

Glasgow's Strategic Plan for Supporting People 2003-2008

(Approved at Social Services Committee 27/1/04)



GLASGOW'S STRATEGIC PLAN FOR SUPPORTING PEOPLE

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Section 1

1.1 Introduction

1.2 This report is the second year of submission of Glasgow City Council's 5 year strategic plan for Supporting People.

1.3 This document sets out how Glasgow City Council intends to develop housing support services under the umbrella of the Supporting People strategy. Supporting People is a new and integrated policy and funding framework for housing support services. It aims to provide good quality services, focused on the needs of users, to enable vulnerable people to live independently in the community. Appendix 1(enclosed) provides a list of the 21 prescribed housing support services as defined by Scottish Statutory Instrument 2002, Number 444, Section 91, Housing (Scotland) Act 2001.

1.4 Prior to the inception of Supporting People, the funding of housing support lacked a planned cohesive approach. In the main, it was tied to housing benefit and tenure, which was not the ideal vehicle to have a co-ordinated approach to support for vulnerable people. This resulted in many services evolving in an unplanned manner and ad hoc fashion, with the best solution for the individual not always achieved.

1.5 With the inception of Supporting People, local authorities and their partner agencies will be able to operate from a firm financial base. We will jointly plan the housing support services which will enable the vulnerable citizens of Glasgow to live as independently as possible, whilst achieving a quality of life which recognises their dignity and reflects their individuality.

1.6 Glasgow's Approach to Supporting People and the Strategic Plan

1.7 Glasgow's City Council Strategic Plan needs to be seen within the context of the work we have been engaged in for the last three years. During this time we have been mapping the supply of housing support services and maximising Transitional Housing Benefit income to form the major part of the new Supporting People Grant.

To date our funding sources and totals are the following:

FUNDING STREAM	TOTAL	PERCENTAGE
TRANSITIONAL HOUSING BENEFIT	£60,888,171	86.0%
SPECIAL NEEDS ALLOWANCE PACKAGE	£1,491,273	2.0%
DSS RESETTLEMENT GRANT	£889,040	1.0%
UNPOOLED HRA/RSL RENT ELEMENT GRANT	£2,635,424	3.2%
PIPELINE GRANT	£5,622,042	7.8%
TOTAL	£71,525,950	100%

1.8 The Scottish Executive has just announced (8/12/03) the above grant figures which differ slightly from the THB and rent pool figures we had made our initial assumptions on. This means there is a slight variance to be incorporated in all of the following tables which are currently being worked on.

1.9 In addition to the above work we have been developing our Strategy based on the Scottish Executive's "Task Based Action Plan" for Local Authorities and our own Council requirements.

1.10 This work has included the following:

- Mapping supply of housing support services
- Need analysis and accommodation strategies
- Information technology preparations
- Commissioning issues
- Payments to providers
- Service reviews
- Structural reviews including stock transfer
- User consultation

1.11 Context

1.12 Glasgow City Council has looked across individual client groups to find out what kind of support people need, and how much they require. Much of the information collated has come from developed Accommodation Strategies, which detailed current and future accommodation and the future support requirements for vulnerable people.

1.13 There has also been extensive work carried out around homelessness. The Council's homelessness strategy has informed the requirements for housing support for this group, many of whom have complex needs. It is recognised that the provision of accommodation alone cannot resolve the homeless problem in Glasgow, and that support must be integrated with wider local strategies if an individual is to escape the revolving door of homelessness.

1.14 Glasgow City Council has also begun to quantify how many vulnerable people there are across client groups and made assessments to establish their housing support needs. The findings of these assessments have been utilised to establish housing support services, and the information gained from this will also assist in the planning of future services.

1.15 Glasgow City Council has introduced a range of new services, and has also unpicked some existing packages where housing support was previously provided, and identified it separately for Supporting People purposes. This means that there is now a discrete Supporting People budget. In this way, some individuals will be able to receive a seamless service from different funding streams which meets their needs, and Best Value is achieved from the public pound. For those individuals with less complex needs who require housing support only, they will be able to access the Supporting People budget which is expressly there to meet their support needs. In order to gain maximum advantage for service users, the Supporting People budget must be linked, in planning and operational terms, to other sources of appropriate funding.

1.16 Planning Structures

1.17 Existing joint planning structures have been the main driver in the planning, implementation and monitoring of the strategic plan for Supporting People. In addition, service providers have also been involved in the creation and

development of services, and this will continue as services are reviewed between now and April 2006. Increasingly user views will also be incorporated. Following on after service reviews, service provision can be fully contracted and planned strategically. The Supporting People strategy will take these issues forward in its action plans.

1.18 In the course of contractual negotiations with providers, and seminars held to keep providers informed, good relationships and networks have been established, which augur well for future planning of services. What we still need to establish is a vehicle for allowing the user's voice to be heard. Now that the Supporting People programme is here, and many of the questions which users will have can be answered, the users views can be taken fully into account. A variety of mechanisms mentioned later have been identified to allow this process to begin. Whilst it is acknowledged that consultation on this strategic plan will be limited by time constraints, a variety of mechanisms have been identified to ensure a more comprehensive consultation process occurs in the future.

1.19 Risk Analysis

1.20 In producing the strategy and in finalising Glasgow City Council financial position we have attempted to highlight and examine any potential risks to the Council and the Supporting People programme. This has involved:

- Identifying risks
- Assessing the risks
- Considering how to minimise and address the risk
- Service review implications

1.21 One cause of concern has been the delay in confirming our funding and pipeline allocation. Providers have expressed their concern about how funding delays have affected specifically pipeline proposals. Funding clarity will offer us a real opportunity to modernise and develop our current provision within Glasgow. The announcement for funding has been made (8/12/03) just as this document has been finalised. There will now be a major push to try and ensure all pipeline projects for this financial year are achieved and in place. However, there is still some concern for future years funding as only the funding for 2003-2004 has been awarded.

1.22 Priorities

1.23 Within Glasgow City Council there are several key areas for the further expansion, prioritisation and development of services. These are:

- Preventing Homelessness
- Supporting Vulnerable Children
- Supporting Vulnerable Families
- Supporting Vulnerable Adults

1.24 In support of our key priorities, we continue to make any associated linkages with other programmes and priorities. The obvious examples are the impact on both the Homelessness Strategy and the Children's Services Plan. The individual client group sections demonstrate the benefits of both Supporting People funding and other core funding.

1.25 Summary

1.26 As this draft is submitted, Glasgow City Council had just received its final grant award. Discrepancies between the Housing Benefit data sources A47 and A15 are still being examined and actioned accordingly. Glasgow City Council's award is £71,525,950. Our needs analysis across client groups suggests this will be insufficient to meet our city-wide support requirements. Notwithstanding Glasgow's final grant award, our other concerns include owner occupiers having access to support services from April 2004 and other new demands outstripping our current funding provision.

1.27 Action Plan

Objectives	Action	Outcomes	Timescales
Update Strategic Plan information as appropriate	Monitor overall plan and action updates accordingly	Strategic Plan Produced	Ongoing and annual review
Achieve key priorities for target client groups	Monitor and evaluate based on client groups sections	Priorities achieved	Ongoing and annual review
Achieve key SP priorities in line with corporate priorities	Monitor and action Council's Annual Performance Report	Key Priorities achieved	Ongoing
Develop priorities based on SMART	Monitor strategic plan and develop SMART targets	SMART priorities	Ongoing

Section 2

Key Objectives for Glasgow

2. Aims and Strategic Objectives of the Supporting People Strategy

2.1 Vision

2.2 Glasgow's principal aim in terms of Supporting People is to ensure that no one in Glasgow should be prevented from enjoying the benefits of independent living by a lack of personal and technical support in maintaining a home. The principle aim of the strategy is to put in place the building blocks and framework which are required to achieve this. This vision forms the basis on which goals, objectives, programmes and action plans can be developed and achieved.

2.3 Strategic Aims for Glasgow

- Preventing Homelessness. To ensure that the necessary Housing Support is provided to secure successful implementation of the City's Strategy for preventing and alleviating homelessness, especially among the young
- To extend housing choices and support for people with Learning Disabilities living in the community to match those already provided for those who have left long stay institutions
- To enable more Older People to remain at home, and to enrich the lives of Older People living at home by increasing the availability and range of Housing Support and /or Specialist Accommodation
- To increase the effectiveness and range of Housing Support available to people with Physical Disabilities, those suffering from Mental ill Health or Addictions, Vulnerable Families and women affected by domestic abuse, to help them sustain their tenancy and prevent anti-social behaviour
- Preventing Anti-Social Behaviour across all vulnerable client groups

2.4 Glasgow's aims will be accomplished by achieving its strategic objectives and meeting the Joint Future agenda.

2.5 The strategic objectives are to:

- Successfully transfer all appropriate funding sources to Supporting People Grant (see Section 4 and 12)
- Identify users and the client groups who need housing support (see Section 6)
- Quantify their housing support needs (see Section 6)
- Incorporate users' and support providers' views (see Section 11)
- Identify, develop and evaluate the most appropriate model(s) of housing support including the range and flexibility of services (see Section 4)

- Develop appropriate responses and services to expand coverage across all vulnerable client groups regardless of housing tenure (see Section 6)
- Establish the level of funding required to provide housing support services (see Section 12)
- Integrate investment, accommodation issues and support services with the Local Housing Strategy and the Community Care Plan (see Section 12)
- Create a robust planning framework which makes the appropriate linkages across a range of different agencies, services and plans, in order to provide a seamless service to the individual (see Section 9)
- Monitor and evaluate the Strategic Plan and the Supporting People programme (see Section 9)

2.6 Expected Outputs

2.7 The following outputs can be expected from the Supporting People Strategic Plan process:

- An up to date mapping supply picture of housing support services
- New service provision as appropriate based on service reviews to expand coverage including owner occupiers
- Agreed priorities for service development in partnership with users and providers
- Establishment of effective and appropriate performance indicators based on the Executive's Data Definitions, Scottish Commission for the Regulation of Care standards, Council requirements and Best Value
- Promotion of best practice and innovative services
- Joint working and aligned budgets
- Effective consultation and user involvement

2.8 Action Plan

Objectives	Action	Outcomes	Timescales
Align strategic aims and objectives with overall Council Objectives	Monitor strategic aims and objectives for overlap.	See 2.4	Ongoing with annual review
Expand coverage of the service to include owner occupiers	Expand needs analysis to include owner occupiers	Services to owner occupiers	April 2004

Section 3

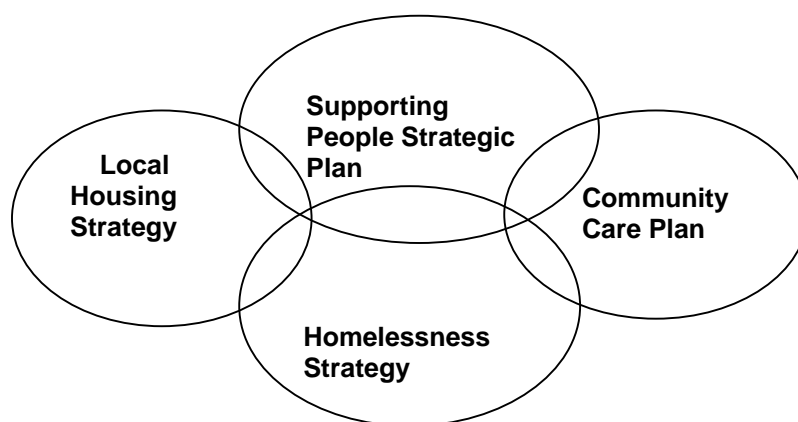
3.1 Strategic Context: Local and National

3.2 Glasgow City Council recognises that the Supporting People initiative cannot operate in isolation. A Supporting People strategy should engage and integrate with related plans and legislation, and housing support must link with other strategies and services. Integration with wider service planning and delivery processes is crucial if Supporting People is to make its proper contribution to the well being of local communities.

3.3 Housing support has a particular role to play in offering practical assistance to people who may experience difficulties in maintaining their own home. It works best, however, in combination with other services aiming to support vulnerable families, young people and adults in living full lives in their own homes and communities. There is a range of national and local plans addressing this aim within which Supporting People must deliver its contribution. These are illustrated as follows:

3.4 Overall Context for the Supporting People Strategic Plan

3.5 Notwithstanding all of the above linkages, the Supporting People Strategic Plan needs to be seen across the context of 3 main areas. The Joint Community Care Plan, Local Housing Strategy and the Homelessness Strategy.



3.6 The Council Plan

3.7 Glasgow City Council is currently in the process of completing the Council Plan. The aim of the Plan is to give direction to those working within the authority and to set out the Administration's priorities for local citizens.

3.8 The Supporting People programme will have a major contribution in achieving some of these aims and objectives.

3.9 Glasgow City: Joint Community Care Plan: 2001-4

3.10 This is a statutory plan produced jointly by agencies responsible for health, housing, social care and other services within the city. It outlines how

Glasgow will develop its community care services over a three year period in order to meet the objectives laid down by the Executive in Modernising Community Care:

- 3.11** Glasgow City Council recognises that appropriate housing and housing support services are the foundation of successful community care. Housing support allows vulnerable people to maintain their own home in their local community allowing the development of an independent lifestyle. Housing support works best when meshed with other community care services and workers will increasingly employ housing support as part of a package of services designed to support independent living.
- 3.12 Glasgow City: Children's Services Plan: 2002-4**
- 3.13** This is a statutory plan produced on a joint basis by a wide range of agencies having an interest in the welfare of children and young people in Glasgow. The overall aim of the plan is to ensure the safety, well being and personal development of children and young people. The plan addresses the needs of particular groups of young people.
- 3.14** The move to independent living can be an enormous challenge to young people with a vulnerable background. They may be leaving residential care, foster care or even moving out of the family home under difficult circumstances. A range of services is required to help them with this transition but suitable accommodation is an essential foundation. Maintaining a tenancy can however often prove too difficult with many young people ending up homeless.
- 3.15** Housing support has a key role to play in helping young people establish and maintain their own homes. It provides them with the necessary advice and practical support that will build skills and confidence leading to independence. This is recognised by the Children's Services Plan and in particular within the section addressing the needs of young people leaving care services. Housing support will also play a major role in the Youth Housing Strategy.
- 3.16** Housing support also has an important role in keeping families together. Families can break up due to a number of reasons with damaging consequences for any children involved. Parents may have difficulties in paying rent or have chaotic behaviours that undermine their capacity to care for their children. As part of a package of services to such vulnerable families housing support can help maintain a tenancy and contribute towards a stable home.
- 3.17 Glasgow City: Criminal Justice Strategic Plan: 2002-5**
- 3.18** This statutory plan sets out the aims, objectives and performance targets for Social Work Services Criminal Justice work in the City over the next 3 years.
- 3.19** The strategy recognises the role and potential of housing support in providing accommodation for offenders. Clients subject to a probation order may require a residential placement in order to stabilise their life circumstances and allow successful implementation of a probation action plan. People leaving prison after long sentences will often require a stepping stone back to independent community living.

3.20 The Joint Future Agenda in Glasgow

3.21 This initiative is the main driver by which the Executive intends to achieve closer, more integrated working between agencies in the delivery of community care services. It is not to be regarded as simply structural reform but as an important means of achieving the following objectives:

- Better outcomes for service users and their carers
- Better use of resources with decisions which are transparent and according to shared priorities
- Better management of services under single managers
- Better systems with less bureaucracy and duplication and clearer responsibilities

3.22 Councils and Health Boards are expected to work towards joint resourcing and joint management arrangements as well as the design and implementation of joint assessment and care management procedures.

3.23 Glasgow has established a Joint Future Integration Steering Group in order to deliver the Joint Future strategic objectives and implement the programme of action required by the Executive. This Group has now produced a Local Partnership Agreement which sets out a project plan covering all key work areas. Housing support services will increasingly be managed as a joint resource. Arrangements are also in hand to ensure that accessing housing support is possible through the new Single Shared Assessment procedures now implemented for older people and being planned for other client groups.

3.24 Locality Planning in Glasgow

3.25 The joint planning partners are committed to the devolution of planning to more local levels. As part of this process the joint planning partners have agreed to establish Locality Planning and Implementation Groups (LPIG's). The 9 Groups will be based on Social Work Area boundaries and will consist of staff from all key agencies and services including housing interests. The LPIG's will have a remit to develop local joint plans and to agree major operational priorities. As these groups become active it will represent an opportunity to promote the Supporting People at a local level.

3.26 The Housing (Scotland) Act 2001

3.27 This is a major piece of legislation that will bring about significant change in the planning and delivery of housing services. The Act provides the legal basis for the Supporting People programme. It has a number of aims including:

- Delivering new rights for homeless people and placing new duties on local authorities and registered social landlords
- Strengthening the rights of tenants to secure tenancies
- A single framework of regulation for all registered social landlords and council landlords

- The introduction of a new planning system with local authorities responsible for preparing a strategic housing plan and Communities Scotland (formerly Scottish Homes) having a regulatory role for all housing providers.

3.28 Enhanced housing support services will be required to address the new duties and standards arising from the Act.

3.29 The Community Care and Health (Scotland) Act 2002

3.30 This Act contained provisions aimed at delivering free nursing and personal care and the expansion of joint working between health and social care services. It also placed a duty on local authorities to offer eligible clients the option of direct payments. This means that across a range of services people will have the choice of taking a direct payment to arrange their own services rather than use currently provided services. Housing support services are covered by this arrangement. Direct payment schemes will have a major impact on the planning and delivery of housing support and active consideration is underway to ensure that these schemes are introduced in such a way to maximise benefit for service users.

3.31 The Act also introduced new rights of assessment for carers of vulnerable people. Carers provide a range of informal supports including what would be categorised as housing support. This support is often provided on a level that causes severe stress leading to carers compromising their own health and well being. Carers must now be consulted as part of any community care assessment as well as being able to request an assessment in their own right. This will allow carers to highlight the need of the cared for person for appropriate housing support and therefore potentially reduce their own caring input.

3.32 Glasgow City Homelessness Strategy

3.33 The Housing Act (Scotland) 2001 strengthened the rights of homeless people and placed new duties on local authorities to produce strategies for dealing with homelessness in their area. A draft Homelessness Strategy has been prepared under the leadership of the Glasgow Homelessness Partnership. It provides a basis for improving joint working between housing and support service providers. The overall goal is to prevent and alleviate homelessness. The main components are:

- Progressive decommissioning of the unsatisfactory large hostels, accompanied by an expansion of accommodation with support, often funded through Supporting People
- Reshaping of homeless casework services on an interagency basis, with a caseworker for each applicant, ensuring that necessary housing, health, social work and employment support is delivered
- Expanded and more systematic advice, information and independent advocacy services for the homeless and to prevent homelessness
- Effective user involvement in service development

- 3.34** The strategy also continues existing Rough Sleeping Initiative projects. The programme is likely to extend over the next 10 years.
- 3.35** Housing support has a particularly crucial role to play in delivering the aims of the Homelessness strategy. It is an essential resource in supporting hostel residents to move to viable independent tenancies allowing the closure of anachronistic hostel accommodation. It also has an important preventative role in providing timely advice and support to families and individuals on the verge of becoming homeless.
- 3.36** **Glasgow City: Local Housing Strategy (LHS): 2003-8**
- 3.37** Alongside the transfer of its housing stock to Glasgow Housing Association in March 2003, Glasgow City Council has assumed a greater strategic role. The Council has now taken over responsibility for funding housing association and private housing development in the city from Communities Scotland. To support and guide this role, the Council has adopted a Housing Strategy which aligns itself to the Supporting People Programme.
- 3.38** Housing support has a particular role to play in assisting with the LHS relating to meeting people's changing housing needs and the prevention of homelessness.
- 3.39** It is intended that the Supporting People strategy will become a complementary section within the LHS and the Community Care plan. This will encourage the use of housing support as a key resource in achieving the aims of the LHS. The Supporting People strategy will provide clear direction of how development funding can be used in the future to provide appropriate accommodation for a number of the vulnerable groups covered by Supporting People.
- 3.40** **Glasgow City: Community Care Accommodation Strategy**
- 3.41** Access to appropriate housing is crucial to the success of community care. Housing in Glasgow has come under pressure from the community care programme in a number of ways including:
- The hospital discharge programme
 - The influx of refugees and asylum seekers
 - The need to tackle homelessness
 - The need to improve standards of care in the community
- 3.42** A major piece of work has been undertaken by the joint planning partners in Glasgow to quantify these pressures and to assist the various community care client group strategies adopt effective solutions. Housing support and the importance of Supporting People in delivering community care objectives is recognised within the strategy.
- 3.43** **Equal Opportunities**
- 3.44** Glasgow City Council operates an Equality Policy. This policy applies to all services which the Council is responsible for including Supporting People. In addition there are a set of core values of equality and objectives which underpin all Social Work services.

3.45 Glasgow City Council is committed, through its Key Objectives, to tackling the poverty, social exclusion and poor health experienced by Glasgow's citizens and provide accessible and relevant services to the city's diverse communities through the development of Glasgow as a caring city.

3.46 The Council believes it can make a major contribution to this by ensuring the highest quality in service delivery which is sensitive, flexible and responsive to the needs of those traditionally excluded from the planning and decision-making process. It believes that promoting equality will ensure better use of resources and increased satisfaction by service users and service providers. The City Council is in a unique position to raise awareness and to make equality and fairness a feature of a regenerated Glasgow.

3.47 The Council wants to make Glasgow a City where all citizens regardless of colour, race, nationality, ethnic or national origin, religion, social background, marital status, gender, disability, age or sexuality, are treated with respect, have full access to the range of services provided in the City, and are able to have a quality of life which affords them dignity, independence and freedom from violence, discrimination and harassment. The Social Work Services statement of Values is consistent with the wider Council Key Objectives.

