aftercare and rehabilitation initiatives to complement existing counselling and treatment services.
- Partners will improve support to families and carers and to specific groups of service users with multiple difficulties or who have specific needs.

People with Drug or Alcohol Dependency.

PLANNED IMPROVEMENT	LINK TO OTHER STRATEGIES	ANTICIPATED OUTCOMES	MILESTONES	MEASURES OF SUCCESS	RESOURCE IMPLICATIONS	LEAD AGENCY
<p>1. Partners will further develop aftercare and rehabilitation initiatives to complement existing counselling and treatment services.</p>	<p>East Ayrshire Joint Community Care Plan 2001-2004</p>	<ul style="list-style-type: none"> • Increase in the numbers of people become drug and alcohol free 	<ul style="list-style-type: none"> • Review of current services and identification of gaps • Services develop to meet unmet need 	<ul style="list-style-type: none"> • Reduction in number of people returning to alcohol or drug misuse • Reduction in drug related deaths and drug related blood borne virus infection. 	<ul style="list-style-type: none"> • To be determined 	<p>Ayrshire and Arran ADAT</p>
<p>2. Partners will improve support to families and carers and to specific groups of service users with multiple difficulties or who have specific needs</p>	<p>Tackling Drugs in Scotland: Action in Partnership 2000</p>	<ul style="list-style-type: none"> • The needs of service users with chaotic lifestyles will be addressed • People with dual diagnosis will have access to a fast and effective service appropriate to their needs 	<ul style="list-style-type: none"> • Identification of range of services required • Programme of partnership approach to commissioning, staff training and delivery of service 	<ul style="list-style-type: none"> • Numbers of people supported • Reduction in people turned away from services for mental illness, homelessness etc 	<ul style="list-style-type: none"> • To be determined 	<p>Ayrshire and Arran ADAT</p>

7.9 HOMELESS PEOPLE

Where we are now

Support available to homeless people has expanded rapidly as the result of the availability of Transitional Housing Benefit.

- East Ayrshire Council currently operates two hostels providing a total of 63 temporary bed-spaces, in addition to 32 further furnished accommodation units for homeless people.
- An existing tenancy support team of seven staff funded through the “Better Neighbourhoods” Initiative to offer support to people living in priority areas of Kilmarnock has now expanded to consist of twenty six staff covering the whole of the East Ayrshire rented sector. They have close links to Community Mental Health Teams and Addiction Services. They work with vulnerable tenants to help them maintain their tenancies.
- In partnership with Ayrshire and Arran Health Board, Communities Scotland and Rowan Alba, the council provides a wide range of support and advice services to young homeless people funded through the Rough Sleepers Initiative.

Where we want to be in 2008.

- We need to be able to address the issue of homelessness across East Ayrshire building on the progress of the Tenancy Support Team. The overall aim will not only to offer support to alleviate homelessness as it occurs but to prevent homelessness from occurring or reoccurring.
- A partnership approach to homelessness will require to be developed by all agencies in particular, in relation to those working with people at high risk including people with mental health difficulties, offenders, looked after young people etc

How we will get there

- Partners will further develop and expand an East Ayrshire wide Tenancy Support Team to work in partnership to take action to prevent homelessness occurring as well as addressing the needs of homeless people.

Homeless People

PLANNED IMPROVEMENT	LINK TO OTHER STRATEGIES	ANTICIPATED OUTCOMES	MILESTONES	MEASURES OF SUCCESS	RESOURCE IMPLICATIONS	LEAD AGENCY
<p>Partners will further develop and expand an East Ayrshire wide Tenancy Support Team to work in partnership to take action to prevent homelessness occurring as well as addressing the needs of homeless people</p>	<p>Homeless Strategy, Health and Homelessness Action Plan, Community Care plan</p>	<ul style="list-style-type: none"> • A reduction in the volume of homelessness and repeat homelessness. • Reduction in failed tenancies • Increased awareness among partners of the risks and triggers of homelessness and preventative action 	<ul style="list-style-type: none"> • Establish team • Support service in operation • Links made between service and other key stakeholders 	<ul style="list-style-type: none"> • Levels of homelessness • Indicators that awareness is raised among key stakeholders • Numbers of people supported and quality of service 	<p>To be determined</p>	<p>East Ayrshire Council Homes and Technical Services Department</p>

7.10 PEOPLE AFFECTED BY DOMESTIC VIOLENCE

Where we are now

The full extent of domestic abuse in East Ayrshire is unknown; however statistics from the East Ayrshire (UC) subdivision of Strathclyde police indicates that they were involved in 845 incidents of domestic abuse in 2001-2002.