3.48 Social Work Services is committed to:

- Social justice and social welfare
- The worth and dignity of each individual
- The right of users to choose and to share in decision-making
- The strengths and skills of local communities
- The right to quality services
- The right to respect, privacy and confidentiality
- The right to protection of those at risk of abuse and exploitation
- The right to information
- Balancing the responsibilities of society and individuals

3.49 We aim to:

- Be sensitive to the needs of individuals and the community
- Discharge departmental duties effectively and efficiently
- Ensure the development of quality services both directly and in co-operation with others
- Facilitate local initiatives and innovation
- Listen and hear
- Make the best use of resources - especially the human ones
- Help people in need of protection
- Reduce deprivation and disadvantage
- Target services to the greatest need
- Take account of ethnic and cultural difference
- Promote public knowledge and understanding of social work

3.50 Action Plan

Objectives	Action	Outcomes	Timescales
Integrate strategic plans and monitoring arrangements	Monitor all relevant strategies and align against overarching objectives and targets	Integrated objectives and targets	Ongoing with annual review

Section 4

4.1 Current Pattern of Housing Support Services (Mapping Supply Exercise)

- 4.2 The Transitional Housing Benefit Scheme (THBS) was established as an interim arrangement (2000-2003) to prepare a 3 year lead in period to Supporting People. Local Authorities were invited to separate out eligible support tasks from previous funding sources and to create new additional support services which would be eligible under the new Supporting People grant from the 1st April 2003.
- 4.3 As part of its work to identify and transfer services and funding from a variety of sources including Transitional Housing Benefit to the new Supporting People grant, Glasgow has developed a systematic mapping supply exercise of existing and pipeline housing support services. This work undertaken in conjunction with providers used the database supplied by the Scottish Executive for this purpose. The database reports based on the 12th December 2003 are included as supporting documentation reflecting the information supplied by providers.
- 4.4 The separate numbers for the five main sources of funding comprising the new Supporting People grant (as confirmed at 8/12/03) is as follows:

FUNDING STREAM	TOTAL	PERCENTAGE
TRANSITIONAL HOUSING BENEFIT	£60,888,171	86.0%
SPECIAL NEEDS ALLOWANCE PACKAGE	£1,491,273	2.0%
DSS RESETTLEMENT GRANT	£889,040	1.0%
UNPOOLED HRA/RSL RENT ELEMENT GRANT	£2,635,424	3.2%
PIPELINE GRANT	£5,622,042	7.8%
TOTAL	£71,525,950	100%

Primary Client Groups	Existing Spaces	Existing Projects
Homeless families with support needs	313	5
Offenders/Ex-prisoners	1	1
Older people with support needs	20981	158
Drugs	129	7
Learning disabilities	1002	140
Mental health	821	42
Physical disabilities	240	22
Single homeless with support needs	5583	40
Women escaping domestic violence	105	7
Young people with housing support needs	483	29
HIV/Aids	10	1
Alcohol	416	2
Totals	30,084	454

4.5 Numbers Supported

- 4.6 There are a total of 317 SP1 Projects (accommodation based) and 137 SP2 Projects (floating) within Glasgow. In addition there were a total of 43 Pipeline Projects totalling 1,455 spaces projected and forwarded for consideration to the Department of Works and Pension. The 2003-2004 award has been

confirmed for 26 projects totalling 579 spaces. The value of all project funding via the Mapping Supply database for the THB element currently totals £66.2 million. However, discrepancies between the Housing Benefit documents A15 (individual submissions) and the A47 (projects) need to be clarified and agreed to arrive at the true grant value. Mapping Supply funding is based on the Scottish Executive guidance which instructs authorities to use the A47 documentation to produce the contract values within the Mapping Supply database. This then forms the contract values with providers. However, recent interpretation of the pivotal role of A15 reduces the contract values which are based on project information taken from the A47 documentation.

- 4.7** The overall totals of existing spaces look very high at 30,084 although this is due to the HRA Pooled rental income numbers that aggregate and duplicate some of the reporting in the Mapping Supply database reports. The A15 data source for THB indicates that 11,093 spaces are funded via this source.
- 4.8** Similarly, the major discrepancies between the Housing Benefits data sources A15 and A47 need to be accounted for. Work is ongoing on this. The Mapping Supply totals also reflects project spaces that for a variety of reasons have not materialised yet as funding although providers submitted them with the intention that THB claims would be successful. These claims are still being investigated and pursued. Although mapping supply data shows 30,084 spaces actual contracted spaces to date totals 25,878.

A15-Housing Benefits data source in spreadsheet format providing **individual claimant award information** such as Name, NI number, address, postcode, total of eligible charges under THB, claimants eligible rent and service charge excluding charges met under THB, total HB (including THB) awarded to claimant. This informs the A47 by aggregating individual claims information to a project level.

A47- Housing Benefits data source in spreadsheet format providing **aggregated project award information** based on the A15, such as name of project, number of eligible units, landlord, support provider, breakdown of various charges and total weekly THB. This informs the Mapping Supply database and subsequently the contract values for providers which in turn aggregates into the Supporting People grant.

SP1 - This form is for schemes where accommodation is provided as an integral part of the service or where there is a contractual arrangement between the accommodation provider and the provider of housing support.

SP2 - This form is for those housing support services which do not have specific linked accommodation e.g., floating/resettlement support provided to people living in independent housing.

Pipeline-Any **accommodation based** project expected to be operational after the 31st March 2003 that has planned capital funding committed by one of the approved funding sources.

- 4.9** Two other sources of data information are also included with this return in addition to the data provided here. These are the Executive's CD ROM Mapping Data and the recent series of statistical tables requested with the

return of this plan. These sources of data will continue to be analysed, monitored and actioned accordingly.

4.10 Social Work Services Area Profiles by Accommodation Based Projects

4.11 The following two tables show the relationship between the various client groups and the nine Social Work Services locality teams in terms of the number of SP1 (accommodation based) projects. The first table shows how many projects there are for each client group and in which locality team. The second table shows this as a percentage. This snapshot exercise was undertaken in August and some data changes have occurred as projects changed or were deleted.

Client Groups by Area Team locality

Client Groups by Locality	East	Greater Pollok	North	North East	North West	South	South East	South West	West	Total
Homeless Families with support needs	2	0	0	0	0	0	0	0	0	2
Offenders/ex-prisoners	0	0	0	0	1	0	0	0	0	1
Older people with support needs	21	11	14	8	23	15	8	15	19	134
People with alcohol problems	0	0	0	0	2	0	0	0	1	3
People with drug problems	0	0	0	0	3	1	0	0	0	4
People with learning disabilities	7	7	5	5	15	1	13	22	13	88
People with mental health problems	3	2	3	2	4	4	0	2	3	23
People with physical disabilities	2	3	4	1	1	2	0	3	0	16
Single homeless with support needs	10	1	1	0	6	5	2	6	2	33
Women escaping domestic violence	0	1	0	1	1	2	1	0	2	8
Young people with housing support needs	5	3	2	2	7	1	0	4	0	24
Total	50	28	29	19	63	31	24	52	40	336

Client Groups by Area Team as a %

Client Group by Area Team as %	East	Greater Pollok	North	North East	North West	South	South East	South West	West	No of Projects
Homeless Families with support needs	100%	0	0	0	0	0	0	0	0	2
Offenders/ex-prisoners	0	0	0	0	100%	0	0	0	0	1
Older people with support needs	16%	8%	10%	6%	17%	11%	6%	11%	14%	134
People with alcohol problems	0	0	0	0	66%	0	0	0	33%	3
People with drug problems	0	0	0	0	75%	25%	0	0	0	4
People with learning disabilities	8%	8%	6%	6%	17%	1%	15%	25%	15%	88
People with mental health problems	13%	9%	13%	9%	17%	17%	0%	9%	13%	23
People with physical disabilities	13%	19%	25%	6%	6%	13%	0%	19%	0%	16
Single homeless with support needs	30%	3%	3%	0%	18%	15%	6%	18%	6%	33
Women escaping domestic violence	0%	13%	0%	13%	13%	25%	13%	0%	25%	8
Young people with housing support needs	21%	13%	8%	8%	29%	4%	0%	17%	0%	24
										336

4.12 There are a further 137 floating support projects scattered across Glasgow. However, due to the city-wide nature of this scattered individualised floating support service, it has not been practical to map these areas across the nine Social Work area teams.

4.13 The above area profiles would suggest that most Area Teams cater for all client groups. The exceptions due to limited provision suggest that Addictions and Women's Services need to be expanded to some other areas of the City. However, some services relating to these services may be categorised as homelessness.

4.14 Models of Housing Support

4.15 Our current pattern of Housing Support services using the Mapping Supply information shows that Glasgow has a wide range of housing support models in place to support its vulnerable user groups. These include:

- Sheltered Housing
- Very Sheltered Housing
- Hostels
- Temporary furnished flats
- Supported accommodation units
- Floating support
- Alarms
- Scattered or clustered dwellings

4.16 Main Features of Accommodation Based Services

- There has been a shift in responsibility for managing accommodation previously owned by Glasgow City Council. As a result of the stock transfer process, Glasgow Housing Association now owns the stock and is the largest registered social landlord (RSL) in Scotland.
- RSL's in Glasgow now manage 85% of accommodation based services
- Sheltered provision represents 43% of all accommodation based services.
- Ethnic groups receive only 1% of the service although the prevalence rate is 3-4%.
- Within the various categories of accommodation based services 72% of the overall duration is classed as permanent accommodation.
- 50% of the age profile across all accommodation is 65+.
- 14.6% of the accommodation is wheelchair standard and a further 18.6% is mobility standard.
- 43% of the accommodation is fully furnished.
- 65% of all client groups are "single people".

4.17 Main Features of floating support services

- 74% of all floating support is delivered to Older People. This is due to the widespread use of the community alarm service by this client group. On its own the alarm service accounts for 47% of Older People support services.
- When Alarms are excluded 70% of the remaining floating support service is provided to single homeless people.
- 55% of the floating support is delivered to tenants in accommodation classified as permanent.
- 13% is classified as short stay accommodation and 9% is classified as medium support accommodation.
- 66% of people receiving floating housing support are single people households.

4.18 Across both accommodation based and floating support services the financial breakdown is as follows excluding pipeline.

- 90.22% of all housing support services are funded via THB.
- 2.24% of all housing support services are funded via SNAP.
- 1.34% of all housing support services are funded via DSS.
- 6.20% of all housing support services are funded via unpooled HRA element.

4.19 Summary

4.20 Homelessness (40%) older people (23%) and learning disabilities (20%) are well represented in terms of overall provision totalling 83%. Refugees and asylum seekers are currently reflected within homelessness provision. It is estimated that around 9,000 asylum seekers and refugees, from 50 different countries are currently living in Glasgow. 80% of asylum seekers whose cases have been decided have been given the right to remain here as refugees. All other client groups have fewer than 5% provision. However, only a more robust needs analysis can inform us if current provision meets our requirements. There is only one service for HIV/Aids totalling ten places.

Offenders/ex-prisoners are also underrepresented. Client group categorisations within the mapping supply database are limited. This means that some client groups such as sensory impairment are not immediately identifiable. They are held within the Physical disability client group. Similarly addictions services are held within the homelessness client group. This can make it difficult to properly identify places to particular client groups.

4.21 The number of places funded by the five sources of funding to date are as follows:

- THB 11,093
- Unpooled 13,449
- SNAP 925
- DSS resettlement 97
- Pipeline 314
- Total 25,878

4.22 A number of providers are still engaging with Housing Benefits over applications which have not formally been confirmed as being eligible for Transitional Housing Benefit. This is the main discrepancy between places that have been mapped and actual THB approved to date.

4.23 Action Plan

Objectives	Action	Outcomes	Timescales
To continue to map and track all eligible THB places	Update mapping supply database as appropriate	Optimal grant funding	Ongoing

Section 5

Current Population and Projections

5.1 Community Planning

5.2 The 2001 Census estimated the population of Glasgow at around 578,000 people*. This represents a 5% drop over the 10 year period since the 1991 Census compared to a 0.5% reduction in the Scottish population over the same period. Projections however suggest that the rate population decline in Glasgow is reducing. Over the period of the plan 2003 to 2008 the 5 year projection suggests only a 0.6% loss.

5.3 Current Population: 2001 Census

Age Group	2001 Census* (000s)	% of Total
0-15	106.5	18.4
16-64	380.7	65.9
65-84	80.9	14.0
85+	9.8	1.7
Total	577.9	100.0

Note:

It should be noted that the Census figures are being disputed by the Council which believes them to be an underestimate with the true total population of Glasgow being around 600 thousand.

5.4 Population Projections: 2003 - 2008

Age Group	Change (000s)	Change as a %
0-15	-9.7	-8.6%
16-64	+11.7	+2.9%
65-84	-6.3	-8.2%
85+	+0.8	+8.8%
Total	-3.5	-0.6%

Note:

These projections have been prepared by Development and Regeneration Services of Glasgow City Council and are based on the Registrar General's mid year estimate of population for the year 2000.

5.5 Older people are major users of housing support services and their numbers have a particular significance. Although the overall number of people aged over 65 is expected to fall by around 6.4% over the period of the plan the number of very elderly aged 85+ who have the most intense needs are expected to increase by 8.8%. Numbers in the 16 to 64 age group are expected to increase by almost 12,000 many of whom will require housing support due to vulnerabilities stemming from poor health, disabilities, addictions and homelessness.

5.6 The number of people from a minority ethnic background has been rising. In 1991 at 21,000 people this represented 3.5% of the population whilst by 2001 this rose to 5.5% of the population with further growth predicted. This growth

confirms Glasgow's status as a multi-cultural city with the greatest number of people from a minority ethnic background of any Council in Scotland. Glasgow therefore has a particular obligation to ensure that services are tailored to meet specific cultural and religious needs.

5.7 Over the years Glasgow has welcomed people seeking refuge or asylum. The City has now entered into a contract with the National Asylum Support Service to provide 2,500 units of accommodation over 5 years to house asylum seekers. Projections estimate that by 2005 there is likely to be approximately 10,000 refugees and asylum seekers resident in the city. Again this represents a challenge to housing support providers to ensure that services are accessible to all groups.

5.8 The 2001 Census Results

5.9 Detailed results from the 2001 Census are now available and provide a range of information with importance for those responsible for the planning and delivery of housing support services. The census provides an insight into the needs and circumstances of those groups of people likely to require housing support services. The table below extracts selected findings from the Census comparing them with previous Census findings and the wider position across Scotland.

5.10 Selected Results from the 2001 Census

Census Category	Glasgow 2001 % of Total	Glasgow 1991 % of Total	Scotland 2001 % of Total
Housing Type			
Houses	30	23	37
Flats	70	77	63
<i>Total</i>	<i>100</i>	<i>100</i>	<i>100</i>
Housing Tenure			
Owned	49	36	63
Socially rented	39	57	28
Privately rented	7	5	4
Other	5	2	5
<i>Total</i>	<i>100</i>	<i>100</i>	<i>100</i>
Households			
Average household size	2.08 persons	2.24 persons	2.27 persons
Single person pensioner households	16	18	15
One family all pensioners households	5	7	8
Lone parent households	15	9	11
Other	64	66	66
<i>Total</i>	<i>100</i>	<i>100</i>	<i>100</i>

Health			
Limiting long term illness (LLTI)	26	19	20
Households with one or more persons with LLTI	44	Not available	37
'Not good' over last 12 months	16	Not available	10

5.11 Housing Type

5.12 There is a trend towards people living in houses (detached, semi-detached or terraced) as opposed to flats. This has been caused by in part by a greater emphasis on houses in new build developments and in part by the large demolition programme of flatted properties. As a result the proportion of households occupying a flat fell from 77% to 70% over the period 1991 to 2001.

5.13 Housing Tenure

5.14 The proportion of households owning their accommodation in Glasgow rose from 36% in 1991 to 49% in 2001. In absolute terms the number of households in owner occupation has increased by about 35,000. Although Glasgow still has a significantly lower level of home ownership than the rest of Scotland there is a strong trend away from social renting to owner occupation. This represents a major challenge to those responsible for the planning and delivery of housing support as services are meant to be 'tenure neutral' i.e. equally accessible to all who have a need irrespective of type of tenure. Up till now the focus has been on ensuring uptake of housing support in the socially rented sector but the needs of the growing number of owner-occupiers will require urgent consideration.

5.15 It is also important to note that the Council is no longer a landlord of housing. The transfer of Council housing stock to the Glasgow Housing Association (GHA) will unlock large investment resources and radically change the planning and management of social housing. The principal role of the GHA will be to focus on effective investment planning and procurement while management of the housing stock will be tenant controlled Local Housing Organisations. The role of the Council will be to focus on strategy and co-ordination, the delivery of a narrower though still vital range of housing services, and neighbourhood management. The commissioning and evaluation of housing support services has therefore become a more complex challenge.

5.16 Households

5.17 The average household size is decreasing. In 1991 it was 2.24 persons and by 2001 it was down to 2.08 persons. This has been caused by a significant growth in the number of people living on their own. In 1991 single person households represented 37% of the total whilst by 2001 this had increased to 42%. This is significantly higher than the Scottish average of 33%.

5.18 Older people living on their own can be vulnerable due to frailty or ill health and require a range of community care services including housing support.

The proportion of households occupied by a single pensioner has decreased from 18% of total households in 1991 to 16% in 2001. A similar decline is observed in households where all residents are pensioners. This decline is expected to continue over the next 5 years as the number of older people in Glasgow continues to fall.

5.19 Health

5.20 Due to poverty and lifestyle factors the health of Glasgow residents is significantly lower than the Scottish average. Around 26% of the population indicated a long-term illness, health problem or disability that limited their daily activities or capacity to work compared to the 20% Scottish average. Households in Glasgow reporting one or more people with a limiting long term illness was 44% in 2001 compared to the 37% figure for Scotland. A new question in the census asked residents to rate their health over the previous 12 months as good, fairly good or not good. Around 16% of Glasgow residents rated their health as not good compared with a 10% Scottish average. These figures give an insight to the relatively poorer health of people in Glasgow which in turn will create a proportionately larger need for services including housing support.

5.21 Summary

5.22 All of the above information is useful in providing a headline analysis of current population and projections. What is now required is a Supporting People Needs Analysis tool which will further refine this information. It should allow us to drill down sufficiently to identify Housing Support needs. It had been expected that a national needs assessment tool would be developed and distributed for local authority use. This has not as yet happened. Local authorities will have to develop their own tool.

5.23 Action Plan

Objective	Action	Outcome	Timescale
Develop Mechanisms and Procedures for identifying and recording current and unmet need	Develop appropriate recording systems potentially based on resource used measure (RUM)	Identify need and plan and resource accordingly	Ongoing

Section 6

Assessment of Need

- 6.1** The challenge for Glasgow City Council is to ensure that services are appropriately developed to ensure that the aggregation of individual needs assessment properly informs the planning of services at a locality level. Supporting People is a new support and funding initiative and we need to develop and revisit the needs analysis across the City. We need to look at each client group area by area and then use this as a planning tool for services in the future. Our planning system has to be more robust and based on real needs.
- 6.2 Aim**
- 6.3** To ensure that there are effective housing support assessment arrangements in place to achieve the successful implementation of Supporting People. Good assessment procedures will contribute to the following objectives:
- Identify and quantify current and unmet need.
 - Assist in early assessment and intervention to prevent crisis and further need
 - Identify and quantify the private rented and owner occupied sectors.
 - Timely, preventative access to appropriate housing support services for clients.
 - Housing support assessment integrated within the shared assessment framework.
 - Integrate assessment procedures and processes within the council's IT system.
 - Produce appropriate performance indicators and standards to meet our objectives.
 - Disseminate and train colleagues based on our agreed course of action
- 6.4 National and Local Position**
- 6.5** In line with the Joint Future report all local authorities are responsible for the implementation of a single shared assessment framework initially for older people but subsequently will extend to all community care client groups by 2004.
- 6.6** A single shared assessment tool, founded on CareNap and primarily designed for use with older people in a community setting has been developed in Glasgow. However as the tool stands it doesn't adequately capture the housing support element of the assessment. This is being addressed with local involvement and at a national level. For the other client groups other complementary assessment tools are being developed.
- 6.7** The shared assessment framework practitioner's group was established in June 2002. The remit of the group is to monitor the use of the assessment tool at a local level, take forward any developments of the tool and provide a link to the development of the appropriate IT systems.

- 6.8** Following on from the general practitioners group, a Carenap National Users Forum was established in September 2002. The remit of the forum is to collate and identify proposed changes in both paperwork and software application. It is also to identify within the common Care Nap the facility for additional care/client modules. It should also facilitate information sharing/consultation with user and non-user authorities.
- 6.9** Within the National Users forum a specialist working group has evolved which is working on producing a housing support module and also how the current Care Nap format can lend itself more to capturing housing support needs.

6.10 Prevalence Needs

- 6.11** We are still working to identify prevalence needs across client groups and across the new Social Work area teams. Specific client group information is provided within each client group section and in Section 5. The prevalence needs by Social Work area team by Learning Disability and Mental Health is as follows:

Social Work Area Team	Learning Disability	Mental Health
East	222	322
Greater Pollok	148	215
North	194	283
North East	176	257
North West	319	463
South	234	340
South East	101	147
South West	159	231
West	191	278
TOTAL	1,620	2,357

- 6.12** Another comparison is to look at the share of Older People against all other ages by SWAT area, which looks like the following:

Social Work Area Team	Est % 65+	All Ages
East	13.8%	12.6%
Greater Pollok	8.3%	8.8%
North	11.5%	11.6%
North East	10.1%	10.6%
North West	12.8%	16.1%
South	12.0%	13.0%
South East	5.8%	6.0%
South West	11.6%	9.5%
West	14.0%	11.7%

6.13 Future Needs

- 6.14** Future needs in services include addictions, offenders and services for women. Current projections indicate around 10,000 asylum seekers and refugees will settle in Glasgow by 2005. Homeless umbrella services are currently catering for this client group but more services will be needed in the future.

- 6.15** An increasing number of refugees are likely to settle in Glasgow in the future with associated housing support needs. 80% of asylum seekers whose cases have been decided have been given the right to remain here as refugees.
- 6.16** Services for women escaping domestic violence have increased to seven projects totalling 105 spaces. However, only one additional proposal is being developed and there may be a need for more services in the future.
- 6.17** Offenders/ex-prisoners are difficult to account for, as core funding is available via Criminal Justice services. The main area of development will be the growth in move on places after initial intensive support.
- 6.18** HIV/Aids are another client group difficult to project future needs for and their numbers may be hidden within homeless services. Last year, Greater Glasgow became the region with the highest number of new diagnoses.
- 6.19** Owner occupiers are soon eligible for Housing Support services and there is still a need to identify and quantify the level of support required and its funding implications.