Women's Aid indicate that in 2001-2002 there were 4414 contacts made to them, including 155 requests for refuge. Of these requests, only 60% were admitted for a number of reasons, including availability and accessibility.

It is recognised that existing accommodation falls short of the desired standard and in particular, is not currently barrier free for people with mobility impairments. The Scottish Executive has recently provided £446,000 to build a new purpose built refuge in Kilmarnock. The new refuge is expected to be operational by March 2004.

East Ayrshire has agreed a Domestic Abuse Strategy for 2002/2005 to;

- Work together towards the eradication of domestic abuse and
- Develop consistent, quality responses to domestic abuse across East Ayrshire

Where we want to be in 2008.

Agencies will;

- have a consistent and partnership approach to addressing domestic abuse across East Ayrshire.
- ensure that information on services is widely available and accessible
- provide a consistent, co-ordinated response to women, children and young people experiencing domestic abuse in East Ayrshire
- Accommodation for women and their children fleeing domestic abuse will be accessible and barrier free.

How we will get there

- Partners will develop proposals to identify need and support people and especially vulnerable groups who have experienced domestic abuse.

People Affected By Domestic Violence

PLANNED IMPROVEMENT	LINK TO OTHER STRATEGIES	ANTICIPATED OUTCOMES	MILESTONES	MEASURES OF SUCCESS	RESOURCE IMPLICATIONS	LEAD AGENCY
<p>Partners will develop proposals to identify need and support people and especially vulnerable groups who have experienced domestic abuse</p>	<p>East Ayrshire Domestic Abuse Strategy 2002 – 2005</p>	<ul style="list-style-type: none"> • Women and children who experience domestic violence will have access to the full range of supports required in the short term in a supportive and comfortable environment • Longer term supports will be available to ensure that people fleeing domestic violence will have access to income, housing etc with the minimum of fuss or delay. • Accommodation will be suitable for all those who require it including being barrier, free culturally sensitive and accessible. 	<ul style="list-style-type: none"> • The views of women children and young people will be gathered regarding their perceptions and experiences of services. • The need for outreach facilities for women, children and young people experiencing domestic violence will be audited. • Specialist services and recognition of the needs of women with disabilities, women with mental health issues, women with addictions, elderly women, travelling women and black and ethnic minority women will be addressed. 	<ul style="list-style-type: none"> • Increased awareness among agencies of the issue of domestic violence • Numbers of women supported • Reduction in numbers of women unable to take up service • Numbers of especially vulnerable women supported 	<ul style="list-style-type: none"> • To be determined 	<p>East Ayrshire Multi-Agency Domestic Abuse Forum</p>

8. Performance Management Framework

- 8.1** Partners to this plan view the implementation of the Supporting People strategy as part of the broader range of policies and programmes intended to modernise public service provision with an aim to making these services more flexible, responsive and effective.
- 8.2** For local authority partners a legislative structure exists for this approach within the Local Government in Scotland Bill (passed in January 2003), which introduces a statutory duty of Best Value on public services. In addition other public service now have a duty of Best Value incorporated through the Public Finance and Accountability Act 2000.
- 8.3** It is recognised that for services to meet the expectations of
- Transparency
 - Ownership
 - Continuous Improvement
 - Accountability (including Public Performance Reporting)
 - Commitment to Equality Issues

will require a rigorous system of outcome monitoring and evaluation linked to strategy development. Therefore a Performance Management Framework will be required for this strategy linked to the wider policy and operational development of health and social care strategy.