6.20 Assessment Action Plan

Objective	Action	Outcomes	Outcome Measure
Develop Robust Assessment Processes	Develop and Implement shared Housing Support Assessments across all client groups	Identifying housing support needs of those assessed.	Put in place appropriate packages of housing support
Integrate with existing and appropriate IT systems	Working paper with senior officers	System in place to deliver information	Deliver services based on need and agreed priorities
Agree local structure for implementing the approved assessment process	Identify local contribution	Number of referrals made locally	Number of referrals resulting in a service
Monitor and evaluate the appropriate indicators and standards	Ongoing monitoring culminating in annual review	Set indicators	Achieve individual objectives measured against service review performance indicators
Develop and implement a training programme for the agreed structures and processes	When structures are agreed training programme to be developed	Number of referrals for housing support	Number of referrals leading to a service
Agree owner occupier needs process	Identify owner occupier unmet need	Number of referrals	Number of referrals leading to a service

- 6.21** Glasgow Housing Association, the biggest registered social landlord within Glasgow, is currently conducting an audit to identify unmet support needs within its 80,000 tenants.

6.22 Current needs information requires to be developed further and more work will have to be done to inform the annual updates of this strategy.

SECTION 7

7.1 Gap Analysis

7.2 Our gap analysis is informed by a variety of mechanisms used to identify current gaps in provision. These included:

- Consultation and feedback on the Local Housing Strategy
- Our Supporting People communication strategy
- Local assessment of needs
- Regular meetings with providers
- Analysis of Mapping Supply data
- Feedback from users of the service
- Community Care Plan feedback
- The Joint Future agenda
- Contract Monitoring Arrangements
- Service Review Design and Implementation

7.3 Common Themes

7.4 Our analysis of this data has suggested some common themes emerging from the above process. In addition the individual client group sections identifies specific client proposals, needs and gaps in services. Additional consultation on the draft Strategic Plan will also allow us to refine and augment our objectives and action plans over the duration of the plan.

7.5 Despite the significant growth in the development of support services across Glasgow totalling £71.5 Million an incredible amount of time and energy has been devoted to identifying and aggregating THB claims. More attention now needs to be devoted to identifying and assessing client needs, developing the housing support market and developing our IT and information systems.

- More flexible and responsive support services
- Meaningful service user involvement especially regarding service review input
- Earlier preventative services
- Better co-ordination between services especially on the boundary between care and support
- Public information on access to services and service review processes for individuals
- Clearer information on how services could be reviewed as needs changed
- Addressing support for carers
- Concerns regarding charging for support services
- Service provider turnover of staff and therefore lack of continuity of support
- Service provider staffing needs especially training to develop a support focus instead of care
- Identification of unmet needs
- Recognition of multiple needs and holistic person focussed services

7.6 Action Plan

Objective	Action	Outcomes	Timescale
Update and implement our Communication Strategy to provide clearer information on the range of services available	Relaunch our Communication Strategy	Published communication strategy	March 2004
Launch our latest strategic plan after SE approvals	Agree Consultation process	Strategic Plan launched	April 2004
Target service at early Intervention Preventative Services	Refine needs assessment processes	Preventative services	Ongoing
Define and launch charging policy	Implement Charging Policy	Charging policy produced	Ongoing
Design and outline Contract Monitoring and Service review process	Implement Contract Monitoring and Service Review Process	Contract monitoring & service review process launched	Pre 31 st March 2004
Identify owner occupier requirements	Develop owner occupier needs	Owners needs identified	April 2004

Section 8

Reviewing, Commissioning and Monitoring Services

8.1 The Service Review Process

8.2 The main aim of reviewing services is to work in partnership with stakeholders including providers and service users to achieve the most effective spread and configuration of direct and purchased housing support services, consistent with the conditions of the award of the Supporting People Grant, Best Value and the broader strategic objectives of the council.

8.3 All floating and accommodation based housing support services including sheltered housing services are required to be reviewed between 1st April 2003 and 31st March 2006. This will apply to those providing exclusively housing support or joint services also providing social care. At the conclusion of service reviews the aim will be for interim contracts to be replaced with full contracts.

8.4 With over 500 services being provided by around 100 providers across all client sectors, a timetable will be established and then made available to all stakeholders around the end of November 2003. Priority will be informed by applying a service risk level assessment framework based on the following criteria defined in Scottish Executive guidance.

- Services that have not been subject to a review for 5 years or more;
- Services of which the council has little knowledge;
- Size of the service (the greater the number of users generally indicates a higher priority for review);
- Services where there are performance concerns;
- Services that the council think are less cost beneficial than others;
- Services which may have little continuing strategic relevance.

(This section may have to be amended. The Contract Management Steering Group has decided not to use the above criteria for determining the timetable for service reviews.)

8.5 Developing a Service Review Tool

8.6 A draft service review tool is currently being discussed with providers and the Scottish wide networking forum of local Authorities.

The documentation includes:

- All appropriate paperwork and Supporting Documentation for the review process
- Criteria for a review
- Standards to be applied including National care standards criteria
- Service user evaluation forms
- Cost Comparison templates
- Assessment of Capacity/Demand/Strategic Relevance

- 8.7** The draft tool is also being considered by representatives from the Care Group teams within Social Work Services and any necessary adjustments will be made to enable it to be used across all client group and for single or jointly funded services. This will incorporate the National Care Standards and integrate with local contract monitoring arrangements. The nine National Care Standards are as follows:

Standard 1

You have all the information you need to help you decide about using the service.

Standard 2

You will receive a written agreement which clearly defines the service that will be provided to meet your needs. This will set out the terms and conditions for receiving the service, and arrangements for changing or ending the agreement.

Standard 3

You experience good quality housing support. This is provided by management and staff whose professional training and expertise allow them to meet your needs. The service operates in line with all applicable legal requirements and best-practice guidelines.

Standard 4

You will be fully involved in developing your personal plan and in any later reviews. You will receive copies of these that have been signed and dated by the housing support provider.

Standard 5

Your social, cultural and religious belief or faith are respected by the provider in supplying the service. You can live your life in keeping with these beliefs.

Standard 6

You can be helped by housing support staff to make choices about the service that is provided and how it links to your personal and social life.

Standard 7

You keep your rights as an individual.

Standard 8

You are encouraged and helped to make your views known on any aspects of the housing support service.

Standard 9

You and the housing support service provider will plan and discuss how to end the service.

- 8.8** To avoid duplication in resource and effort for both the council and providers, consultation with colleagues and partner agencies is ongoing particularly in relation to the management information requirements of all agencies. This will include The Care Commission, Communities Scotland and the Scottish Executive whom it is expected will require providers to produce similar management information in their respective regulation processes.

- 8.9** The outcome of the service review process will be influential in shaping future services, as it will identify shortfalls and also signpost future requirements for reconfigured services. It will also along with Contract Monitoring arrangements provide us with our Impact Evidence analysis which needs to be measured over time.
- 8.10** The main milestones of the service review process are set out below in table 8.5.
- 8.11** Service reviews will take full account of other review processes including Best Value to harmonise and minimise the number of reviews for providers.
- 8.12 The Commissioning Process**
- 8.13** At a macro level, commissioning involves the planning of services, which will meet the current and future needs of a range of service users. In accordance with the Joint Future agenda, this must involve the relevant partners within the Council and the Health Board ensuring that they are working together. Joint planning of services should assist in bringing about a more seamless service for the service user. Services which are currently being commissioned, and future services, will comply with the aims and objectives set out in client specific strategic plans and the Joint Community Care Plan.
- 8.14** There has already been sound joint working between the relevant agencies to deliver the hospital resettlement programme as part of the Community Care Strategy. Glasgow City Council has established a Sub Group on Commissioning and Purchasing for Supporting People, with a remit to introduce an effective framework to include housing support services in future programmes. On establishing the necessary processes and protocols, the remit of the Commissioning and Purchasing Group will be to:
- advise the Council on the use and application of Supporting People Grant
 - approve providers to be contracted with
 - receive and act on reports about the administration of contracts, monitoring of service quality and progress towards the achievement of strategic objectives
 - make recommendations to the Council on the award of individual contracts
 - consider how best contracting issues should be taken forward
- 8.15** The Council has begun the process of establishing a list of providers who will be eligible to provide housing support services. The use of the Restricted Standing List (RSL) will ensure that any organisation that provides future services has been assessed by the Council, and found to be an appropriate organisation. This is in line with current practice in Social Work Services.
- 8.16** For some services, depending on their size and nature, it will be necessary to go out to tender. For example, Glasgow has introduced a wider range of housing support services in its hostels and in temporary furnished flats and these services have been subject to a tendering process. Several of the partners mentioned above have been involved in this exercise, from the drawing up of the service specification, putting together the tender documentation, planning the tender evaluation and interviews. Contracts have

since been awarded. This type of joint working will inform how future commissioning of housing support services can be carried out.

8.17 Reviewing & Commissioning Services Action Plan

Objective	Who	Outcome	Timescale
<p>Joint work between the Supporting People Team and appropriate Social work staff to ensure there is common practice and no duplication of effort;</p> <ul style="list-style-type: none"> • Joint restricted standing list of accredited providers • Agreement on joint contractual arrangements where appropriate • Joint contract monitoring and service review arrangements. • A common IT system integrating Supporting People with Social Work contracted services/service users/ financial arrangements. • An IT system capable of tracking the progress of provider applications to the Joint Restricted Standing List. 	<p>Supporting People Team and Contract Support Unit.</p>	<ul style="list-style-type: none"> • Efficient commissioning and contracting procedures which will assist partnership working. • Maximise use of existing resources. • Facilitate the exchange of information between Supporting People Team and other Social Work Teams. 	<p>Ongoing since April 2003</p>
<p>Develop proposals to address Direct Payments issues in relation to management of the Supporting People Grant.</p>	<p>Supporting People Team, Contract Support Unit, Social Work Finance Teams.</p>	<p>Produce a framework to support the provision of Direct Payments to service users of housing support services.</p>	<p>Ongoing since April 2003</p>
<p>Assessment of applications from providers who wish to become accredited providers of housing support services. This will include all current providers of housing support services who are currently funded through Transitional Housing Benefit.</p>	<p>Supporting People Team.</p>	<ul style="list-style-type: none"> • A pool of housing support providers who meet the Council's minimum requirements for contractors. • The Restricted tendering route can be adopted when commissioning future housing support services; i.e. increased cost-effectiveness when compared with Open tendering route. 	<p>Ongoing since April 2003</p>
<p>Establish and agree a timetable and framework for conducting service reviews on existing housing support services.</p>	<p>Supporting People Team, Social Work Care Teams,</p>	<p>A framework of service review procedures and systems that will develop quality local</p>	<p>October 2003</p>

Objective	Who	Outcome	Timescale
These service reviews will take place over the period 1 st April 2004 to 2006.	Homelessness Partnership.	housing support services to meet the requirements of the S. P. Strategy.	
Draw up Interim Contracts for all existing Providers of housing support services.	Supporting People Team	Contractual basis will be established for all providers who are funded through Supporting People	Completed 1 st April 2003
Further negotiations with Providers to finalise the contracts	Supporting People Team		Ongoing Oct 2003
Based on service review, identify Impact Evidence gaps	Supporting People Team	Reduce Impact Evidence gaps, if any	Ongoing
Monitor baseline and core data, priorities data and Impact Evidence data	Supporting People Team	Provide indicators on best use of investment	Ongoing
Involve users at the core of the service review process	Supporting People Team	Meaningful user involvement	April 2004

8.18 Our service review process will begin by prioritising service against a number of key criteria for the year 2003/04. This will be set out in the next year's Supporting People strategy. As suggested by the Executive, a key indicator within service reviews will be the quality of provision of existing services. Service reviews and other developments undertaken by support providers will identify a number of schemes that will require refurbishment or remodelling to meet current standards and the requirements of service reviews and this strategy. Capital bids to Development Regeneration Services will therefore be supported as appropriate.

8.19 Contracts and Monitoring Arrangements

8.20 Transitional Housing Benefit has been utilised to fund housing support services. Landlords have entered into agreement with providers to establish the services required by their tenants. The contractual arrangement has therefore been between the landlord and the service provider. However, from April 2003, this has changed. The local authority has begun to put in place interim contracts or letters of agreement. Ultimately letters of agreement will have to be replaced by interim or full contracts. All housing support services will be subject to review between 2003 and 2006. The outcomes of a review will determine if a provider will receive a full contract for the service.

8.21 Under the new contractual agreements housing support providers must meet the council's minimum standards for contracting. Plans are being put in place to ensure that this happens.

8.22 There is a range of contract formats applicable to different circumstances. Examples of different types of contract include; block, cost and volume, spot and call off. Each has its own merits, and will be suited to particular situations. In house services will have a service level agreement in place for this type of provision. With the expansion of Direct Payments, many individuals will be able to purchase their own services. The impact of this on the commissioning process has still to be assessed. The Council will have to consider how this may impact on block contracts, where a certain level of service has been committed, and will also have to consider how it can ensure that these services, whilst not directly commissioned by Council, can be effectively monitored.

- 8.23** The Contract Management Steering Group is currently considering a range of monitoring tools, which can be used to ensure the standards are being met. This approach will ensure a consistent core system of monitoring services across the various service user groups, with the ability for each section to develop additional monitoring criteria as required. Providers will be consulted on the proposed systems as part of the consultation process. Discussions are ongoing on the care management role in relation to housing support services. The role of the Commission for the Regulation of Care is being considered to ensure that there is no duplication in the monitoring of services.
- 8.24** Once a service is commissioned, it is vital that the appropriate checks are in place to ensure that the service is being delivered appropriately, and that it meets the needs of the service user. The Scottish Executive has recognised the need for this at a national level, and the Commission for the Regulation of Care will carry out the registration of providers who deliver housing support. If a provider does not register, or becomes de-registered, they will not be allowed to provide housing support. As the Commission is still in the early stages of its own development, providers will be allowed to indicate their intent to register. All Support Providers, including the Local Authority Providers, must be registered with the Commission and our own application has been submitted.

Section 9

Locating the Supporting People Strategic Plan within Existing Planning System

9.1 Planning System

9.2 The planning, implementation and monitoring of Supporting People Services in Glasgow will take place within the structures already established. A Joint Community Care Committee has been established, and had its first meeting in April 2002 and the Supporting People Strategic Plan will ultimately report to this Committee.

9.3 The Joint Community Care Committee (see structure in Appendix 2) has been established to ensure more effective joint planning, better use of resources, closer relations with the voluntary sector, and improved service provision. The Committee is an officer/member committee and consists of senior representatives from Glasgow City Council (8), Greater Glasgow NHS Board (8) and Communities Scotland (1). Measures are currently being established to ensure that the city's service users' and carers forums are able to represent their views and opinions to the Joint Committee. Users will also be involved in determining and shaping future service developments through the service review process.

9.4 Beneath this committee are the Integration Steering Group and the Interagency Supporting People Strategy Group. The latter group consists of officers with a general management remit. Planning and Implementation Groups (PIG's) have been established, under a senior officer, for each of the key client groups. They have the role of ensuring the delivery of services in line with the strategic plan, and monitoring the effectiveness of these services.

9.5 Strategic Plan Review: Monitoring and Evaluation of the Plan

9.6 Prior to submission to the Scottish Executive, this plan will be approved by the Integration Steering Group and submitted to the Joint Community Care Committee for formal policy approval and any other associated policy implications. Any planning implications will be forwarded to the appropriate Committee.

9.7 The Integration Steering Group (ISG) is the pivotal interagency planning vehicle at an officer level. It is established to develop, monitor, review, and implement the core strategic plans which sit across the health, social care and housing interface. The ISG will therefore assume responsibility for assessing the direction and implementation of the Strategic Plan for Supporting People.

9.8 Annual Review

9.9 An annual review will take place which will consist of a standard framework which will be reported via the planning structure that reports to the Joint Community Care Committee.

9.10 The main purpose of the Strategic Plan Annual Review will be to report on the progress of the Implementation of the plan and to report on the progress of individual client group sections. In addition the review will report progress on expenditure for the previous year 2003/2004 and outline projected expenditure for the next financial year 2004/2005. The review should also report on outcome indicators and roll forward the intentions and objectives of the original five year plan and outline changes and shifts in priorities, objectives and expenditure.

9.11 Responsibility for updating individual client group sections will remain with PIG chairs with overarching strategic issues agreed by the Integration Steering Group and collated by the Supporting People Team. ISG members will inform and direct the overall financial framework and priorities. LPIGS may also need to be considered in the future to take account of planning and information at the locality level.

9.12 Existing Culture of Glasgow City Council

9.13 Glasgow’s culture is one of improving the effectiveness and value for money of all Council services, securing new investment and achieving Best Value in a way that addresses the needs and expectations of service users and citizens.

9.14 Action Plan

Objective	Action	Outcome	Timescale
Seek policy approval of the SP Strategic Plan	Submit Strategic Policy to Joint Community Care Committee	Approved by Committee	March 2004
Instigate Annual Review	Implement Annual Review	Complete Annual Review	April 2005

Section 10

10.1 Information Strategy

10.2 With the transfer of Glasgow's Supporting People's team to Social Work Services from Housing Services we need to consider the types and range of information needed to provide the detailed analysis to allow the monitoring and evaluation of the outcomes of the strategic plan. The following information sources, new and existing, will facilitate this process.

10.3 Sources of Information

Type of Information	New or existing	Action
Mapping supply information	Existing	Annual update via provider and review
Investment programme	Existing	Annual update and review changes
Needs analysis methodology	New	Collate Information. Develop agreed method of needs analysis
Communication Strategy Feedback	Existing	Update and implement
Service Review Process Implications	New	Link with 2003-2006 Priorities & Timescales
Contract Management Monitoring Information Returns	New	Ongoing, Quarterly Returns and Annual Value Uplifts
Financial Monitoring Returns	Existing & new	Integrate statistical information
IT Data Implementation	New Via CareSupport	Integrate statistical information
Scottish Executive Monitoring Information Returns	New	Produce for SE and Action findings accordingly
SE Strategic Plan Template	New	Supply with SP return
Community Care Plan Review	Existing	Integrate where appropriate
Local Housing Strategy Review Process	New	Integrate where appropriate
Communities Scotland Marketing Strategy	Existing	Refer to for source data
Social Work Service Plan	Existing	Integrate where appropriate
CareFirst/Support	Existing/New	Care support module still being developed with IT developer

10.4 In addition to the above it is our intention for the Supporting People Strategic Plan to replicate the reporting arrangements and monitoring framework of the Community Care Plan.

10.5 Information Technology

10.6 Glasgow City Council will be further developing its existing CareFirst IT system to incorporate a new module called CARESUPPORT. This complementary module will cater specifically for the Supporting People requirements of client and project information. A project board currently meets regularly to develop this module in consultation with the software developer.

Additional staff training and familiarisation is necessary before the system will become live ideally at April 2004.

10.7 Action Plan

Objective	Action	Outcomes	Timescale
Identify all relevant processes for gathering sources of information	Agree and monitor impact on Supporting People Strategic Plan	Clear information sources	Ongoing
Aligned reporting and monitoring frameworks	Monitor and align reporting and monitoring arrangements	Aligned monitoring frameworks	Ongoing
Integrated Policies	Monitor and cross refer policy implications	Integrated policies	Ongoing
Aligned information to provide SE Annual Management Information	Monitor SE guidance to incorporate Annual Management Information returns	Aligned information	In progress

Section 11

Supporting and Communication with Stakeholders

11.1 Introduction

11.2 Guidance from the Executive has emphasised the need to communicate with the full range of interests potentially affected by Supporting People. This communication has a number of aims:

- To create an understanding of how the new arrangements will work and what they are expected to achieve by way of improved services and the more effective use of resources.
- To advise local interests on each set of proposed changes and offer the opportunity to make comment.
- To encourage involvement and ownership in the local implementation of Supporting People to make it's success more likely.

11.3 Glasgow's Communication Strategy

11.4 Glasgow's Supporting People's Communication Strategy was published in August 2001 and identified the actions required to ensure that all interested parties were informed, consulted and involved at an appropriate level in the planning and implementation of Supporting People Programme.

11.5 The strategy identified the following key interest groups:

- Service Users
- Housing Providers
- Housing Support Providers
- Carers
- Social Work
- Health
- Advice and Advocacy Services
- Councillors

11.6 Communication Strategy Objectives

11.7 The strategy identified three main objectives:

- To ensure that all interested parties have access to information on Supporting People and the course of its implementation in Glasgow.
- To ensure that all appropriate parties are consulted on the Supporting People Strategy and proposed changes and that comments are encouraged/acknowledged and used to influence action.
- To ensure that all appropriate parties have the opportunity to be directly involved in decision -making processes round the planning and implementing of Supporting People in Glasgow.

11.8 Levels of Communication

11.9 It has been recognised that not all the parties affected by Supporting People will have the same level of need or interest in being informed or actively involved. The strategy proposed to develop different levels of engagement as follows:

- **Information** – aimed at individuals and organisations who need to be kept apprised of the implications and general progress of Supporting People, but who do not wish to be actively involved in the implementation of the programme or consultation exercises.
- **Consultation** – aimed at a smaller range of interests who wished to have their views considered when decisions relating to the implementation of Supporting People. It is intended that responsibility for consultation would be facilitated through existing joint and agency structures and networks.
- **Active involvement** – Housing and Support Providers should be actively involved in the Supporting People Strategy Group with a commitment to achieving the involvement of service user representatives. Support Providers have still to be included in developing the Supporting People Strategy.

11.10 Progress to Date

11.11 The implementation of the Supporting People initiative has been a complex process, changing the way housing support services are planned, commissioned, funded, delivered and monitored.

11.12 A number of prevailing local factors have facilitated the establishment of a robust communication infrastructure. The existence of a well established network of partner agencies into which the Supporting People Team has been able to tap, together with an established history of successful joint planning/working partnership arrangements between the key agencies – Health, Social Work, housing and the Voluntary Sector. In addition the importance that the Supporting People Team has placed on developing good two-way communication channels with partner agencies and in particular with support providers, has greatly assisted the process of implementation.

11.13 Methods of Communication

11.14 Support Providers Forum

11.15 A Support Providers forum has been established and meets approximately every six weeks, this forum provides the main vehicle for disseminating information to providers and also gives providers the opportunity to directly raise issues/concerns with the SP Team. In addition to the Forum, briefing sessions have been held and individual meetings convened to address issues raised by Providers.

11.16 A “Providers Issues” section has also been included on the Supporting People Web Site.

11.17 Information/Training Sessions

11.18 A significant amount of time and effort has gone in to raising awareness of the Supporting People Programme with frontline staff across Health, Housing, Social Work and the Voluntary Sector. A series of briefings/training sessions and information seminars have been held to ensure relevant staff have an understanding and knowledge of the SP agenda. Publications for frontline staff have been produced outlining the principles of Supporting People, promotional material including information boards, have been produced to promote the initiative and agencies have also been kept updated via the Supporting People Web Site.

11.19 Web Site

11.20 The Glasgow Supporting People Web Site was launched in January 2003 and provides general information on the Supporting People Programme – this will continue to provide updates on the implementation of the programme and act as a source of information for Providers, partner Agencies and Service Users. The site includes a facility for stakeholders to engage directly with the Supporting People Team via an email address.

11.21 Publications

11.22 Publicity leaflets outlining the details of the SP initiative have been produced and distributed to Health, Social Work and Housing Offices, a leaflet drop was also carried out in areas of the City where there is a high ratio of older people. Posters have been produced and distributed to Community Centres, Day Care Centres and Libraries. Further leaflets will be produced in line with Scottish Executive guidance and Promotional material to inform Service Users of changes from 1st April will continue to be developed.

11.23 Future Developments

11.24 Engaging Service Users

11.25 It is intended to utilise the existing planning structures to engage Service Users in the planning and delivery of housing support services. This will be taken forward in the main by the client focused Planning Implementation Groups and also in conjunction with service providers.

11.26 Black & Ethnic Minority Groups

11.27 It is also recognised that more work is required to develop meaningful consultation with Service Users, particularly with Black and Ethnic Minority groups.

11.28 Communities Scotland commissioned research from the University of Stirling in order to support the development of a framework and action plan for improving services and access to services by Black & ethnic minority communities across the 4 priority client groups (people with learning disabilities, older people, people with mental health problems and carers). Supporting People will tap into the framework and action plan which offer recommendations and options for good practice and appropriate planning and delivery of services, based both on local experience and in the context of a wider analysis of practice and provision elsewhere.

11.29 Service Review

11.30 As part of the Service Review process, providers will be required to involve users appropriately in the course of service delivery and consult with them over service provision. The Supporting People Team will work in partnership with providers to ensure that service users views are heard and feedback used to improve services. The main milestones in implementing the communication strategy are detailed below:

11.31 Communication Strategy Aims & Objectives

Action Plan

Objectives	Actions	Timescales
1. Ensure that all interested parties have access to information on Supporting People and its implementation in Glasgow	<ol style="list-style-type: none"> 1. Establish a contact database of organisations with an interest in Supporting People 2. Develop Web site for Glasgow Supporting People Agenda including a facility for stakeholders to communicate/ engage directly with the SP Team. 3. Produce a Glasgow SP Newsletter 	<p>Completed – continue to update and amend</p> <p>Web site launched Jan 2003 – Updating ongoing</p> <p>Quarterly from October 2003</p>
2. Ensure that all parties are consulted on proposed changes (including consultation on the SP strategy) and that comments are encouraged/ acknowledged and used to influence action	<ol style="list-style-type: none"> 1. Continue to develop the Support Providers Forum as a vehicle to inform, consult and engage with providers. Utilise the existing forum to consult specifically with service providers on the strategy. 2. Link in to the existing Community Care Planning structures to inform and consult Service Users & Carers on the SP Strategy. 3. Organise user consultation events as appropriate with a view to developing an SP service users focus group. 4. Further develop and produce appropriate publicity material to inform stakeholders including the provision of the SP Strategic Plan in a variety of formats. 5. Continue to contribute to the training and development programmes and briefing sessions which will advise and inform staff 	<p>Ongoing</p> <p>From October 2003</p> <p>As and when appropriate throughout 2003- 2006</p> <p>Ongoing</p> <p>Ongoing</p>
3. Ensure that all	1. Use the existing planning and	Via regular meeting of SP

<p>appropriate parties have the opportunity to be involved in the decision making processes around the planning and implementation of supporting People</p>	<p>network structures to brief and consult with key interests</p>	<p>Strategy Group</p> <p>Via regular user consultation events</p> <p>Via regular Providers Forum meetings</p>
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Section 12

Financial Framework

12.1 Introduction

12.2 The Supporting People Grant for Glasgow City Council in 2003/04 will be made up from the following funding streams which includes 1.44% growth.

FUNDING STREAM	TOTAL	PERCENTAGE
TRANSITIONAL HOUSING BENEFIT	£60,888,171	86.0%
SPECIAL NEEDS ALLOWANCE PACKAGE	£1,491,273	2.0%
DSS RESETTLEMENT GRANT	£889,040	1.0%
UNPOOLED HRA/RSL RENT ELEMENT GRANT	£2,635,424	3.2%
PIPELINE GRANT	£5,622,042	7.8%
TOTAL	£71,525,950	100%

12.3 Glasgow City Council welcomes this award, which is the largest grant award in the United Kingdom, and it reflects Glasgow's need and the cohesive partnership working of Glasgow City Council, NHS Greater Glasgow and other agencies such as landlords and housing support provider agencies.

12.4 Glasgow City Council also welcomes the fact that the full THB element of the Supporting People Grant will be funded at 100% and that the 5% contribution made by the Council and Housing Benefit Expenditure will not, for the financial year 2003/04, be expected from the Council's Revenue Support Grant.

12.5 Glasgow City Council recognises that the Supporting People initiative cannot operate in isolation. The Supporting People strategy needs to integrate with related plans and legislation and housing support must link with other strategies and services. This is also the case for the financial strategy which needs to link with the Joint Community Care Plan, the Homelessness Strategy and the Housing Plan. Housing Support has a particular role to play in offering practical assistance to people who may experience difficulties in maintaining their own home. It works best through combining this with other services and with linkages to other plans.

12.6 Risk Assessment

12.7 The Supporting People Grant will be "ring fenced" and as such, should have no immediate effect on the Council's budget. However, if the level of funding were insufficient to meet the proposed programme, services will require to be prioritised within the resources available.

- 12.8** As explained in the strategy (Section 1 and Section 4, Paragraph 4.2), there have been discrepancies between the various data sources relating to the THB element of the Supporting People Programme. Work is continuing on this reconciliation process and discussions between the Council and Providers will take place in order to resolve the shortfall. The Scottish Executive has allowed a 1.44% element for growth. The Council will now have to consider how this portion of the grant will be spent.
- 12.9** Owner Occupiers will not be brought into Supporting People until 2004. Consideration will be required for this group of people in the 2004/05 allocation.
- 12.10** There is uncertainty surrounding future years funding levels. The Scottish Executive has indicated that a review group will carry out a top line review of the Supporting People Programme early in 2004. The results of this review will be available in the spring and these results will have a strong bearing on the future award of grant for Supporting People. In the light of this uncertainty, it is imperative that the Supporting People Strategy is consistently reviewed and appropriate priorities set. This may result in some difficult decisions for the Council and its partner agencies.
- 12.11** As the full details of the financial package and allocation formula have not previously been made available by the Scottish Executive, the strategy has been largely drawn up in the absence of a definitive funding framework and allocation policy being available. Hopefully in future years, this financial information will be made available in good time to allow more accurate financial and strategic planning.
- 12.12** The Council and its partner, Greater Glasgow NHS Board, have assessed the element of risk involved in undertaking an ambitious programme of introducing new housing support services.
- 12.13** The risks associated with the Supporting People Strategy for the Council are as follows:
- Allocation from DWP (which informs the Scottish Executive grant) is insufficient to meet the costs of all services currently in place.
 - The risk that success in securing Supporting People Grant is at the expense of the Council's case for other resources
 - Money is locked into projects for the first year and beyond until service reviews take place and leaves little scope for changing priorities. This may also have an impact for the Council as it moves towards full contracts. Future grant levels will have to be confirmed before the Council enters into full contracts with providers which will have financial liability for Glasgow City Council.
 - If there is more capital investment in specialist housing support projects, more revenue funding will be required.

- Pipeline resource decisions for 2004/2005 are delayed to such an extent that it affects site starts and delays service provision. This may then reduce our allocation for the year as money is only provided on a draw down basis as sites go live.

12.14 The risks associated with the Supporting People Strategy for service users can be expressed in a number of ways:

- In future years, if funding is cut, then, following service review, a redistribution of money will be required. This could ultimately result in a dilution of services and an increase in unmet need.
- Cuts in future years funding would also have a direct impact on the needs of owner occupiers who were not included in the transitional scheme. There is no guarantee that any future growth element will be sufficient to meet the needs of this group.

12.15 Financial Management

12.16 In taking account of the above identified risks, a robust financial framework will be put in place to monitor and control the Supporting People Programme within the grant resources available. In future years, if the Scottish Executive does not provide sufficient funding to cover services, then services will be prioritised and financial arrangements will be put in place for the redistribution of the Supporting People Grant.

12.17 Arrangements will be made to prioritise services which may result in a waiting list for services. In future years it is anticipated that savings identified through the service review process will be invested in priority areas of need. Monitoring arrangements will be put in place to ensure effective service delivery, that the service meets Best Value standards and the standards of the Scottish Commission for the Regulation of Care. The associated running and infrastructure costs of the Supporting People Team may require to be top sliced from the future Supporting People Grant award. This issue is being discussed with the Scottish Executive.

12.18 Future Requirements

12.19 The financial strategy will have to be revisited and adapted as new information on future awards is received from the Scottish Executive. There are still some gaps in the strategy at this stage as further information and guidance is still required from the Scottish Executive on Charging Policy. Currently all clients who receive a Housing Support Service are offered an Income Assessment and Maximisation exercise. Clients will now be charged for the Housing Support Service they receive based on their ability to pay. This will result in a gap in funding for income from charges which it is assumed Glasgow City Council will be expected to meet.

12.20 At present, Glasgow has identified £253k worth of charges to be collected annually. However, income received from charging will amount to £90k annually leaving a shortfall of £163k. This shortfall is expected to increase as more self funders are identified and receive subsidy through the charging policy. Furthermore, the Scottish Executive have advised in the recent Grant

Award for Supporting People that income from charges for services included in the Rent Pool is 20%. Glasgow City Council has always maintained that this figure is too high and a more realistic figure would be in the region of 7-10%. We will continue to work on providing evidence to support this claim.

- 12.21** The impact of new Direct Payments legislation may see more people opting for this service. This may have implications for Glasgow's allocation and the support providers depending on assumptions made about the number of people who opt for Direct Payments.
- 12.22** Owner Occupiers will not be brought into Supporting People until April 2004 therefore consideration will be required to be given to resources for this group of people in the 2004/05 allocation.
- 12.23** Future years spend from 2004/06 is, at this stage, much less certain. However, the expected rise in care needs across all service user groups would indicate a requirement for an increase in the necessary level of funding for the Supporting People Programme. This would require to be reviewed in terms of future grant settlements and would require the full funding effects from previous years plus, at the very minimum, the current rate of inflation.

12.24 Supporting People Financial Plan

- 12.25** The table below shows the historical data for THB highlighting the value of Housing Support Services included in rental charges at the start of the Transitional Housing Benefit Scheme in April 2000 and how this has grown over the transitional period up to April 2003.

Transitional Housing Benefit	VALUE
April 2000	£6.0 million
April 2001	£9.7 million
April 2002	£24.5 million
April 2003	£58.3 million

- 12.31** The Supporting People Grant allocated to Glasgow City Council for 2003/2004 is as follows

FUNDING STREAM	TOTAL	PERCENTAGE
TRANSITIONAL HOUSING BENEFIT	£60,888,171	86.0%
SPECIAL NEEDS ALLOWANCE PACKAGE	£1,491,273	2.0%
DSS RESETTLEMENT GRANT	£889,040	1.0%
UNPOOLED HRA/RSL RENT ELEMENT GRANT	£2,635,424	3.2%
PIPELINE GRANT	£5,622,042	7.8%
TOTAL	£71,525,950	100%

12.32 The following table shows the grant allocated across the various client groups. The largest element is homelessness service, which funds the housing support element within the hostels service, temporary furnished flats and a significant element of the hostels decommissioning programme. The next largest element is older people's services. The housing support is provided predominantly to people living in their own accommodation, i.e. sheltered housing. Floating support is also provided in a variety of settings. The third highest element is attached to the learning disability client group. This provision has supported the hospital resettlement programme, and also support to those living within the wider community.

CLIENT GROUP	THB £	SNAP £	UNPOOLED £	DSS £	TOTALS £
Homelessness	25,500,754	278,373	206,536	466,273	26,451,936
Learning Disability	12,055,530	366,100	/	/	12,421,630
Older People	13,297,978	253,400	2,929,007	/	16,480,385
Mental Health	3,053,207	219,800	/	/	3,273,007
Physical Disabilities	1,197,577	88,200	/	/	1,285,777
Addictions	1,244,586	58,800	/	171,175	1,474,561
Children & Families	4,535,271	226,600	/	251,592	5,013,463
Offenders	3,268	/	/	/	3,268
TOTAL	60,888,171	1,491,273	3,135,543	889,040	66,404,027

The settlement represents the funding for clients on Housing Benefit. The contracts that are being put in place include the cost of services to self funders and void places as at 31st March 2003. Work is ongoing with providers in finalising contract values for their Housing Support Services. Glasgow's allocation of the rent pool funding assumes that a 20% charge will be collected from clients who are liable for a charge. Glasgow is in the process of disputing this figure, which we believe to be much lower. The figures in this table therefore continue to be interrogated to identify fully where these variances arise. They will then be realigned in accordance with the grant allocation.

12.33 The following table shows the Supporting People Infrastructure funding for 2003/04

SUPPORTING PEOPLE INFRASTRUCTURE FUNDING ALLOCATION 2003/04 BREAKDOWN	
Staffing costs (Includes use of temporary staff when required)	£720,000
IT costs	£80,000
Staff Training	£10,000
Office supplies	£50,000
Communication	£30,000
Travel	£5,000
Others	£45,000
TOTAL	£940,000

12.34 Infrastructure funds are expected to cover the running costs of implementing Supporting People. As this is a new and developing programme the largest part of the budget goes on staffing costs. With expenditure on a new IT system for implementing Supporting People the remainder of the budget goes on associated running costs.

12.35 Pipeline Allocation

The Scottish Executive has awarded 100% funding for the following pipeline proposals totalling £5,622,042. Glasgow welcomes full funding for these pipeline proposals. The details of the pipeline projects are detailed at appendix 3.

12.36 Future Financial Investment by Client Group

The table below has been collated from the individual client group investment sections. The overall totals for each year show the investment required to continue to develop the services for future growth for the next five years. Some client groups are still determining their full five year investment needs.

Service	2003/4	2004/5	2005/6	2006/7	2007/8
Homelessness	£0.775M	£6.9M	£13.9M	£18.3M	£23.9
Youth Homelessness	TBC	TBC	TBC	TBC	TBC
Older People	£5.9	£5.2	£5.5	TBC	TBC
Physical Disability	£0	£1,180M	£0.950M	£0.750M	TBC
Addictions	£1.5M	£2.2M	TBC	TBC	TBC
Mental Health	£0.733M	£0.733M	£0.733M	TBC	TBC
Learning Disabilities	£1.9M	£2.3M	£1.7M	TBC	TBC
Vulnerable Families	TBC	TBC	TBC	TBC	TBC
TOTAL	£16.3M	£24.7M	£29M	£25.3M	£30.2M

Conclusion

12.38 Opportunities and Challenges

12.39 Opportunities

12.40 If we receive all of the funding we have planned, mapped and accounted for in terms of services put in place we will be able to deliver existing and improved services across all client groups and achieve our four key objectives.

12.41 Challenges

12.42 The major challenge for us will be to retain all of the funding we have planned, mapped and put in place. In addition the Supporting People programme has high expectations for low level preventative housing support services. However, the available existing funding reflects a historical pattern of service captured at 31st March 2003 and this will make it difficult to shift resources back to low level services to prevent people from becoming a high priority.

12.43 In addition the planning structure outlined in this plan needs to be confirmed via senior management and the JCCC and implemented accordingly. The previous structure worked well, however, a number of policy and structural changes have occurred. Importantly the Supporting People team have transferred to Social Work and the Local Housing Strategy is now the responsibility of Development Regeneration Services.

12.44 Cross Authority Issues

12.45 Glasgow and 5 other local Authorities have produced a draft protocol on Cross Authority issues. The protocol addresses Nomination Rights, Contracts and charging issues among other issues.

12.46 The general principles are to:

- Work together and agree joint processes and procedures
- Identify and continue to pay previously arranged placements before April 2003
- Agree to minimise barriers to enable clients to access appropriate services

12.47 Forward Look

12.49 Each section of this strategy has an action plan that will form the basis of our “current status” and “where we want to be.” We will achieve this by analysing our Key Baseline Information, our Priorities Data, and our Impact Evidence based on contract monitoring and service review.

12.50 In addition strategic reviews, service reviews and Best Value evidence will be used to drive this plan forward on an annual basis.

- 12.51** Over time, we will undertake Benchmarking activities with other local authorities to compare and contrast our services, costs and service delivery. This work will bring opportunities to compare and contrast our services and service delivery. This work will bring changes to our Strategic Plan and operational priorities allowing us to analyse and improve links between our inputs and outcomes over time.
- 12.52** Glasgow City Council welcomes the influx of the substantial budget of £71.5 million for the first year of the new Supporting People grant for housing support services. These housing support services are already making a huge difference to the quality of life enjoyed by the vulnerable citizens of Glasgow, as the case studies in this plan demonstrate. However, there is much less certainty over the funding levels which may be made available in future years. The Supporting People strategic plan will be a crucial tool in directing how this resource is allocated and spent. A major component of the plan will be the re-prioritisation of services which will be funded especially as new demand, such as owner occupiers, begin to impact on available resources. It is essential that partnership working of the highest calibre continues to support this process.

CLIENT GROUP SECTIONS (x 8)

Section 13

Client Group: Homelessness Services

Section 1 - Client Group Profile

13.1 Description of Client Group

13.2 For the purposes of this strategy the target group includes families, single people, young single people, hostel residents, rough sleepers, people leaving institutions, e.g. prisons and refugees.

13.3 The current legislative framework is set out in the Housing (Scotland) Act 2001.

13.4 In the year to March 2002 almost 12,000 homeless presentations were made to the City Council from 8,000 applicants (nearly one third of the Scottish total from 12% of the Scottish population) many of whom fall into a cycle of repeat homelessness. Of the homeless presentations about 80 % are deemed by the council to be in priority need.

13.5 Numbers

- At any one time at least 4,000 people in Glasgow are likely to be homeless.
- About one third of presentations are from people who are homeless for the first time.
- 2,000 homeless family applications are made to the council each year.
- A third of homeless people are under 25.
- About two thirds of homeless people are male.
- Approximately 500 people sleep rough in Glasgow each year.

13.6 The most common reasons for homelessness are:

- vulnerability due to drink or drug problems (30.4%).
- households with dependent children (21.1%).
- vulnerability because of mental illness (5%).

13.7 Current Strategic Position

13.8 The Glasgow Homelessness Partnership was formed in April 2001. It is a Partnership embracing Glasgow City Council Social Work Services, the Voluntary Sector in Glasgow and Greater Glasgow NHS Board. The Partnership has been formed to create a strategic level structure and working arrangements to address the recommendations contained within the Glasgow Review Team report and the Strategy for the Prevention and Alleviation of Homelessness in Glasgow. In addition, the Partnership has a responsibility to the Scottish Executive to deliver the Hostel Closure and Service Re-Provisioning programme. The Partnership provides a strategic level joint planning and service development function and has a prime objective of

securing joint working across key partner organisations involved in Homelessness Services in Glasgow.

13.9 The key challenges for the Partnership are:

- Establishing a programme for large scale hostel closures and linked service re-provisioning;
- Developing joint assessment arrangements for homeless people in Glasgow;
- Establishing improved arrangements for prevention, diversion and resettlement of homelessness;
- Establishing Community Casework Teams;
- Establishing improved arrangements for User Involvement in Homelessness Services;
- Establishing improved services for people living in hostels during the period of closure, e.g. health services;
- Developing housing support services for people living in hostels and for those who are moving through temporary on to permanent accommodation in the community.

13.10 Needs Analysis

13.11 Current provision is insufficient to meet the accommodation and housing support demands which will arise from resettling hostels users and through the creation of new diversion services. To meet these needs a range of specialist provision will require to be developed alongside an increase in capacity of existing services.

13.12 Based on an analysis of need, it is anticipated that over the next 5 years we will require to develop up to 1,800 additional accommodation places and housing support services for up to 3,300 people/places. These developments will focus on the following:

- Alcohol Services for:
 - Individuals with alcohol related brain damage
 - Older people
 - Rehabilitation
 - Individuals who wish to continue to drink
- Services for Homeless Drug Users
- Services for individuals with mild to moderate mental health needs
- Services for vulnerable young people unable to be accommodated in current provision

Section 2 - Current Service Provision

13.13 Current Level and Type of Housing Support

13.14 The provision of housing support is a key element of homelessness service provision. There are over 2,000 council accommodation places with housing support. These range from emergency provision to resettlement accommodation and are detailed as follows:

- Hamish Allan Centre – 17 flats & 13 bedsits
- James McLean Project – 16 bedsits for 16 & 17 year olds

- Large Scale Hostels – 781 places
- Temporary Furnished Flats – up to 1,200
- Clyde Place Assessment Centre – 55 places for people with complex needs
- Elder Street and Purdon Street Resettlement Accommodation – 41 places
- An Additional Housing Support Service to hostels and into temporary furnished tenancies has recently been established.
- To support Refugees, a specialist support team operates within the context of Glasgow City Council's Strategy for the Dispersal of Asylum Seekers and Integration of Refugees. This team provides support to approximately 400 refugees at any one time.