- 8.4** Partners to this plan are in the process of developing structures to operate a Performance Management and Planning framework for services addressing the needs of Best Value, the Single Regulatory Framework introduced under the Housing (Scotland) Act 2001 and the NHS Performance Assessment Framework.
- 8.5** This Joint Performance Management Framework for Supporting People will require to evaluate both the operational implementation of this strategy, but wider and more importantly, that the expected outcomes are achieved.
- 8.6** The framework will be informed by national guidance as outlined in the Supporting People Consultation Paper 5 (Quality and Monitoring) and responses to this paper.
- 8.7** The framework will therefore require to address performance at three levels
- Local service and operational level
 - Performance in relation to the development of this strategy
 - Strategic level, in particular how the outcomes of this strategy are addressed and how these link to the wider strategic expectations of community planning within East Ayrshire

8.8 It is recognised however that many indicators will fit across several levels of Performance Management and operational indicators will also inform strategy and corporate outcome evaluation.

LOCAL SERVICE PROVISION

8.9 Service delivery will be monitored and evaluated in two formats

8.10 **Contract compliance information** - Individual service providers will be expected to provide a range on information related to their performance related to the type of service, service user group and local situation. Examples of information that will be expected will include.

- Evidence of utilisation of service
- Service availability including accessibility to people from minority ethnic groups
- Staffing information
- Unit costs
- Evidence that people are supported to move on to more independent forms of living
- Evidence of service user involvement in the development and implementation of services
- Complaints

8.11 These are not exclusive and other Performance Indicators will be requested within individual Service Level Agreements according to individual contract requirements. However, it is also intended that there will be a high degree of consistency of information required between different service providers to enable commissioners and planning partners to benchmark outcomes and processes as part of the wider Performance Management focus.

8.12 **Quality of services** – From April 2003, the Scottish Commission for the Regulation of Care will regulate housing support services, using standards developed by the National Care Standards Committee. The National Care Standards for Housing Support Services will measure support based on the principles of dignity, privacy, choice, safety, realising potential, equality and diversity.

8.13 Housing Support services will require to register with the Commission and will require regular inspections of their standards. The conclusions of inspectors will be available in a public report and providers will also have to account for and address performance below national standards.

8.14 In the short to medium term, planning partners will use the information provided through inspections undertaken by the Commission to inform them about the quality of services provided by agencies. In the longer term partners will evaluate the option of undertaking local quality evaluations on individual providers based on a cost benefit analysis.

PERFORMANCE IN RELATION TO THE DEVELOPMENT OF THIS STRATEGY

- 8.15** A process will be developed to enable partners to monitor both the implementation of the action plans agreed and prioritised within this strategy and also to ensure that expected outcomes have been met. This will be a three stage process.
- 8.16** Each **individual priority action** will have a full operational plan attached complete with allocated resources, staff training needs, needs evaluation and project management. Updates of these operational plans will be completed and provided to planning partners on a quarterly basis. Shortfalls in timescales will be addressed quickly with retrospective action taken where required.
- 8.17** The **monitoring of the overall strategy** will be informed by these operational planning, which will be incorporated into an overall annual review of the supporting people programme. Also included within annual evaluation would be review of budget allocation resource allocation and local needs assessment.
- 8.18** Part of the evaluation of the strategy will be the requirement to **evaluate the outcomes for service users**. This will be partly addressed in local quality monitoring of services, but more tools will be sought and implemented to evaluate service user outcome in a meaningful way that can also be measured against opportunity costs.
- 8.19** Information will be required by the Scottish Executive and or other national audit bodies on the progress of the strategy and outcomes for service users. To do this a range of Performance Indicators may be requested as well as progress reports of financial expenditure. Joint systems will be established to ensure that required information is readily accessible, is accurate and reflects genuine progress in implementation of the strategy.