The following case study is an actual example of how Supporting People funding has helped an individual to be supported to live independently in the community.

Brian is a 31 year old man who has been homeless for over three years following the death of his mother. He had never had a good relationship with his father and it became impossible for him to live at the family home after his mother died. He now has no contact with any family members. Over these three years, Brian lived in various GCC hostels interspersed with periods living care of various friends.

Brian was referred for Housing Support while he was living in Robertson House. He was, at that time, referred for low level support, 3 hours per week, primarily for befriending as no immediate support needs had become apparent while he was residing in the Hostel. Brian required assistance with such things as sorting out his Housing Benefit, sourcing furniture, arranging for gas and electricity to be connected prior to the move. As it was also becoming apparent that Brian would require assistance once he moved into the tenancy, his weekly support hours were reviewed and it was agreed between Brian, the caseworker and the support worker that Brian's hours should be increased up to 8 hours per week.

Brian's move into his new tenancy went well. Housing support staff were on hand to assist him with the move and had managed to assist Brian to source some items of furniture. When Brian originally moved in to his tenancy Housing Support staff spent a couple of hours a day with him, assisting him with basic living skills, linking in with local services such as a G.P, finding local shops, DSS office, Post office and local transport links. Brian has now been in his tenancy for three months and is coping well. He has said to his Support Worker, however, that he does not think he could have done it without their support.

13.15 Locality Analysis

13.16 Approximately half of the homeless population live in or near the city centre in the large hostels. The remainder lives in widely dispersed accommodation including the Council's temporary furnished flats. As the hostel closure programme progresses and as more community based resources are developed, a significant shift of homeless people towards dispersed resources will occur.

Section 3 - Key Issues

13.17 Deficiencies

13.18 Services for homelessness people currently exist within a centralised system. To achieve the aims of the Prevention and Alleviation of Homelessness Strategy which includes the Hostel Closure Programme, the development and increase of community based services is required.

13.19 Priority Areas for Service Developments

13.20 The main developments from April 2003 onwards will be within the proposed Hostel Closure and Service Re-provisioning programme.

13.21 This programme proposes a two-pronged approach to deliver improved accommodation and services. The first element is to begin a process of assessing and resettling people who reside in hostels. Secondly, it is intended that we build effective systems and services to divert people away from homelessness.

13.22 The approved commissioning plan includes a range of accommodation and housing support services detailed as follows:

- Homecare services for up to 900 people
- 32 places for people suffering from alcohol related brain damage
- 36 places for homeless drug users
- An alcohol support & counselling service for up to 720 people to assist them to sustain their tenancy and prevent homelessness
- Small Scale resettlement accommodation and support for 60 people with mild to moderate mental health needs
- An outreach supported living service for up to 90 people with mild to moderate mental health needs
- A range of small accommodation and support projects for people who are likely to continue drinking but who are at different stages with their alcohol problems (56 places)
- Increasing community rehabilitation capacity up to 960 places (half of 960 requiring housing support)
- Homelessness accommodation and support service for people who continue to drink (78 places)
- 36 supported living places for older people
- 60 supported living places for people with learning disabilities
- 32 places for vulnerable young people

- Increase in temporary furnished accommodation to provide low level housing support services (400)

13.23 Consultation

13.24 As part of the development of the Strategy for the Prevention and Alleviation of Homelessness, the Homelessness Partnership commissioned the Glasgow Homelessness Network to undertake a short term user survey and consultation. Following this, a service user involvement team has been established by GHN. The main aim of this team is to support people who have experienced homelessness in Glasgow to become involved in the service planning process. This will be the focus for user consultation for the Hostel Closure and Service Re-provisioning programme.

Section 4 - Financial Framework

13.25 Current Spend

13.26 The following table details the current Supporting People funding of Homelessness Services within Glasgow City Council.

Service	Purchased	Provided
	£'000	£'000
Hostels	4,243	3,919
Temporary Accommodation	6,573	4,011
Total	10,816	7,930

13.27 Future Spend

13.28 The following table shows the funding required from Supporting People to develop the new priority services outlined above. The figures shown in years 2003/04 to 2007/08 are taken at 2002/03 price base, are cumulative and represent the amounts which will be required in addition to current spend shown in the above table. The figures shown in 2007/08 represent part year housing support costs for services developed in that year.

Service	2003/04	2004/05	2005/06	2006/07	2007/08
	£'000	£'000	£'000	£'000	£'000
New Service Developments	775	6,912	13,491	18,328	23,946

Section 5 - 5 Year Action Plan

ACTION PLAN			
ACTION		TARGET DATE	COST
1. Homecare services for up to 900 people	Homelessness Partnership	Services in place for 180 people each year 2003/4 – 2007/8.	£215 per person/ week
2. 32 places for people suffering from alcohol related brain damage	Homelessness Partnership	32 places to be established from 2004/05 to 2007/08.	£490 per place/week
3. 36 places for homeless drug users	Homelessness Partnership	36 places to be established from 2003/04 to 2007/08.	£490 per place/week
4. An alcohol support & counselling service for up to 720 people to assist them to sustain their tenancy and prevent homelessness	Homelessness Partnership	Services for up to 720 people to be established from 2003/04 to 2005/06.	£60 per week for half no. people (360)
5. Small Scale resettlement accommodation and support for 60 people with mild to moderate mental health needs	Homelessness Partnership	60 places to be established from 2004/05 to 2007/08.	£200 per place/week
6. An outreach supported living service for up to 90 people with mild to moderate mental health needs	Homelessness Partnership	Services for 90 people to be established from 2003/04 to 2007/08.	£200 per place/week
7. A range of small accommodation and support projects for people who are likely to continue drinking but who are at different stages with their alcohol problems (56 places)	Homelessness Partnership	56 places to be established from 2004/05 to 2005/06.	£490 per place/week
8. Increasing community rehabilitation capacity up to 960 places (half of 960 requiring housing support)	Homelessness Partnership	Capacity for up to 960 to be established from 2003/04 to 2005/06.	£60 per week for half the no. of people
9. Homelessness accommodation and support service for people who continue to drink (78 places)	Homelessness Partnership	78 places to be established from 2004/05 to 2006/07.	£448 per place/week

ACTION	LEAD RESPONSIBILITY	TARGET DATE	COST
10.36 supported living places for older people	Homelessness Partnership	36 places to be established in 2004/05 and 2005/06.	£250 per place/week
11.60 supported living places for people with learning disabilities	Homelessness Partnership	60 places to be established in period 2003/04 to 2006/07.	£490 per place/week
12.32 places for vulnerable young people	Homelessness Partnership	32 places to be established in period 2004/05 to 2006/07.	£490 per place/week
13. Increase in temporary furnished accommodation (additional 400 over and above 900 allocated for Homecare Services)	Homelessness Partnership	400 flats from 2004/05 to 2007/08.	£215 per flat/week

Section 14

Client Group: Youth Homelessness and Young People Leaving Care

Section 1 - Client Group Profile

14.1 Description of client group

14.2 For the purposes of the Supporting People Strategy, the target group for the Strategic Plan for Youth Homelessness and Young People Leaving Care, includes:

- Young homeless people.
- Young people leaving care.
- Young people leaving other institutions, e.g. prison.
- Young people requiring some form of supported accommodation with housing support. This includes support to retain a mainstream tenancy.

14.3 The age-range of these groups for the Supporting People Strategy is 16-25, and covers the age criteria of the services provided. Specifically, the strategy relates to two distinct but interrelated groups: homeless young people and young people leaving care.

14.4 Legislation

14.5 This Strategy is set within the context of relevant legislation and associated policy initiatives. The main legislation that applies to this group is the Housing (Scotland) Act 2001, Homelessness (Scotland) Act 2003, and the Children (Scotland) Act 1995. In addition, the Regulation of Care (Scotland) Act 2001 and the Supporting People programme will also impact significantly on the provision and funding of housing and support services to vulnerable young people. Other relevant legislation that has a bearing on the provision of services for vulnerable young people includes the Social Work (Scotland) Act 1968 and the NHS and Community Care Act 1990.

14.6 Numbers

14.7 In the year 2001/2002, **3741** 16-25 year olds presented as homeless to Glasgow City Council, of this figure 216 were aged 16/ 17 years. Young people this age band represent one third of the overall homeless presentations made in this year.

14.8 At any one time there are approximately 400 homeless people between the ages of 16 and 24 sleeping rough or living in hostels and supported accommodation. Research suggests that around 34% of these young people will have a local authority care background.

14.9 In addition, it is estimated that a further 100 16-17 year olds and 650 18-25 year olds present as homeless on more than one occasion.

14.10 Approximately 100 young people leave care every year with an estimated minimum of 40 requiring move-on accommodation in the supported accommodation sector.

The Leaving Care Services team supports approximately 225 young people in various forms of supported accommodation at any one time.

14.11 Current Strategic Position and Planning Structures

The strategic position of Supporting People Plan for Youth Homelessness is determined by other key initiatives within the sphere of accommodation and homelessness. These are the Homeless Strategy, Community Care Accommodation Strategy for Vulnerable Young People, the Glasgow Homelessness Partnership - Developing a Hostel Closure and Re-Provisioning Programme, and the Children's Services Plan.

14.12 The needs of these groups are considered in part via the Homelessness PIG in adult services and the Joint Planning Group on Leaving Care within the Children's Services Plan.

14.13 The advent of Community and Locality Planning has shaped the development of the New Learning Communities at the heart of local planning for children and young people. The main focus of these groups is to consider the needs of young people within universal services i.e. mainstream education. Further consideration needs to be given to the ability of these groups to effectively support the needs of homeless or vulnerable young people post 16 who are, in the main, out with these services.

14.14 In addition specific arrangements for young people leaving Local Authority care are currently being considered as part of the implementation of the DWP transfer.

14.15 Needs Analysis

14.16 The projection of future needs is a mixture of current resource provision, projection of homeless presentations, and planned changes in service provision. Of the 367 places within the existing supported accommodation network, it is estimated that the age breakdown is as follows: 16-17 years – 103, over 18 years – 264. These figures are based on a sample of half of the units providing supported accommodation.

14.17 The hostel de-commissioning process requires that all under 25 year olds currently in adult hostels are accommodated in alternative supported accommodation. At present it is not the intention to make provision under the Supporting People Youth Homelessness Strategy for the 18-25s in hostel accommodation because these young people have already been included through the Hostel re-provisioning plans. However, it is necessary to make provision for the current population of over 18 year-olds already accommodated in the Youth Homeless provision.

14.18 *This approach will avoid any double counting of young people aged 18-25 years currently accommodated within the adult hostels who are part of the planning linked to the de-commissioning process.*

14.19 Assumptions have been made in order to produce estimates of future levels of need.

- Assumption 1- For the purposes of future planning a working total of 445 young people per year aged 16-25 to be accommodated through future youth homeless provision.

- Assumption 2 - In terms of levels of need the estimated numbers in each group are Short-term – 60, Low – 190, Medium – 150, High – 15, as well as 30 places per year specifically for young people leaving care – see Assumption 3.
- Assumption 3 - A total of 60 places at any one time will be required for young people leaving care. Of these places, 40 will be developed from existing provision and will not attract Supporting People Funding. A further 20 places will attract Supporting People funding.
- Assumption 4 - The different levels of need will require housing and support services for varying lengths of time. The estimated lengths of time for each group are: Short-term – up to 3 months; Low – all require 1 year; Medium – all require 1 year provision and 50% require 2 years provision; High – all require 2 years provision; Care-Leavers – all require 2 years provision.

14.20 The combination of the assumptions in terms of numbers, level of need and timescales for accommodation and support means that the overall places required in future for any one year is 565.

Section 2 - Current Provision

14.21 Current Level and Type of Housing Support

14.22 Housing Support forms an integral part of support offered to young people in the homelessness and supported accommodation sector. In total, there are 367 existing places providing supported accommodation, including Housing Support for vulnerable young people through 22 projects. Of this number, 38 provide short term, direct or emergency access. Low to Medium supported accommodation units account for 329 places. There are additional specific resources provided through Housing and Social Work Services. These include: outreach support to 117 furnished flats provided through Housing Services; 36 Supported Tenancies and 42 Supported Carer placements are provided through Social Work Services specifically for young people leaving care.

14.23 Locality Analysis

14.24 As part of the development of the accommodation strategy a mapping exercise on the availability of support services was carried out. This evidenced that there was a concentration of supported accommodation in certain areas of the city and that peripheral areas, where a significant number of homeless applications come from, were not well served. This in effect called for young vulnerable people to leave their home community and move to another area in order to receive support and accommodation.

Section 3 - Key Issues

14.25 Housing and Care Support

14.26 In considering the needs of young people it should be noted that often their vulnerability housing and care support are often inextricably linked and as such demands the consideration of the overall structure of support offered to these groups across the city.

14.27 Deficiencies

14.28 Services for vulnerable young people have developed in an incremental and at times ad hoc manner with responsibility shared between Housing, Social Work and the voluntary sector.

14.29 The network of services has developed around a centralised system for dealing with young homeless people, in the main out with the communities that young homeless people originate from. There are few placements that can provide appropriate accommodation and support for particularly vulnerable young people, and provide the continuing support through as their needs change.

14.30 There is little or no aspect of current strategy related to the prevention of youth homelessness. Resources need to be developed at local level responding to requirements for supported accommodation. In addition there is a requirement to stem the flow of young people coming from care who then subsequently become homeless.

14.31 As part of Putting Our Communities First young people are identified as one of the greatest areas of concern in relation to their ability to play a part in their community. In order to maintain a tenancy in the community and have episodes of repeat homelessness or face eviction for issues related to anti-social behaviour further development are required to focus on the skill that young people will require as tenants in communities across Glasgow

14.32 Priority Areas for Service Development

14.33 There are a number of service gaps that have been identified within the youth homeless field:

14.34 Priority 1

- **Short-term emergency access** - It is proposed that at least 22 additional places are required to provide for the demand for this type of provision.

14.35 Priority 2

- **Local-based responses to vulnerable young people** - It is proposed that a further 210 supported tenancies should be developed in this manner through 7 locally based and managed projects. This will provide service availability in line with the nine Social Work Area Teams.

14.36 Priority 3

- **Development of provision for young people with specific including young people leaving care** - It is proposed to develop 40 core places (not attracting Supporting People) and 20 supported tenancies that will provide services directly for young people leaving care. In addition to this is estimated that intensive services need to be developed for a further 30 young people.

Section 4 - Financial Framework

14.37 Current Spend

Summary details of projected THBS funding and therefore subsequent Supporting People funding after March 2003 for each of the types of provision are shown in the table below.

14.38 Summary of Current Supporting People Funding

Resource	Total places with SP funding	Current Total
Short-term/ emergency	38	454,040
Low/Medium-unregistered	239	2,2,950,454
Supported Tenancies	22	73,472
Total	299	3,477,966

14.39 Future Spend

It is expected that future provision will consist of a mixture of re-configured existing provision and newly created services.

Summary of New/Reconfigured Future Services	
Additional Short-term emergency	22
Additional local based provision	270
Additional specialist provision inc. Care Leavers	50
Total	342

14.40 In terms of the interaction of existing services and planned services, it has been estimated that the total number of places required is 565. There is an existing provision totalling 367 places, 299 of which are SP funded and a planned new and reconfigured provision requirements of 342 places. It is expected that much of the existing provision of 367 places can be utilised in the re-configuring of services to achieve the desired profile of new services. It is also expected that some of the existing provision will be reduced as new and re-configured services provide the new future service placements outlined above. This will require an overall review taking account of current service provision, future service requirements and identifying where a transition can be made and where new services need to be independently developed. This will be carried out through the overall Homeless Strategy for Glasgow.

Section 5 - 5 Year Action Plan

Action	Lead Responsibility	Date	Outcome	SP Costs
Review Short-term /emergency provision	GCC	December 2003 – Dependent on overall review timetable	Confirm needs assessment	
Initiate proposals for additional provision	GCC, Health, Voluntary Sector	Jan 2004 2003 – Dependent on capacity in Youth Homeless field	Additional 22 places	572,000
Review Unregistered accommodation	GCC	December 2003 – see above comments	Confirm needs assessment	
Identify current / future usage of individual units	GCC, Health, Voluntary Sector	December 2003	Development of specific resources incl. high support	
Initiate re-configuration plans/ new developments	GCC, Health, Voluntary Sector	Autumn 2004		1,248,000
Consolidate local based developments	GCC, Voluntary Sector, Communities Scotland, Health, Careers, SIPs	Autumn 2003	Develop additional 50 places Drumchapel Easterhouse	416,000 416,000
Initiate roll out of 7 local based developments	GCC, Voluntary Sector, Communities Scotland, Health, Careers	April 2004 – April 2006 dependent on development capacity	Develop further 210 places	3,494,400
Initiate proposals for specialist resources:	GCC, Voluntary Sector, Health	Summer 2002 – proposals via Changing Children's Services Fund	Agree assessment of need	
Specialist drug rehab and drug detox unit	GCC, Voluntary Sector, Health	Autumn 2003 - proposals ongoing through Changing Children's Services Fund	Development of units for drug using young people	
Initiate specialist resources for young people leaving care	GCC, Voluntary Sector, Health, Careers	Autumn 2003	Identify / develop 20 places for young people leaving care	520,000
Review current position/ initiate proposals under Children's Services Plan	GCC, Voluntary Sector, Health, Careers	Autumn 2004 proposals funded through SP and other sources of funding	Confirm plans for development of youth supported accommodation from 2005 - 2008	
Total Supporting People Funds Required				6,666,400

Section 15

Client Group: Older People

Section 1 – Client Group Profile

15.1 Description of Client Group

15.2 For the purposes of this Strategy Older People are defined as all people aged 60 years and over. In Glasgow there are 113,102 people in this age group i.e. 20% of the total population (Census 2001)

15.3 The rest of Scotland is forecasting the number of older people to increase, but in Glasgow City the older population is expected to decline by 12% in the next ten years, however the population of the oldest people 75+ is set to increase by 6%. Over the same period the number of black and minority ethnic older people is expected to increase by 60%.

15.4 Numbers

15.5 There are 104,626 older people 60/65 + years (men and women of pensionable age.) living in Glasgow.

15.6 Of these In order to be classed, as vulnerable two or more of the following indicators must be met:

- Older people living alone 60/65+years
- Older people 75+ years and
- Older people 60/65= years receiving Income Support.

15.7 Of the City's 60/65+ years population:

- 44,159 (42.2%) are older people living alone 60/65+ years
- 39,559 (37.8%) are older people 75+ years and
- 33,191 (31.7%) are older people 60/65+ years receiving Income Support.

15.8 In the City there are significant implications for the development of dementia Services especially for the 85+ population. The number of older people with dementia is estimated to be around 15,400. In addition prevalence rates studies suggest a further 13,860 older people in the City would have a significant mental health problem.

15.9 Current Strategic Position

15.10 The last few years have seen increasing activity at both national and local level around developing a strategic approach to enhancing the range and quality of service responses for older people. In response to the Scottish Executive's Modernising Community Care: an Action Plan, and the Joint Future Agenda; Glasgow has developed a number of measures to implement joint working and to shift the balance of care from institutional care to care in the community.

15.11 These include the provision of:

- Community Alarm Services
- Housing Based models of enhanced residential care.
- Enhanced Home Care and overnight homecare services.
- Handyperson scheme.
- Meals at home, Home support services.
- The development and phased implementation of the shared assessment framework for older people.
- The provision of Sheltered and Very Sheltered Housing.
- Floating Housing Support Services.
- Specialist residential and nursing home and community based services for people with dementia.
- More appropriate day services following the best value review.

Section 2 – Current Service Provision

15.12 Needs Analysis Housing Support/Housing

15.13 Sheltered Housing

15.14 The type and condition of the home people live in will affect their independence, the care and support which could be offered to them and the equipment and adaptations they need to remain at home. In Glasgow older people are more dependent than other age groups on renting in the Social Rented Sector (68% of pensioners rent in this sector), and much of the existing housing stock, e.g. the high proportion of tenements, is likely to be unsuitable for people with Mobility Difficulties.

15.15 Glasgow's base of suitable housing stock e.g. Sheltered and Very Sheltered housing falls far below national rates as demonstrated in the table below and comparisons with other Scottish Cities reveals a significant gap to be filled.

The following case study is an actual example of how Supporting People funding has helped an individual to be supported to live independently in the community.

ritis, an ulcer, and an unspecified mental illness, which is completely controlled style, Mr B had never properly learned how to take care of a as a result, his flat had become very untidy and quite dirty over a period of nces were old and possibly dangerous. He also had of clothing, which he hand-washed in his bath with toilet soap once a week.

port was made available to Mr B to assist him with cleaning his flat. Initially port staff had to carry out most of the tasks for Mr B, but with the passage of w to clean his kitchen and vacuum his carpets. He still requires e staff to maintain his house. Housing support staff o Mr B that he replace some dangerous appliances and renew his furniture. ially reluctant, he eventually agreed to do this, and was accompanied by staff new items. He thoroughly enjoyed these shopping trips. He has also had his d, replaced his carpets, and purchased several labour saving devices for his

using Support staff, he was prompted to try using the he complex to wash his clothes. To begin with he was r some weeks, staff assisted him and showed him how to operate the machines. He now does his own laundry independently. He has also purchased new continues to live independently and with dignity within the community.

15.16 Summary of Current Provision, Need and Gap Analysis For Very Sheltered and Sheltered Housing by Social Work Area Team (S.W.A.T.)

VSH Units					Sheltered Units				
SWAT	Prevalence	Actual	Shortfall	Value	SWAT	Prevalence	Actual	Shortfall	Value
West	261	144	-177	£553,240	North West	552	838	286	£0
East	255	121	-134	£418,080	East	587	477	-110	£314,600
Greater Pollok	147	114	-33	£102,960	South	522	406	-116	£331,760
North East	176	72	-104	£324,480	West	600	244	-256	£732,160
North West	240	48	-192	£599,040	South West	491	295	-196	£560,560
South West	214	44	-170	£530,400	North	480	232	-248	£709,280
South	227	40	-187	£583,440	South East	229	227	-2	£5,720
North	209	28	-181	£564,720	North East	404	153	-251	£717,860
South East	100	12	-88	£274,560	Greater Pollok	339	151	-188	£537,680
TOTAL	1828	623	-1205	£3,949,920	TOTAL	4204	3123	-1081	£3,909,620

15.17 Alarms

15.18 In order to allow more vulnerable people to stay in the community, there is a need for the further development of new technology and to make the best use of existing technology. Currently, there are about 12111 tenants of Glasgow Housing Association (G.H.A) receiving Glasgow City Council's Community Alarms Service. In addition around 600 tenants of Housing Associations which have entered into agreements with the Council receive this service. Bield and Hanover Housing Associations also provide community alarms services to a total of around 3,500 addresses in Glasgow. We estimate that owners totalling 7,862 (at 50% of the prevalence rate) may require alarms costing £1.6 million and no interim funding arrangements have been put in place despite the fact that they become eligible for Housing Support next year.

15.19 Similarly the Private Rented Sector requirements total 762 places costing £160,000. Again, no funding arrangements have been identified to meet this need.

15.20 *Summary of current provision of Community Alarms to G.H.A Tenants By Social Work Area Team (S.W.A.T) and Property Type*

SWAT	Total units	No data	4 in Block	APF	Deck	Detached	MSF	Semi	Sheltered	Tenant	Terraced
EAST	1,468		66	279	53		649	13	144	256	8
GREATER POLLOK	1,029		56	261	3		307	20	115	239	28
NORTH	765		79	159	1		111	21	92	278	24
NORTH EAST	1,052		40	419	1	3	2	14	114	404	55
NORTH WEST	1,075		8	220	538		50	1	135	98	25
SOUTH	668		7	157	16		321		57	106	4
SOUTH EAST	896		1	194			224	3	118	351	5
SOUTH WEST	1,674		110	352	2	4	552	19	119	476	40
WEST	2,006		85	438	12		705	41	99	583	43
Total	11,372	726	456	2,479	630	7	2,922	133	993	2,793	233
No data	739	726	4		4		1	1		2	1
Total alarms	12,111										

15.21 Floating Support

15.22 An analysis of the Census data for 2001 indicates that in Glasgow there are 106,914 aged 65+ affected by limiting long-term illness. This can be further analysed as follows -

Older people 65-74 years	56,526
75-84 years	37,854
85 years +	12,534

15.23 An opportunity to extend the range and quality of housing support services to large numbers of these older people can be realised by developing new Floating Housing Support services. The aim is to provide a floating support service to those assessed as needing housing support to maintain their own home. This service is being targeted at people over 60 years of age and in receipt of a Community Alarm Service. Planning estimates to date for Floating Housing Support services equate to: 7,500 tenants of various Landlords in the City. This requires to be reviewed and refined in the future to include owner occupiers.

15.24 Purchasing Strategy/ Supported Accommodation Services

15.25 In line with the Joint Future Agenda, it is intended to offer older people the opportunity to remain in their own home using a housing-based model of residential care, thus avoiding the need to move into a care home. Services have been put to tender and some schemes are in place. The current commissioning relates to an initial 400 places, with a need to further evaluate longer term placements.

15.26 Existing Provision By: Social Work Area team

East	North East	Greater Pollok	North	North West	South	West	TOTAL
26 places	38 places	18 places	36places	36 places	28 places	20 places	202 places

15.27 Planned Provision By, Social Work Area Team 2003-04

East	North East	South	South West	West	South East	TOTAL
56 places	18 places	10 places	18 places	36 places	18 places	156 places

Section 3 – Key Issues

15.28 The key issues to be addressed in the next five years are:

- increasing the provision of Very Sheltered and Sheltered Housing.
- Extending the Community Alarm Service.

- c) Extending the Floating Support Service to all tenures.
- d) Completing the housing based model of residential Care.

15.29 Consultation Mechanisms

15.30 These issues will continue to be progressed in consultation with users, carers, providers and our joint partners through, the already well - established mechanisms in place for consultation on the Local Housing Strategy and the Community Care Plan and in line with the Supporting People Communication strategy.

Section 4 - Financial Framework

15.31 The total existing Supporting People expenditure is outlined below:

Framework Layout

SUPPORTING PEOPLE	Achieved bid from Housing Benefit	Planned additional pipeline	Total for 2003/4
Housing/Home care supports	3,100,100	2,400,00	5,500,000
Sheltered Housing			
Very Sheltered Housing			
Housing Alarms			
SWS Purchased Support		428,914	
Total Figs for Older People	3,100,100	2,828,914	5,500,000

15.32 Future Supporting People Funding Requirements

Type	Current Shortfall	Average Cost Per Place	Total Needs Revenue P/A	2003/2004 (million)	2004/2005 (million)	2005/2006 (million)
Sheltered Housing	1081 Places	£55 per week	£3.9m	2.7	2.7	2.7
Very Sheltered Housing	1205 Places	£60 per week	£3.9m	0	2	2.7
Floating Support	7500 Places	£50.88 per week	£19.8m	0	0	0
Alarms Owner Occupiers	7862 Places	£4 per week	£1.6m	0	0.1	0.05
Alarms Private Rented Sector	762 Places	£4 per week	£158,496	0	0.1	0.05
Supported Living	109 Places	£55 per week	£311,740	3.2	360,000	0
TOTAL	18,519 Places	£30	£28,730,236	5.9	52	5.5

Section 5 – 5 Year Action Plan

15.33 The expected service outcomes are: -

- To shift the balance of care from institutional to community-based care and support
- Ensure that best value is achieved in terms of cost effectiveness and quality of service.

15.34 Measuring Outcomes

15.35 How well the service performs against service objectives, the efficiency of how it is run, cost benefits and effectiveness. Most critically, the measurement process needs to find out what those who are using the service and those who care for them, think about it.

Action	Lead Responsibility	Target Date	Revenue Cost	Capital Cost
Expand the provision of Sheltered Housing from 3123 places to 4000+ and expand the provision of Very Sheltered Housing from 623 places to 1,500 places	Social Work Services: Older People Services	Five year action plan between 2003/2004 and 2008/2009	Revenue : £28.1m	Capital : £68.5m
Enable older people to remain in their own homes as an alternative to residential care (Housing Based models of Residential Care)	Social Work Services: Older People Services.	2003/2004-		
Continue to expand the Community Alarm Service in particular to Owner Occupiers in the City	Social Work Services: Older people Services	2006/7	Revenue: £1,678,006 per annum. (£8.4m over five years)	Capital: 2004/5 : £509,000 2005/6: £400,000 2006/7: £300,000 2007/8: £300,000 (£1,509,000 Over five years)

Section 16

Client Group: Physical Disability

Section 1 - Client Group Profile

16.1 Description of Client Group

16.2 For the purposes of this strategy the definition of people with physical disabilities includes all people with physical impairments, including sensory impairments and relates only to services for adults i.e. those aged 16 – 64 years.

16.3 Numbers

16.4 The number of younger people with physical disabilities living in the community is gradually increasing for Glasgow, as people with severe impairments survive longer with advanced medical treatments and as the policy for care in the community is implemented.

16.5 Estimate Of Prevalence of Physical Disability (16-64 years) By Social Work Area Team

Area Service Team	Severity of Physical Disability			Total
	Mild	Moderate	Severe	
West	1548	1040	592	3179
North West	2104	1482	847	4433
North	1599	1066	609	3274
East	1750	1173	669	3593
North East	1414	946	538	2897
South West	1297	871	496	2665
Greater Pollok	1162	776	443	2381
South East	831	560	318	1710
South	1747	1202	686	3635
Total	13,452	9,116	5,199	27,767

Source:

- 1) Glasgow City Council Development and Regeneration Services 1999 Voluntary population Survey
- 2) The prevalence of disability among adults. O.P.C.S Surveys of Disability in Great Britain

16.6 Current Strategic Position

16.7 Glasgow is committed to a social care model of disability. This model recognises that it is the barriers (structural, attitudinal and physical) that people with impairments face on a daily basis that causes disability, and that it is a lack of responsive services and appropriate environments that creates disability for individuals.

16.8 There is a range of legislative provision, which promotes the social inclusion, and empowerment of disabled people. At a local level the City's Local Housing Strategy, and the Joint Community Care Plan (2001 – 2004) of Glasgow City Council, Greater Glasgow NHS board, the Primary Care NHS Trust include in their key service

objectives, the provision of a range of care and support and the promotion of social inclusion and user involvement of people with a Physical Disability

Section 2 – Current Service Provision And Needs Analysis

16.9 Current Level and Type of Housing Support

16.10 Current records and reporting systems do not identify current provision effectively. The joint partners have recognised a need for a scoping exercise of the housing support needs for the total population of people with severe impairments. This will be undertaken over the next three years. The number currently assessed are as follows:-

Assessments by the Centre for sensory Impairment	40 people
Assessments by the Disability Resource Centre	125 people
Assessments by the Community Physical Disability teams A	300 people
TOTAL	465

16.11 Information available from other sources includes the following:

The following is an actual example of how Supporting People funding has helped an individual to be supported to live independently in the community.

Mrs. Burns lived in a small one bed roomed flat on the 8th floor of a multi-storey block rented from the Local Authority. She was admitted to hospital in December 2001 with very poor mobility as a result of an infected right knee replacement. Her Community Care assessment concluded that she was mentally alert and managed her own affairs. In the past Mrs Burns had enjoyed socialising with friends, eating out, etc, but since her mobility had decreased she had tended not to go out much and of course whilst in hospital was unable to do this. She had various other difficulties that also affected her mobility and despite extensive rehabilitation her assessment concluded that, returning to her home was not a viable option. She, however, was adamant that she would not consider any form of residential/nursing home care at that stage. Mrs Burns accepted that her tenancy at that time was not suitable for her to return to and applied for more appropriate housing and reluctantly agreed to accept home care services on discharge from hospital. She has a relative who is very supportive and is very much involved in her life and supported her in this decision. All of the professionals involved appreciated her position and were willing to assist her in moving out of hospital to her own home. Mrs Burns moved out of hospital in December 2002 (a year from her admittance date) to a larger house in the same Multi Storey block that she had lived in for many years. She was provided with a zimmer which she uses inside her home and a wheelchair outside. She also has been provided with various aids which enables her to maintain the independency which she insists on. Social Work Services new 24 hour Supported Living Service which uses Supporting People resources has been able to contract a Voluntary Agency to provide her with assistance to do her shopping, laundry, heavy cleaning and cooking. In additional Care resources are used to fund the agency to assist with personal care tasks. Her support staff say that, today she is a very independent person, and is a very happy individual. She gets herself out of bed and dressed every day. She also prepares her own breakfast and only needs limited assistance with more difficult tasks. She has once again started socialising with friends and is a regular visitor to the Theatre. She has also arranged to go on holiday in the next few weeks. Mrs Burns takes an active part in representing other users of the Supported Living Project in the Block at tenants meetings, and she now leads a very full and active life.

16.12 Supported Accommodation

16.13 Social Work Services currently commission supported accommodation for people with severe physical impairment, which delivers accessible facilities and intensive support together, (table 2), All of this provision is registered and the majority of this provision requires to be de-registered.

16.14 Programme of de-registration 2003-2006

Units	Timescale	No's	Housing Support Costs per person per week	Total Annual Housing Support Costs
Westlands	2003/4	11	£275	£157,300
Wallace Court	2003/4	8	£275	£114,400
Forrest House	2004/6	11	£275	£157,300
Quarriers	2004/6	22	£275	£314,600
Total Housing Support Costs per Annum £743,600				

16.15 Housing Need

16.16 In addition, information available on Housing Need in the table below illustrates a considerable gap in the provision of housing. Whilst not everyone requiring suitable housing may need housing support, this analysis would indicate a clear unmet need. In addition, this programme of de-registration has not appeared in the current Pipeline Programme submitted to the Scottish Executive and therefore future funding has not been identified.

16.17 Summary of Existing Housing Need and Indicative Specific Demand

Need (from Prevalence)			Indicative Specific Demand
Mild	Moderate	Severe	
Mainstream Adapted	Mainstream with Major Adaptations	Barrier Free Or Wheelchair Housing	<ul style="list-style-type: none"> ▪ 420 applicants on GHA "medical A" waiting list ▪ 1,380 applications by disabled people to Housing Associations for appropriate housing ▪ 150 young people inappropriately housed ▪ The de-regulation of places has identified 52 people who will require specific housing
13,131	8,797	4,373	

Section 3 - Key Issues

16.18 Deficiencies

16.19 The lack of appropriate accommodation means that disabled people will need more practical assistance and support than would be the case if they were living in housing that maximised their independent functioning.

16.19 The increasing number of younger adults with physical impairments in Glasgow are more dependent than in many other localities on renting within the social housing sector. However, much of the proposed future housing stock is likely to be unsuitable for people with mobility difficulties, especially given the high proportion of tenements in the city. Much of the owner occupied sector is also tenemental.

16.20 Younger adults with impairments will need more flexible and responsive home care and home support if they are already living in their own homes. For those with severe physical disability living at home (Table 1) it is assumed that 10% would be eligible for Housing Support. This indicates a need of 51 individuals requiring Housing Support at a cost of £700,000.

16.21 There is also a need for housing support services for those with mild to moderate physical impairments, as they tend to have low-level support needs which do not take them over the priority threshold for social care services. It is estimated that the number of people in this category that would require housing support is about 227 at a cost of £3 million.

16.22 Priority Areas for Service Development

- Future service developments are twofold and relate to both those with severe impairments and those with mild to moderate conditions.
- Continue the scoping exercise of the housing support needs of the total population of severe impairments.
- Continue the programme of de registration of the existing accommodation of people with severe physical impairment (Table 2).
- Progress implementation of Strategic Framework indicatively 60 housing support and care packages per year over the next 3 years.
- Continue the programme of reassessment of the needs of people with severe impairments, and living in the community instituted by the planning partners. This should ensure that all housing support needs of this client group are identified.
- Review the assessment of people with Acquired Brain Injury to ensure that the Housing Support needs of this client group are identified.
- People with mild to moderate conditions, may still require a level of support similar to those with a more severe impairment, although less comprehensive and possibly for shorter periods of time. Consequently, it is assumed that small percentage only will require Housing Support for a short period of time.

16.23 Expected Outcomes and Monitoring Arrangements

The expected service outcomes are: -

- To shift the balance of care from institutional to community-based care and support
- Ensure that best value is achieved in terms of cost effectiveness and quality of service.
- To maximise the individual's independence

16.24 Measuring Outcomes

16.25 Service performance can be measured against specific aims and objectives; these can include service efficiency, cost benefits and service effectiveness. It is critical that the measurement process determines the opinions of service users and carers regarding the services being provided.

16.26 Consultation Mechanisms

16.27 These issues will continue to be progressed in consultation with users, carers, providers and our joint partners, through the already well-established mechanisms in place for consultation on the Local Housing Strategy and the Joint Community Care Plan and in line with the Supporting People Communication Strategy.

Section 4 - Financial Framework

16.28 Capital Requirements

People with Physical Disabilities

Project Title	Project Description	Accommodation	Revenue Funding	Location	Timescale	Capital Requirements
Hospital Bed Blocking	Cluster Model of Accommodation for people with complex needs mostly as a result of acquired Brain Injury currently in Hospital	12x3apt fully accessible housing	Joint Strategy Bid	Across Glasgow	2004/5	Conversion (£40,000 per unit) 12 places £480,000
Re-provisioning Wallace Court	Cluster Model of accommodation for people currently resident in residential accommodation	5x3apt fully accessible housing	Supportin g People Pipeline	Across Glasgow	2004/5	New Build (390,000 per unit) 5 places £450,000
Quarriers Re-provisioning	Accommodation in the Community for people currently living in Quarriers Accommodation Cluster Model preferred	5X3apt fully wheelchair accessible	Supportin g People Pipeline and Social Work Budget	Across Glasgow	2005/6	Conversion (£40,000 per unit) 5 places £200,000
Community Requirements	Adapted or new build accommodation for people currently living in unsuitable accommodation in the Community	35x3apt fully wheelchair accessible houses	Joint Strategy Bid	Across Glasgow	5 Units 2004/5 15 Units 2005/6 15 Units 2006/7	Mixture of Adapted and New Build (Average cost £50,000 per unit) 35 places £1.75m

16.29 Section 5 – 5 Year Action Plan

Action	Lead Responsibility	Target Date	Cost P.A.
Provide Housing Support to people with severe impairments, estimated at 512	Social Work Services Physical Disability Team and Supporting People Team.	2003/2004	£7
Identify and review the Housing support needs of the mild to moderate disabled population.	Social Work Services Physical Disability Team, the Supporting People Team and the Primary Care Trust.	2003/2005	£444,066
De-registration of 19 designated supported accommodation places in discussion with service users, providers and the Care Commission.	Social Work Physical Disability Team and Supporting People Team.	2003/2004	£271,700
De-registration of 33 designated supported accommodation places in discussion with service users, providers and the Care Commission.	Social Work Physical Disability Team and Supporting People Team.	2004/2006	£471,900
Total Estimated Supporting People Costs			£8,287,666

Section 17

Client Group: Learning Disability

Section 1 - Client Group Profile

Client Group Profile

17.1 Description of Client Group/Numbers

17.2 The number of people nationally with a learning disability doubled between 1965 and 1999 and this increase is expected to continue at an estimated rate of 1% per annum for the next 15 years. Contributing to this increase is increased life expectancy, advances in health care of children and adults with complex needs and multiple disabilities, a sharp rise in the reported number of children with autistic spectrum disorders and a greater prevalence among some minority ethnic populations of South Asian origin. To date, much planning has relied on prevalence rates from research studies applied to the total population that would suggest a Glasgow learning disability population of between 3,000 and 5,000 people. A merging of Health and Social Work data in 1999 identified 2,822 adults, then resident in Glasgow, with learning disabilities who were known to services. Since then, a further circa, 270 have returned from long-stay hospital to live in the City.

17.3 Current Strategic Position

17.4 Developing the provision of housing support services for people with learning disabilities in Glasgow needs to be seen against a local and national policy emphasis on moving away from institutional services towards the provision of community based services and supports in integrated settings.

17.5 The major long-stay learning disability hospital closed in 2002 with the creation of around 400 supported living care packages broadly varying in size for one to four people living together throughout the City. This experience underlined the importance of good locally based housing and effective housing supports, in addition to health and social care support in developing sustainable care within the community.

17.6 In addition to the long-stay hospital resettlement programme, a number of other important issues remain to be tackled in service provision in Glasgow. Of particular relevance to the Supporting People Strategy is the work on the Learning Disabilities Accommodation Strategy which aims to extend housing choices and support for those living in the community as has been done for those formerly resident in long-stay hospital.

17.7 Section 2 - Needs Analysis (Housing and Housing Support)

17.8 There has remained an unmet need among people with learning disabilities in Glasgow that have not come from long-stay hospital. In the past much of this has been hidden since the main needs relate to lower intensity supports, often prior to T.H.B.S. and Supporting People not prioritised for services. These needs have often

later emerged through crises resulting in inappropriate admissions to residential services and to hospital beds, now largely de-commissioned.

17.9 The current approach aims to support people with learning disabilities with the lower intensity support that they need to sustain them in tenancies to prevent a drift towards residential and institutional supports. Estimates, based on current service demand from across the locality teams in Glasgow have been developed as part of the Accommodation Strategy (2002). These can also be used to estimate the need for housing support over the next few years.

17.10 In summary, this need is identified as coming from the following sources: -

- Community
- Transition
- Re-configuration

17.11 This continuing need for development of housing supports is discussed in more detail in "section 3." below.

17.12 Current Position

17.13 New services for approximately 400 people leaving long-stay hospital have been set-up in recent years. These services are supported living services with both housing support and social care support funded from different streams. In addition, approximately 200 places of existing supported accommodation arrangements for people with learning disabilities in Glasgow have been re-configured in the last two years to create individual tenancy arrangements and individual support arrangements. All these supported living arrangements are now, primarily, housing support, although some also attract additional funding towards social care.

The following is an actual example of how Supporting People funding has helped an individual to be supported to live independently in the community.

ged 49 has lived many years of his life within large-scale institutional care, several years living at Lennox Castle Hospital. Joe has a learning disability and requires 24 hr support. As housing support and personal/social care needs. If he was unable to access Transitional Living Benefit his needs could have been met within Nursing Care or a large-scale residential unit living with 8 to 10 others. This type of support would meet all of his basic needs, however, would not allow Joe to experience Inclusion, provide individual support or meet any of Joe's aspirations. The funding identified that Joe wanted to live in his own home, have his own income/money, live near his family to maintain/establish links, consider employment opportunities, access community resources and lead an inclusive lifestyle. The funding to plan Joe's support utilising monies via THB has enabled him to move into his own home with individual support arrangements in a way that allowed him to have an inclusive lifestyle in the way he wanted. If this route had not been available Joe would not have been able to fulfil his aspirations and most definitely would reside within large-scale registered residential services, possibly even Nursing Care.

17.14 A further strand of growth of housing support services has been in ensuring that existing supported accommodation arrangements (e.g. Key Housing Association Limited and East-End Initiative), which have attracted housing benefit funding in the past, are incorporated into housing support funding through Transitional Housing Benefit/Supporting People and that individuals with learning disabilities and housing support needs are identified and appropriate support is put in place.

17.15 There has been considerable effort to identify the need for and to maximise housing support places in Glasgow for people with learning disabilities. Thus, the current situation of housing support services for people with learning disabilities in Glasgow is that there are now a total of 818 places and a total revenue cost of £15,370,857.

17.16 Section 3 - Key Issues

17.17 As indicated in item “1.3” above, estimates of future housing support needs have been made based on current demand emerging from the nine Area Learning Disability Teams and the projection of planned development, such as re-configuration of larger scale residential services and the development of low-intensity ‘Neighbourhood Network’ support until 2006. No projections have been made beyond 2006 as it is felt there should be, by that time, some equilibrium in the need against the supply of housing supports with turnover able to absorb new demand. This, however, will depend upon some change to the current block contract arrangements.