STRATEGIC PERFORMANCE

- 8.20** The Supporting People strategy does not sit in isolation from other strategic and operational developments within East Ayrshire, but forms an intrinsic part of the wider development and redirection of services.
- 8.21** In particular, Supporting People is a key element of how the aims and objectives of the East Ayrshire Joint Community Care Plan 2001-2004 are being developed and as such forms an intrinsic part of the Joint Future agenda. Also individual actions outlined in this plan are linked to other key strategies including the Children's Service Plan, Criminal Justice Plan and Domestic Abuse strategy¹
- 8.22** Most importantly this strategy has been written based on the vision and objectives of East Ayrshire Joint Community Plan and, as with all other plans, is accountable ultimately to Community Planning partners for its implementation

¹ Appendix 1

- 8.23** Therefore, monitoring and evaluation of this plan will feed into the wider Performance Management arrangements for East Ayrshire including for the East Ayrshire Joint Community Care Plan 2001-2004.
- 8.24** In addition the outcomes of Supporting People will inform the development of the Joint Future agenda in East Ayrshire Council. Information provided from Supporting people will therefore form part of the Joint Performance, Information and Assessment Framework being developed to monitor progress in the Joint Future agenda. As the Joint Performance, Information and Assessment Framework is expanded to address the full range of community care services, the Supporting people element will require to be integrated within this.
- 8.25** Performance Information will also require to be fed into other agencies Performance Management systems for those non-community care elements within this strategy, such as domestic abuse. This will be done systematically through partners involved in these strategic processes.
- 8.26** In addition, detailed expectations from the Local Government of Scotland Bill are not yet clear to partners. However it may be that a more global evaluation of the Supporting People process within East Ayrshire could be best served through a 5 yearly Best Value Service Review specifically for this service. Partners will consider this in the light of Scottish Executive guidance and careful analysis of potential benefits of different approaches.

Information Strategy

- 8.27** During the development of our Performance Management Framework, we will review our current Information Strategy to identify any gaps that can be met through joint working on the Local Housing Strategy and other associated strategies. We will also revise our Information Strategy to take account of the needs of the Performance Management Framework.

In Summary

- 8.28** Partners to this plan will therefore work to a joint Performance Management Framework for Supporting People addressing the objectives of the plan and of services across East Ayrshire. Information on individual and collective performance will also be developed within a Public Performance Reporting mechanism agreed by partners.
- 8.29** Our Joint Performance Management Framework will be developed by September 2003 to monitor the development of the Supporting People Programme.

Appendix 1- Strategic Framework

- East Ayrshire Council Plan 2002
- East Ayrshire Community Plan 2002
- East Ayrshire Local Housing Strategy 2003
- East Ayrshire Joint Community Care Plan (2001-2004)
- East Ayrshire Council Housing Plan 1998 —2003
- East Ayrshire Joint Children's Service Plan (2001-2004)
- Pan-Ayrshire Strategy for Older Peoples Services 2002
- Ayrshire Criminal Justice Social Work Services Partnership Strategic Plan 2002-2005
- East Ayrshire Homelessness Strategy 2003
- Ayrshire & Arran Health and Homelessness Strategy 2002
- East Ayrshire Domestic Abuse Strategy 2002
- Ayrshire & Arran NHS Board Locality Health Plan 2002-2003
- Ayrshire & Arran NHS Board Joint Health Improvement Plan 2002-2005 including East Ayrshire contribution
- Health and Ill health in Ayrshire & Arran – 2000, Report Of The Director Of Public Health
- East Ayrshire Local and Carrick & Doon valley Health Care Co-operative development plans, 2001/2002
- East Ayrshire Carer's Strategy 2003
- Independent Advocacy in Ayrshire and Arran 2001-2004
- The Joint Futures Report 2000

Appendix 2 – Legislative Context and Guidance

Key legislation relating to the Supporting People Programme includes:

- **Housing (Scotland) Act 2001**
- **Regulation of Care (Scotland) Act 2001**
- **Social Work (Scotland) Act 1968**
- **Health And Community Care Act (1990)**
- **Community Care and Health (Scotland) Act 2002** - including expansion of access to direct payments for non-residential service users, giving people the ability to purchase their own services and enabling expansion of joint resourcing and management of health and social care services between NHS Scotland and local authorities;
- **Children (Scotland) Act 1995**
- **Chronically Sick And Disabled Persons (Scotland) Act 1972**
- **Disabled Persons (Services, Consultation And Representation) Act 1996**
- **Human Rights Act 1998**
- **Disability Discrimination Act 1995**

In addition the **Local Government Bill**, which is in the legislative programme for the Scottish Parliament has commitments to;

- Give councils a general power to promote and improve the well-being of their area.
- Provide a statutory underpinning for community planning through a duty on councils and key community planning partners and
- Introduce a statutory duty of Best Value on public services

In addition to legislation there is a range of national guidance of relevance to this strategy including;

- **Social Justice: A Scotland Where Everyone Matters 1999**
- **Equality Strategy: Working together for Equality, November 2000**

- Modernising Community Care – An Action Plan and Modernising Community Care – The Housing Contribution 1998.
- Working Together for Scotland's Children.
- Designed to Care 1997
- Towards a Healthier Scotland, 1999
- The National Carers Strategy, 1999
- National Objectives and Standards for Social Work Services in the Criminal Justice System May 2000
- Social Inclusion – Opening the door to a better Scotland 1999
- The report of the Joint Future Group, December 2000
- Our National Health – a plan for action, a plan for change, December 2000

These all emphasise the need for partnership working, an improved use of resources, practice that is more effective and better decision-making.

APPENDIX 3-TRI-PARTITE AGREEMENT ON THE SUPPORTING PEOPLE PROGRAMME AND CROSS-AUTHORITY ISSUES

1. Parties to the agreement

This agreement is made between East Ayrshire Council, North Ayrshire Council and South Ayrshire Council. Its purpose is to ensure that in their implementation of the Supporting People Programme, all three authorities co-operate in all practicable ways to ensure Best Value in their use of public funds and to optimise outcomes in the delivery of services to service users.

2. Exchange of information

It is agreed that all information available on the various different aspects of the Supporting People Programme will be freely circulated between the Ayrshire authorities. The only exception to this would be where information is supplied by a third party and deemed by them to be commercially sensitive, where the receiving authority accepts that the information has that status.

3. Definitions of cross-authority arrangements

It is agreed that the definitions covered by Section 4 of the Scottish Executive consultation paper on cross-authority issues dated 7 March 2002 shall be used in determining the nature of any future cross-authority funding issues. In all cases, where a facility is located or a service is delivered to shall determine which authority is responsible for contracting for the service and monitoring outcomes.

4. Planning and service development

It is agreed that in considering changes to existing services, equal weight will be given to the needs of existing service users whose ordinary residence is in another authority's area compared with the needs of service users from within an authority's own area. It is further agreed that in the future development of services all efforts will be made to co-ordinate the strategic planning processes of the three authorities to match supply with need across all client groups and areas.

5. Resolving disputes

It is agreed that the procedures set out in the consultation paper on cross-authority issues referred to above and further detailed in Circular SWSG 1/96 attached to that paper as Annex 2 shall be used for the determination of any dispute arising from cross-authority issues under the Supporting People Programme. It is agreed that all efforts will be made to

resolve any issues between the Ayrshire authorities in a spirit of co-operation and understanding without resorting to formal measures.

Signed on behalf of East Ayrshire Council:



Chris McAleavey, Supporting People Lead Officer 

Signed on behalf of North Ayrshire Council:



Steven Good, Supporting People Lead Officer



Signed on behalf of South Ayrshire Council:

David Sherlock, Supporting People Lead Officer

APPENDIX 4- DETAILS OF CONSULTATION MEETINGS TAKEN PLACE TO DISCUSS DRAFT STRATEGY

Meetings and briefings were held with a range of service user groups, providers and consultative Fora during the implementation phase of the Supporting People Programme. At all meetings involving the public, the commitment has been given that following the introduction of the Supporting People Programme, there will be further sessions at which they will have the opportunity to comment on outcomes and suggest directions in which Supporting People could develop to be of most use in sustaining vulnerable people in their own homes. The list of meetings is given below:

- 17 Sep 2001 Pan-Ayrshire Providers Day, Irvine. A briefing session for providers on issues emerging from the Supporting People Programme. A number of issues were raised that impacted on service delivery and which were fed back into how we were approaching implementation.
- 17 Oct 2001 Better Government for Older People Group. A briefing session for the council's main consultative group for older people. Several issues were explained and their consequences developed with service users during the meeting. That meeting raised the issue of the skewing of service during the implementation phase towards those with the tenure status and ability to claim Transitional Housing Benefit. This was a recurring theme at subsequent public meetings.
- 30 Nov 2001 Kilmarnock Forum on Disability . A briefing session on the Supporting People Programme for one of the main service user groups.
- 24 April 2002 Ayrshire & Arran Health Board and Trusts- a pan-Ayrshire meeting. This was a development day run jointly by the three Ayrshire authorities to explore issues from the implementation of Supporting People that could impact on the health care agenda. Useful work has been done following on from that in resolving issues around delayed discharge from hospital. It was also one of the drivers behind our new Tenancy Support Team.
- 24 June 2002 Pan- Ayrshire Registered Social Landlords Development Day- a pan Ayrshire session that built on the September meeting in Irvine
- 25 July 2002 Menzies Court- A consultation meeting with Bield tenants on the proposed restructuring of their service to maximise the opportunities available under Supporting People and Transitional Housing Benefit. The reconfigured service was operating from early 2003.

- 27 Aug 2002 Pan-Ayrshire Voluntary Sector Providers Development Day- a pan-Ayrshire session that built on the September meeting in Irvine. A desire on the part of providers to be able to do pro-active work rather than just crisis management was one of the main outcomes.
- 29 Oct 2002 East Ayrshire Elderly Forum - a briefing session on what people can expect from the Supporting People Programme, which followed on from the BGOP presentation the previous October.
- 4 Nov 2002 East Ayrshire Housing Forum- a presentation to landlords active in East Ayrshire on the Supporting People Programme and its implications for them.
- 7 Nov 2002 East Ayrshire Practice Exchange- a briefing to a wide range of colleagues across the social care and health care sectors on the practical applications and implications for the future of service delivery of the Supporting People Programme.
- 20 Nov 2002 Kilmarnock Forum on Disability . An update session on the implementation of the Supporting People Programme.
- 10 Dec 2002 Older Peoples Liaison Service launch. This is an information and advice service for older people provided by Age Concern and funded through Social Work funds- the staff were briefed on the implications of the Supporting People Programme for their clients. A number of service referrals have been and continue to be made.
- 27 Jan 2003 Kilmarnock South Elderly Forum. a briefing session on what people can expect from the Supporting People Programme, which followed on from the East Ayrshire elderly forum presentation the previous October. The main feed back was again concern about the effective exclusion from Supporting People funded services of those unable to claim Housing Benefit.
- 28 Jan 2003 The 'Get a Life' Group- the council's service user consultation group for adults with learning disabilities were given a presentation on how the Supporting People Programme can develop independent living services for them.

APPENDIX 5-EAST AYRSHIRE COMMISSIONING FRAMEWORK

In May 1997, the Social Work Committee approved the Community Care Purchasing Intentions document which included a Commissioning and Purchasing Framework. The framework was set within the context of legislation and Scottish Office Guidance relating to procurement and commissioning. It included underpinning principles and set out the process for undertaking commissioning activity.

Underpinning principles:

- Reflect the principles of East Ayrshire Council's Social and Regeneration Strategies.
- Alter balance of care and resource provision away from hospital and institutional settings.
- Provide flexible and accessible range of services to meet users and carers identified needs.
- Promote diversification of provision with fair consideration being given to each sector.
- Involve individuals, groups, local communities and other agencies in planning and design of new services.
- Promote partnership with users, carers and service providers in all sectors.
- Ensure value for money, efficiency and effectiveness.
- Ensure high standards of quality in all service provision.
- Work towards an equitable distribution of services

REVIEW OF COMMISSIONING AND PURCHASING FRAMEWORK

The Commissioning and Purchasing Framework is being reviewed (2002-03) to take into account the requirements of legislation changes including Joint futures agenda, Free Personal and Nursing Care, Direct Payments, the establishment of the Care Commission and Supporting People.

The new framework will specify requirements relating to:

- Accreditation
- Commissioning and tendering processes
- Service Specification
- Contracts
- Contract monitoring