17.18 The table at “3.6” summarises the future service development estimated to be required over the period to March 2006. In view of the limited growth now likely within the Supporting People budget, the anticipated housing support need likely to arise through this period has been prioritised as 1, 2 or 3, as follows: -

17.19 Priority 1

Community – high support (social care and housing support)
 Transition – high support (social care and housing support)

Total estimated places required to 2006	-	47
Total cost to 2006	-	£1,201,200

17.20 Priority 2

Community – medium/low support

Total estimated places required to 2006	-	300
Total cost to 2006	-	£4,290,000

17.21 Priority 3

Re-configuration/de-registration of services

Total estimated places required to 2006	-	91
Total cost to 2006	-	£1,301,300

These priorities are considered in more detail below.

17.22 Priority 1

17.23 Year-on-year a number of individuals have been identified in Glasgow, resident in existing communities on their own or in the family home, who will require support to sustain them in their living arrangements. This will include those with ageing carers. Priority 1 only includes those individuals with 'high' support needs (i.e. both social care and housing support needs). These will include people with learning disabilities whose existing family/informal supports have or are about to break down. Actual figures (17) have been used for 2003/2004 and estimates for succeeding years, based on previous trends. Priority 1 also includes 10 young adults each year who will make a transition from Children to Adult Services, each of whom will require social care support, housing support and housing to be made available.

17.24 Priority 2

17.25 This includes those individuals in each of the nine areas in Glasgow with housing support needs only who, it is estimated, will require support to sustain their living arrangements in the community. Ten people per area, a total of 90 per year in this category, have been estimated. In addition, a growth of one more neighbourhood network each year is desirable since this mutual support network can successfully support individuals with learning disabilities in their living arrangements. It is recognised that Supporting People funding may not be available to fund these services. The consequence of not being able to put in place these housing support packages is that individuals' support networks are likely to break down with crisis arising in subsequent years. The inability to put in planned low intensity housing support may lead, therefore, to greater costs in later years and poorer outcomes for individuals. Service responses will be re-active to crisis, rather than preventative, pro-active and supportive, which Supporting People funding is intended to foster.

17.26 Priority 3

17.27 This involves planned re-configuration of a number of larger-scale registered care home settings. It has been possible to provide individual support and promote individual tenancies in Glasgow over the last few years. Consequently, services for approximately 200 people were re-configured in this way. We estimate that there are a further 91 places which could, similarly, be re-configured as primarily individualised housing support services. This service development and improvement, both for the current residents and in terms of the ability of these services to respond to future need, will not be possible without additional funding.

17.28 Housing Support – Projections – Learning Disability

	2003/2004		2004/2005		2005/2006			£
		£		£		£		
Priority 1								
Community – high support (social care and housing support)	17	272,272	15	240,240	15	240,240	* 47 @ £308 p.w.	752,752
Transition – high support (social care and housing support)	10	160,160	10	160,160	10	160,160	* 30 @ £308 p.w.	480,480
	27	432,432	25	400,400	25	400,400		1,233,232
Priority 2								
Community – medium/low support	100	1,287,000	100	1,287,000	100	1,287,000	300 @ £275 p.w.	4,290,000
Priority 3								
Re-configuration/d e-registration of services	14	200,200	43	614,900	34	496,200	91 @ £275 p.w.	1,301,300
								6,824,532
* AVERAGE – HIGH SUPPORT TRANSITIONAL HOUSING BENEFIT AWARDED								

17.28 Section 4 - Financial Framework – Learning Disability

Current annual budget:-

Social Work	£47m (including £21m R.T. Health)
Health	£13m
Supporting People (services in place)	£15.37m

17.29 Housing Support Projects:-

	2003/2004	2004/2005	2005/2006	TOTAL
	£	£	£	£
Priority 1	432,432	400,400	400,400	1,233,232
Priority 2	1,287,000	1,287,000	1,287,000	4,290,000
Priority 3	200,200	614,900	496,200	1,301,300
				6,824,532

17.28 Learning Disability – Action Plan

Action	Lead Responsibility	Target Date	Supporting People Costs
Progress 17 high support packages (Social care & Housing)	GLDP, Voluntary Sector, Health	March 04	£272,272
Progress 100 medium support packages (housing support only) Across 9 area teams and includes 1 x 10 person Neighbourhood Network	GLDP, Local Area Co-ordinators, Care Managers, Voluntary Sector	March 04	£1,287,000
14 planned re configuration/de registration of a number of larger scale registered care home settings.	GLDP, Voluntary Sector, Health	March 04	£200,200
Progress 15 high support packages (Social care & Housing)	GLDP, Voluntary Sector, Health	04/05	£240,240
Progress 100 medium support packages (housing support only) Across 9 area teams and includes 1 x 10 person Neighbourhood Network	GLDP, Local Area Co-ordinators, Care Managers, Voluntary Sector	04/05	£1,287,000
43 planned re configuration/de registration of a number of larger scale registered care home settings	GLDP, Voluntary Sector, Health	04/05	£614,900
Progress 15 high support packages (Social care & Housing)	GLDP, Voluntary Sector, Housing	05/06	£240,240
Progress 100 medium support packages (housing support only) Across 9 area teams and includes 1 x 10 person Neighbourhood Network	GLDP, Local Area Co-ordinators, Care Managers, Voluntary Sector	05/06	£1,287,000
34 planned re configuration/de registration of a number of larger scale registered care home settings	GLDP, Voluntary Sector, Health	05/06	£496,200
		Total Supporting People	£6,824,532

Section 18

Client Group: Addictions

18.1 Client Group

- 18.2** Drug and alcohol use in our communities is recognised as one of the key causal pathways into accommodation breakdown and frequently to homelessness. The common difficulties linked to drug and alcohol use, such as poverty, long term unemployment and economic exclusion, mental health problems, anti-social behaviour, offending and involvement in crime, relationship breakdown and family stress can interlink to make problem drug and alcohol users more vulnerable to homelessness than other groups.
- 18.3** Numbers - Drug Users - Glasgow City Council estimated that in 1999/00 there were between 12,500 and 15,000 individuals age 15-55 with serious drug misuse problems. This estimate has been confirmed by the Scottish Executive's report on the Prevalence of Drug Misuse in Scotland (2001).
- 18.4** The vast majority of these individuals experience significant difficulties with heroin and other opiate drugs and injecting drug use is prevalent.
- 18.5** The patterns of drug use in Glasgow are clearly linked to deprivation with over 85% of individuals with serious drug misuse problems residing in Carstairs Deprivation Index areas 6 & 7. Prevalence across the communities of Glasgow also varies significantly from 41 per '000 population in the G34 postal code to 23 per '000 population in G43 - 46 postal codes. The overall city prevalence of serious drug use problems is 30 per 1000 adults. In comparative European terms Glasgow City, has amongst the highest known prevalence of problem drug use.
- 18.6** The areas of single highest prevalence in the city are found within the G1, G2 and G3 postal code areas. This is highly significant in accommodation and housing planning terms since this population is composed almost entirely of individuals who are homeless, reside within large scale hostels or who are otherwise street homeless in Glasgow city centre.
- 18.7** Numbers - alcohol users **as outlined in the "GGNHSB. Director of Public Health Annual Report 1999", the scale of chronic alcohol misuse is very high and increasing rapidly within Glasgow.**
- 18.8** 5,240 alcohol related emergency admissions in Glasgow, which is more than twice the level for the rest of Scotland and nearly 5 times the level of drug related hospital admissions.
- **4,500/4,900 individuals with chronic alcohol problems seen by GP's each month**
- 18.9** The level of alcohol related deaths are more than 50% above the level for the rest of Scotland. Significantly, it is among females that the major difference in death rate is

more noticeable, with a rate in Greater Glasgow that is almost double the rate for Scotland.

18.10 Males nearly 4 times more likely to have an emergency admission but less than twice as likely to die.

18.11 The scale of the problem is a) even more acute for males aged 50 to 59 and females 45 to 55 and b) within areas of high deprivation

18.12 44% of people living in hostels are thought to be alcohol dependent, rising to 50% of night shelter/day centre attendees. Hazardous drinking amongst older homeless people appears to rise to over 2/3rds of this group.

18.13 Current Strategic Position

18.14 Developing housing support services for people with drug and alcohol problems needs to be seen against a local and national policy emphasis on delivering integrated services for those individuals, families and communities most affected.

18.15 The links between homelessness and drug and alcohol problems have been established through the work of the homeless partnership.

18.16 A number of service reviews have been undertaken which identify key common elements of the strategic position in relation to drug and alcohol services in Glasgow. These are:

- The development of integrated structures for the delivery of alcohol and drug treatment and care services across Health, Social Work and Voluntary Sector Services.
- The development of systems of care and support for individuals which emphasises the need for effective intervention across the range of individual needs, with emphasis on health, social functioning, accommodation/housing and employment and training. This includes treatment and care services jointly delivered by social work and health through Community Addiction Teams and community rehabilitation and residential rehabilitation services commissioned from the independent sector through mainstream funding.

18.17 In relation to Housing Support services the key areas for development focus on the

- Prevention of homelessness and anti-social behaviour- individuals and families
- Resettlement from residential rehabilitation services into communities
- Resettlement from homelessness services into communities

18.18 Current Provision

18.19 Current housing support services are in early development. The Purchased Service Review has recently recommended extension of service models in order to maximise the investment in treatment and care services and ensure that those in tenancies are able to sustain them.

18.20 Services developed within the last year include:

- **General Housing Support - Floating support models**

This model provides for individuals to live within one tenancy, which will usually be the most suitable form of accommodation to their needs within the community. Individuals receive agreed levels support from one or more agencies which is adaptable, flexible of varying intensity over time and which has the crucial ability to follow individuals throughout their journey through different forms of accommodation should this arise.

This service focuses on prevention of eviction and dealing with anti-social behaviour and resettling those moving on from residential rehabilitation and homelessness.

438 people are currently in receipt of this service

- **Core and cluster around specialist treatment units**

This model is based on ensuring the current investment in core residential rehabilitation services is maximized and that people are assisted to continue their recovery in stable and adequately supported accommodation. It is important that people move away from the homelessness context in order to sustain their recovery. More than 45% of those placed in residential rehabilitation are homeless.

All currently funded residential services will be augmented through supported accommodation attached to the core accommodation and the provision of floating support services into tenancies.

This model allows individuals to have choice and flexibility to remain within supportive agency relationships already established with residential service provider. It minimizes the need to crossover between agencies once core treatment and care programs are completed. This is where supportive arrangements are most vulnerable to breaking down.

33 supported accommodation places have been achieved in 2003

A further 18 places have been submitted as pipeline bids.

The following is an actual example of how Supporting People funding has helped an individual to be supported to live independently in the community.

John receives support from a project which helps with addictions. This project supports twelve clients in individual flats with funding from Supporting People. This is known as the Re-entry stage of the 'long-term' rehabilitation programme, where semi-independent living is experienced. The service is designed to enable individuals to address areas such as planning, self-motivation, and to develop skills such as budgeting, shopping, cooking and other housekeeping skills required to sustain and maintain a tenancy.

During this time individuals are assisted to access suitable housing, secure college placements or voluntary work and build and establish links and support networks outwith the project.

John has been living in the project for approximately five months. During this time he was supported with making benefits claims, developing and planning a personal budget scheme, debt counselling and learning the household tasks to equip him for managing his tenancy in the future. As a result of this his confidence increased and he has now been offered his own tenancy.

He has successfully committed to attending professional counselling with his alcohol use and has developed good inter personal, social and domestic skills. He will complete his programme soon when he will move into his own tenancy.

John views this as an important next step, being at a crucial and difficult stage in his rehabilitation. He recognises that to maintain his independence he will continue to require support. When he moves he will have the opportunity to access a further support package. Floating Support, also funded through Supporting People, will assist him to continue to maintain and develop his independence in the community.

18.21 Key Issues

18.22 Gaps

18.23 Individuals in need in the community access a wide range of service provided by Glasgow City Council, the Primary Care Trust and the voluntary sector. In the main local solutions can be found to a range of needs, some of which can be challenging and complex. However each year sizeable numbers of individuals and families are unable to be sustained within local service networks and drift towards the large centralised services around the city centre, the majority of which deal with individuals in acute housing crisis and who may have a wide array of support needs.

18.24 Addiction services will continue to require to meet the needs of people who drift to the city centre.

18.25 Of 671 individuals who received specialist treatment services for drugs and alcohol in 1999/00, 305 (45%) were identified as homeless on admission. The cost of residential drugs and alcohol treatment in Glasgow City ranges from £300 – £1000 per week.

18.26 Individuals being admitted to such units are those with the greatest identified needs and levels of risk in the community. The fact that increasing numbers of people without stable accommodation are being admitted to specialist residential services illustrates:

- The role that unstable accommodation and homelessness plays in acute drug and alcohol related risk, harm and support/treatment needs
- The complexities of individual care planning around addiction and accommodation needs faced by providers of specialist treatment and the front line services which manage packages of care, particularly through care and aftercare provision
- The potential loss of impact of considerable investment in specialist services when individuals are discharged to return to homelessness contexts where situational risk can enormously increase the risk of relapse.

18.27 The continued development of the system of care outlined in Section 2 and 3 will be essential in ensuring that treatment and care opportunities are maximised. This involves the provision of adequate housing support through services, which will ensure people are supported back into mainstream communities and life opportunities including training and employment.

18.28 In addition to increasing demand for services to assist people with drug and alcohol problems, we also face the challenge of securing suitable accommodation in locations acceptable for such developments. This is a difficult issue but one which requires to be resolved if developments are to be successful.

18.29 Priority Areas for Service Development

18.30 It is clearly recognised by the City Council, Greater Glasgow Health Board and Voluntary Sector agencies that there is an urgent need to continue to build accommodation solutions around specialist treatment units which can allow individuals to continue their recovery from alcohol and drug related problems in stable environments.

18.31 The City Council and GGNHS Board Joint Review of Purchased Services, has recently brought forward recommendations to the Council and NHS Board which include the development of a range of residential care, supported accommodation and housing support options for individuals with severe alcohol and drug problems. This includes extending:

- Core residential treatment services ranging from short stay crisis provision, through medium duration respite provision to longer-term rehabilitation and care programming. This will include provision for women and their children and women only services. This is in recognition of the high levels of abuse and violence experienced by this group of women.
- Supported accommodation provision that will allow individuals to successfully make transitions between core treatment services and independent living.

We propose to develop a further 12 places each year.

- Extension of housing support services in local areas, and floating support provision across the city. Both services will assist individuals in transition from core treatment and care provision to sustain independent living and support those individuals currently in the community who require support to avoid further

periods of core treatment admission or prevent eviction. A key element will also relate to preventing anti-social behavior.

We propose to develop a further 200 places each year.

18.32 Consultation Mechanisms

18.33 Service users and other key stakeholders have been consulted on service developments through the Purchased Service Review. Further consultation will take place around individual service developments - particularly where they involve supported accommodation developments.

18.34 Service User Outcomes

18.35 Standard monitoring tools relating to service user outcomes are being developed through the Single Shared Assessment Framework for Addiction services. These outcomes relate to drug and alcohol outcomes and to lifestyle factors including offending and child care.

18.36 Financial Framework

Service Developments	2002/03	2003/04	2004/05	2005/06
	<i>part year</i>	<i>full year</i>		
Accommodation with Support		£507,274		
Floating Support		£1,018,049		

18.37 5 year Action Plan

Action	Lead Responsibility	Target Date	Cost
Re-configure current residential services around core and cluster model to include supported accommodation	Neil Hunter	2004/05	£470k
Develop move on supported accommodation service provision around Drug Crisis Service	Neil Hunter	April 2004	£451k
Extend Development Housing Support services on general and floating model to augment community provision being funded in mainstream treatment and care.	Neil Hunter	April 2004	£79,591
Develop housing support service for people with mild to moderate alcohol problems.	Neil Hunter	April 2004 – April 2005	£1.236m

Section 19

Client Group: Vulnerable Families and Women Affected by Domestic Abuse

Section 1 - Client Group Profile

19.1 Description of Client Group

19.2 There are many vulnerable families living in Glasgow with a multiplicity of difficulties, which can include poverty, homelessness, unstable accommodation, social deprivation, anti-social behaviour, physical and or mental health issues, addiction problems and domestic abuse. Housing support plays an integral part in the ability of these families to sustain accommodation in their home community as part of a package of supports.

19.3 Many families face difficulties in maintaining their tenancies at some point in their lives, this could be due to some of the issues mentioned above or insufficient available support to maintain their tenancies. Appropriately targeted housing support can reduce the number of homeless presentations and decrease the incidence of 'anti- social' behaviour.

19.4 In relation to Glasgow's Supporting People Strategy, Vulnerable Families and Women Affected by Domestic Abuse include the following.

- Women and their children who have experienced domestic abuse.
- Families with children living in areas of deprivation.
- Families experiencing difficulties in maintaining their tenancies.
- Families in temporary homeless accommodation.
- Families moving into permanent accommodation.
- Families making repeated homelessness presentations.
- Families presenting anti - social behaviour

19.5 Numbers

19.6 Vulnerable Families:

- 25% of all households in Glasgow contain children
- 31% of these households are headed by a lone parent and by 2005 this figure is expected to rise to 41%. Lone parents are more likely to be female.
- Family Groups represent 16% of the overall homeless presentations in Glasgow
- Around 42% of Glasgow's children aged under sixteen live in families who are dependent on income support compared to the Scottish average of approx. 25%
- Approximately 1500 children are subject to a home supervision order

19.7 Domestic Abuse

- It is estimated that 1 in 3 women will suffer domestic abuse at some point in their lives

- In 2002/2003 Strathclyde police recorded 6,197 domestic abuse incidents in Glasgow.

19.8 Current Strategic Position

19.9 The current strategic position of the Supporting People Plan for vulnerable families and women affected by Domestic Abuse is mainly within the strategic framework of Glasgow's Children's Services Plan and its component joint planning groups. However, it also connects to other key initiatives within the city. These include the Homeless Strategy, Homelessness Partnership, Homelessness Planning Implementation Group, Community and Locality Planning, Addiction Services Review, Community Care Accommodation Strategy, the Domestic Abuse Development Fund and the Violence Against Women Partnership.

19.10 *The planning structures are detailed in the relevant sections of this document however, the role of the Violence Against Women Partnership is particularly significant for this client group.*

19.11 This partnership, the VWAP, brings together a range of statutory and voluntary agencies within Glasgow aiming to improve responses to women and their children who have experienced male violence. It is intended that this partnership will result in better provision, improved protection, and help prevent further abuse to women and children.

19.12 Families also form part of the Supporting People Strategy for Drug and Alcohol Services, this has been taken into consideration within the planning estimates.

19.13 Needs Analysis

19.14 Glasgow continues to suffer above average rates of poverty and health inequalities. The Scottish Area Deprivation Index, quoted in the NCH Scotland Fact File shows that:

- 52 of the 90 most deprived postcode areas in Scotland are in Glasgow.

19.15 A recent study of health and wealth indicators found that six of Glasgow's parliamentary constituencies were included in a table of the worst fifteen across the UK

19.16 Parliamentary Constituencies and deprivation levels

Area	Children in Poverty
Shettleston	59%
Springburn	60%
Maryhill	63%
Pollok	52%
Anniesland	51%
Baillieston	54%
UK Total	27%

- 19.17** A total number of 12,303 applications were made to Glasgow City Council for Homeless Accommodation in 2002-03. Approximately 2,000 of those are families with children.
- 19.18** The Homeless Families Planning Group requested an analysis of the age profile of homeless children presenting to Glasgow City Council in June 2003. The subsequent data revealed 33% of under 18 year old homeless presentations are under 5 years old; a further 36% are between 5 and 11 years old and 21% are aged 12 to 16. There has only been a modest reduction in numbers of homeless children with increasing age.
- 19.19** Within the city support has previously been targeted at the resettlement of families, however there was a recognised gap in support for families in the community struggling to maintain their tenancies.
- 19.20** In 2002 a scoping exercise was carried out in Easterhouse Social Work Area Team for families in the community requiring support to maintain their tenancies. On the basis of this exercise projections were made that 450 families across the city required housing support services.
- 19.21** In relation to Women and Children Affected by Domestic Abuse, all the organisations within the city continue to report a greater demand for service than can be met by available resources. Currently in Glasgow only 29% of women requesting refuge accommodation from Women's Aid can be resourced. During 2002-03, 247 women were admitted to refuge accommodation whilst 856 could not be accommodated due to a lack of available places. Women's Aid has indicated an increasing number of women seeking support to remain within their own home or to move into another tenancy. Follow on support to women leaving refuge provision has been limited due to lack of funding.

Section 2 - Current Provision

19.22 Current Level and Type of Housing Support

- 19.23** Current provision of Housing Support to vulnerable families has been mainly targeted to those at risk of losing their tenancies. Approximately 450 families were expected to be eligible for and to take up this service. The expected uptake has been lower than anticipated and ongoing work in this area is a priority for future action.
- 19.24** In terms of women and children affected by domestic abuse, there are 79 family places within refuge accommodation provided by Women's Aid in the city. This includes a new purpose built barrier free refuge offering 12 family places which is fully accessible to women and children with a range of disabilities. Say Women also provide 8 places within supported accommodation and 3 places in scatter flats.

The following is an actual example of how Supporting People funding has helped an individual to be supported to live independently in the community.

Brenda is a single parent with two sons aged 12 and 10. Her ex partner was often violent and abusive to her and she separated from him several times before moving into a refuge. Her older son Fraser has been looked after and accommodated by the local authority for ten months and has previously been on the child protection register. Her younger son Euan suffers from ADHD and Tourettes Syndrome and presents very challenging behaviour. Brenda suffers from depression and has missed many appointments with doctors, etc, in relation to both her own and her sons' health.

The family moved into a new tenancy after a period in a Women's Aid refuge and Brenda had many difficulties managing her home. Her house was often chaotic and dirty and there were disputes with neighbours concerning Euan's behaviour

Brenda and her family have been receiving support for five months from DACS, a provider who is contracted by the local authority to provide housing support to vulnerable families. This support is funded via Supporting People finances and has helped Brenda in many areas including budgeting, keeping appointments and completing forms. The support provided has been a crucial part of a comprehensive package of support provided by Social Work Services, Health, Education and Women's Aid and has helped Brenda to make significant progress in several areas. Her confidence has increased considerably and the family home is much more comfortable. It has also been a component in progressing Fraser's care plan and he will be returning home on a full time basis within the next few weeks.

19.25 In order to promote the social inclusion of vulnerable parents and their children within their own communities and assist their access to mainstream services, the housing support service needs to work alongside established services, which include the following:

- **Homeless Families Team** is based at the Hamish Allan Centre, the team works closely with Social Work Services, Education and Health services.
- **Homeless Families Healthcare Service.**
- **Shelter Homeless Families Project** launched in August 2002 aims to support families who are experiencing homelessness in order to reduce the likelihood of repeat presentations.
- **Homeless Persons Team based within Social Work Services** offers support to homeless young people and adults including families.
- **Eviction Protocol** developed jointly between housing and Social Work Services and currently being redrafted for the transfer to Glasgow Housing Association.
- **Glasgow City Housing** Temporary Furnished accommodation has 300 - 350 flats occupied by families who have experienced homelessness.
- **Children and Family Services** - within social work services support vulnerable families via a Homemakers service and DACS.

19.26 **Locality Analysis**

19.27 Due to the high level of need throughout the city and on the basis of the scoping exercise for families, housing support for vulnerable families has been targeted city-wide across the 9 Area Service Teams in partnership with the Councils Domestic and Care Services.

- 19.28** The Standing Group of the Violence Against Women Partnership in Glasgow has carried out a mapping exercise of resources for women and children affected by domestic abuse in the city. It has identified that whilst there is an overall shortage of resources, the south side of the city in particular lacks any refuge provision currently.
- 19.29** In response to local needs, Greater Easterhouse and Drumchapel Women's Aid are planning increased provision in their areas. These services will also cater for women and children with disabilities.

Section 3 - Key Issues

19.30 Deficiencies

- 19.31** Whilst a number of projects have been developed for these service user groups, there are still gaps in resource and support provision. This gap is particularly acute for vulnerable families with a range of complex needs and who may require a high level of care and housing support. For example; families displaying anti-social behaviour and follow on support for women exiting refuge accommodation.
- 19.32** In relation to anti-social behaviour Glasgow is focusing clearly on the early identification of vulnerable children and their families and providing early intervention, prevention and diversionary schemes.
- 19.33** In addition those young people and their families with more complex needs are also being targeted with the development of focussed services and programmes of intervention to ensure appropriate support is available when difficulties are identified. Housing support services are a core part of support services required.
- 19.34** In relation to community based housing support for vulnerable families there have been considerable difficulties in maintaining contact between the service provider and families. Given this, alternative methods of provisioning and service delivery should be considered.
- 19.35** Follow on support for women leaving refuge provision is critical in ensuring women and their children can live in the community safely and housing support services are crucial in assisting women to maintain their tenancies. Those leaving refuge include women and children with disabilities, women and children from black and minority ethnic communities, women with no recourse to public funds, older women, lesbians, gypsy travellers, refugee women and children and asylum seekers, women with mental illness or mental health issues and women with addictions.
- 19.36** Future development of support services for women and children affected by domestic abuse in particular needs to consider how this group with complex needs can be assisted to access mainstream services.
- 19.37** In relation to Domestic Abuse Services Glasgow City Council is moving towards a more coherent funding, support and monitoring system. Supporting People finance forms a core part of the funding of these services, particularly the new barrier-free refuge. This has assisted in consolidating the overall funding packages and secured the position of vital services to women.

19.38 Priority Areas for Service Development

19.39 There are a number of gaps in service provision for vulnerable families and women and children affected by domestic abuse. The following priorities have been identified:

19.40 Refuge Provision

19.41 The Scottish Executive has made a commitment to increase refuge provision for black and other minority ethnic women. This will provide 12 places and will be developed in conjunction with Hemat Gryffe Women's Aid. It is anticipated that this will be completed in the summer of 2004. This service will be located in the south side of the city and aims to address the need for specific refuge provision for this group.

19.42 Follow on support for women leaving refuge provision

19.43 To enable women and children to sustain a permanent tenancy after leaving a refuge, a higher level and longer duration of housing support is required than is currently available. To successfully achieve both an individual and familial feeling of safety and to ensure good outcomes, realistic timescales for housing support need to be adopted.

19.44 Housing support for vulnerable families

19.45 Evidence suggests that many vulnerable families experience difficulties in sustaining their tenancies, which can lead to episodes of homelessness or care. In order to effectively support families to sustain their tenancies and reduce homeless presentations housing support provision continues to be a key area of development.

19.46 Current service provision needs to be examined and alternative methods of service delivery need to be explored. In particular, the role of Family Support Services within education and social work services need to be considered as a potential route to deliver housing support alongside existing targeted interventions.

Section 4 - Financial Framework

19.47 Current Spend

Service	Total Places	Contracted Places	Weekly Cost Per Place	Annual Cost
Vulnerable Families	49	49	£ 53.02	£ 135,107.44
Glasgow Women's Aid	55	44	£ 227.95	£ 691,292.14
Hemat Gryffe Women's Aid	12	8	£ 103.36	£ 67,008.52
Greater Easterhouse Women's Aid	5	5	£ 405.08	£ 108,375.10
Drumchapel Women's Aid	6	6	£ 470.51	£ 151,056.29

Say Women	8	8	£ 166.03	£ 70,387.53
Say Women Scatter Flats	3	3	£ 236.45	£ 37,955.90
Barrier Free	12	12	£ 777.35	£ 499,133.33

19.48 Future Spend

Service	Total Places	Contracted Places	Weekly Cost Per Place	Annual Cost
*Vulnerable Families	180	229	£53.02	£ 487,562.40
Glasgow Women's Aid	55	44	£ 234.56	£ 711,339.61
Hemat Gryffe Women's Aid	12	8	£ 106.36	£ 68,951.77
Greater Easterhouse Women's Aid	5	5	£ 416.83	£ 111,517.98
Drumchapel Women's Aid	6	6	£ 484.15	£ 155,436.92
Say Women	8	8	£ 170.84	£ 72,428.77
Say Women Scatter Flats	3	3	£ 243.31	£ 39,056.62
Barrier Free	12	12	£ 799.89	£ 513,608.20
Hemat Gryffe Women's Aid South Side	12	12	£ 302.70	£ 188,884.80

*New places are based on annual increase of 20 places per Social Work Area Team

19.50 Section 5 - 5 Year Action Plan

Action	Lead Responsibility	Target Date	Cost
Review existing housing support service provision to vulnerable families	SWS	March 2004	To Be Confirmed
Progress Uptake of Housing Support to vulnerable families	SWS	March 2004	To Be Confirmed
Develop a City Wide Corporate strategy on Homelessness, taking account of the Children's Services Plan, Health and Homeless Action Plan, GG NHS Trust Health Plan and other related agencies	GCC and Planning Partners	January 2004	To Be Confirmed
Completion of Contracts with Women's Services Providers	GCC Chief Executives Dept/ SWS	March 2004	Within existing funding

Develop 20 per year integrated places per team for housing support (9 teams)	SWS	Jan 2004 – Jan 2006	To Be Confirmed
Develop plan for follow on support from refuge and establish places	SWS, Women's Aid	Jan 2004 – Jan 2006	£1,300,000.00*
Development of Refuge Provision	SWS, Hemat Gryffe Women's Aid, Southside Housing Association	June 2004	£ 188,884.80 Revenue per Annum

*Based on Follow on Support for 100 women at £ 250 per week

Section 20

MENTAL HEALTH SECTION

20.1 Client Group Profile

20.2 Description of Service User Group

20.3 The target groups for this strategy are:-

- a) People with mental health problems:-
 - who are in hospital who require supported living arrangements on discharge but who do not require a specialist registered place
 - who are living in the community and require support to maintain their current housing
 - who are living in registered supported accommodation but are able to live more independently and whose places can be deregistered
 - who are living in supported accommodation and wish to move to their own tenancies
 - who require short term crisis accommodation to prevent possible admission to hospital or the breakdown of their current living arrangements
- b) People with Alcohol Related Brain Damage who require supported living arrangements but who do not require a specialist registered place.
- c) People with mental health problems who are homeless and require support to maintain their tenancies.

20.4 Numbers

20.5 The estimated prevalence of mental disorder in Glasgow, with 2,000+ of the adult population currently likely to require hospitalisation in the course of a year, is illustrated below:

Total Adult population 16-65 yrs	Community	Primary Care/ GP attendees	Mental disorder identified by GPs	Mental health service users	Nos. requiring hospital
401,760	115,305	92,405	40,779	9,441	2,294
	29%	23%	10%	2%	1%

Source of prevalence rates – “Common Mental Disorders”, D Goldberg & P Huxley Extract from Social Work Area Team Statistics.

20.6 The hospital in-patient population, although a priority for action at national and local level, constitutes a small proportion of those experiencing mental health problems. Around 2% of adults (9,441) require active intervention and treatment. This figure corresponds closely with the caseload of 10,095 currently carried by the Community Mental Health Teams (CMHTs) which have a remit to work with people with severe or enduring mental illness. (Source: PIMS Modernising Mental Health Service, June 2002).

20.7 In addition, there are large numbers of people (92,405) who experience mental distress and dysfunction who do not fall into the severe or enduring category, but who will experience a significant reduction in their capacity to manage their lives, including their responsibility as householders. [e.g. people with reactive depression, anxiety states, alcohol related brain damage, milder forms of personality disorder and people who have either become homeless due to mild to moderate mental health problems or who have developed mental health problems as a result of homelessness.]

20.8 Current Strategic Position

20.9 Mental Health is one of the major priorities for both local authorities and the NHS in Scotland. In consultation with service users, key objectives to improve and modernise mental health provision were outlined by the Glasgow City planning partners in Modernising Mental Health Services (2000).

20.10 The aim of the latter is to modernise services by continuing to shift the balance of treatment and care services from hospitals and institutions to the community and to put in place a comprehensive range of good quality supports and treatment for people with mental health difficulties.

20.11 The Mental Health Accommodation Strategy (July 2002) outlines the key principle of provision of appropriate and adequate supports within mainstream housing wherever possible, with designated supported accommodation being available to those for whom that level of support is essential.

20.12 Current Provision

20.13 A major priority has been to establish accommodation and support provision for people with severe and enduring mental health problems who required both elements as a package, and many of whom had been hospital patients for lengthy periods of time.

20.14 Until March 2003, designated supported accommodation consisted of 285 registered places and 41 unregistered. A further 62 places are at various stages of development currently and consist of registered and unregistered places. A number of the unregistered places are funded by a care element as well as Supporting People.

20.15 The accommodation and support provision is commissioned from independent providers by the planning partners. In addition, there are other projects independently set up by providers which combine accommodation with support and which were previously funded through Housing Benefit or SNAP or for which there is an intention to fund housing support through Supporting People in the future. Numbers in relation to both types of provision is as follows:-

Funded support and accommodation places at Dec 2003	
EXISTING PLACES	PIPELINE PLACES
623	16

Source: GCC Supporting People Team, Mapping Supply Database

The following is an actual example of how Supporting People funding has helped an individual to be supported to live independently in the community.

Robert is a 56 year old gentleman with a long history of severe mental health problems. He was living in Registered Supported Accommodation for 8 years prior to his move in June 2002 into his own tenancy within the Southside of Glasgow. In the past, Robert had given up his tenancy as he was unable to manage it unsupported and had accrued numerous arrears in rent, electricity, council tax etc. On his move from Registered accommodation into his own tenancy Robert has received 8 hours Housing Support a week paid through Transitional Housing Benefit/Supporting People to assist/support him in maintaining his tenancy. This support consists of assisting Robert to arrange for repairs to his home, ensuring security of his home, budgeting assistance, explaining and /or assistance with completing forms, advocacy and ensuring Robert attends to cleaning duties which are shared with his neighbours. Robert seems to be coping well with the transition to more independent living.

20.16 Key Issues

- 20.17** While experience of previous hospital closure/reprovision processes has shown that many individuals discharged from long stay hospital wards will substantially rehabilitate in supported accommodation, it is acknowledged that there will always be those who will continue to require high levels of support.
- 20.18** In addition, the new long stay population are less affected by the effects of institutionalisation than previous cohorts and are more likely to have problems with drugs, alcohol, offending and personality disorders.
- 20.19** Unlike some other service user groups, the needs of some people with mental health problems are likely to fluctuate over time and they will require higher and lower levels of support at different times. Growing experience amongst health and social care service providers indicates that it is possible to provide high levels of support in unregistered accommodation. However, there remains the issue of "ring fencing" accommodation with high levels of support to ensure its availability for those who need it at any given time and the best way to do this is to maintain a proportion of registered accommodation places.
- 20.20** The current designated supported accommodation requires audit, review and reconfiguration to reflect these changes. It is planned to shift the balance between registered and unregistered accommodation, maintaining, roughly, one third of the places as registered.

- 20.21** The increase in unregistered supported accommodation poses problems in terms of housing supply. The current predominance of registered places ensures a stable number of places are available. However, as tenancies are transferred to individuals, it is prudent to assume that a number of individuals may eventually not require support in the long term or may even refuse to accept support when needed. This poses questions about the protection of investment where there has been capital outlay to renovate housing.
- 20.22** Since the creation of the Glasgow Housing Association, no clear processes have yet been established to ensure the identification of housing for people with community care needs.
- 20.23** Due to the fluctuating needs of some individuals, we require to establish a funding mechanism whereby a care element payment can be made to supplement Supporting People funding when it is needed.
- 20.24** Current services funded through Supporting People require to be reviewed in conjunction with the Supporting People Team. A list of 10 schemes for priority review has been submitted to the Supporting People Team.
- 20.25** Although clinical and planning responsibility for people with Alcohol Related Brain Damage will be held by Addiction Services, it has been agreed that the commissioning of social care services will be carried out by the Mental Health Commissioning Team.
- 20.26** The Mental Health Commissioning Team will also be responsible for commissioning social care services for people with mild to moderate mental health problems as part of the Homelessness Strategy
- 20.27** Consultation Mechanisms : The broad Modernising Mental Health Strategy has been approved by the Mental Health Users Network, representatives of which sit on the Mental Health PIG. As this is a draft housing support strategy, the contents will be consulted upon with the Network prior to its finalisation.

20.28 Priorities

- 20.29** The following priorities have been identified for mental health services:
- Continue to deregister support services as part of the Modernising Mental Health Services agenda.
 - Commission Mental Health services as part of the homelessness strategy for mental health clients.
 - Develop floating support services for 30 places
 - Develop 32 accommodation based services for individuals with alcohol related brain damage.

20.30 Financial Framework

20.31 The overall financial framework for Glasgow City is as outlined below:

	GGNHSB					
2002 / 2003	Direct Spend £m	Planned Invest 02- 05 £m	Resource Transfer £m	Social Work £m	Housing £m	Approved THBS £m
Adult Mental Health	32	Mental Health Programme - £9.5m (of which, Social Care - £3.2m) Primary Care Services - £2.0m Total - £11.5m	14	8.0	2.2	2.2

20.32 This headline financial framework is underpinned by a detailed implementation plan managed by a Joint Project Group which reports to the Planning & Implementation Group.

20.33 Funding the housing support elements of all unregistered places through Supporting People is essential to enable release of resource transfer monies to pay for the cost of personal care and social supports (respite, employment initiatives, day & leisure activities) to the future population of people with severe or enduring mental illness. Through future deployment of resource transfer (R.T.), the planning partners intend to finance their preventative strategy in relation to hospital admissions as a necessary concomitant to the reduction in beds presently underway.

20.34 With respect to additional housing support needs in future years, most of this will relate to those with mild to moderate conditions, with the assumption that the Board's £2m further investment in Primary Care Services for this group over the next two years will result in the identification of specific housing support requirements. The limited experience of the independent sector in this sphere indicates that although this group requires such input less frequently, the unit cost is not substantially reduced given the urgency and degree of difficulty when the need does arise.

20.35 On the conservative assumption that only 1% of the total mild to moderate population will require housing support over the course of a year, and, taking account of the pipeline housing support costs on non - R.T. funded supported accommodation currently provided by the independent sector, the following projections have been made:

Need	Housing support unit costs	Numbers pa		Housing support costs pa	
		2003 / 4	2004 / 6	2003 / 4	2004 / 6
Housing Support to de-registered designated S.A	4,800 pa	50	119	240,000	811,200
Housing Support to non – R.T. S.A	4,800 pa	36	36	172,800	172,800
Floating Support (Mild / Moderate)	4,224 pa	460	920	1,943,040	3,886,080
		TOTALS:		2,355,840	4,870,080

20.36 Capital funding for new housing provision should be available through Communities Scotland (or latterly, Glasgow City Council Development Programme), Housing Association Grant (HAG) or Special Needs Capital Grant (SNCG). From November 2002 funding through Glasgow Housing Association's improvement and new build programme will be available for houses transferred from Glasgow City Council.

20.37 Five Year Action Plan

Action	Lead Responsibility	Target Date	Cost of Housing Support Element
Audit, Review and Reconfiguration of Designated Supported Accommodation. Deregistration of 190 places.	Doug Adams, Joint Mental Health Commissioning Manager/Carol Heron	2004/2005	£37,477.00
Review of Current Housing Support Services [In conjunction with Supporting People team]	Ann McGuigan, Supporting People Manager/Carol Heron		
Commissioning of remainder of Modernising Mental Health supported accommodation places	Doug Adams/Carol Heron	2003/2005 13 places	£2564.00
		2004/2006 16 places	£3156.00
Commissioning of Crisis Accommodation	Doug Adams/Carol Heron	2005/2006 18 places	£3550.00
Commissioning of services for people with A.R.B.D.	Doug Adams/Carol Heron/Jim Kearns	2004/2005 8 places	£1578.00
		2005/2006 8 places	£1578.00
		2006/2007 8 places	£1578.00
		2007/2008 8 places	
Commissioning of floating support services to people with mild/moderate mental health problems who are homeless	Elaine Haddow/Carol Heron/Jim Kearns	2003/2005 45 places	£8876.00
		2005/2006 30 places	£5917.00
		2006/2007 15 places	£2958.00
Commissioning of supported accommodation services for people with mild/moderate mental health problems who are homeless	Elaine Haddow/Carol Heron/Jim Kearns	2004/2005 20 places	£3945.00
		2005/2006 20 places	£3945.00
		2007/2008 20 places	

Appendix One Housing (Scotland) Act 2001

SCHEDULE

Scottish Statutory Instrument 2002 no. 444

Prescribed Housing Support Services

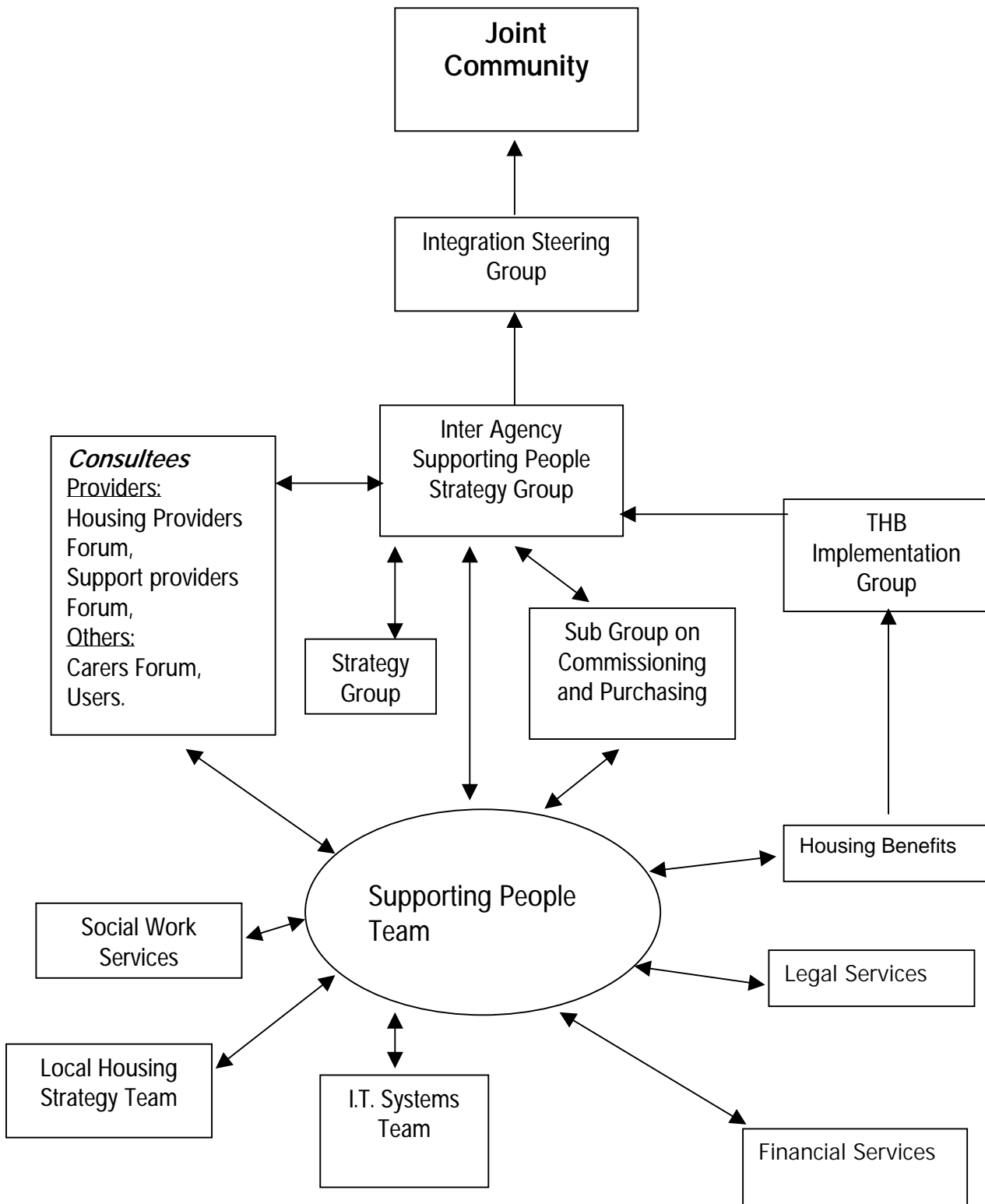
1. General counselling and support including befriending, advising on food preparation, reminding and non-specialist counselling where this does not overlap with similar services provided as personal care or personal support.
2. Assisting with the security of the dwelling required because of the needs 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 2

Glasgow's Planning Structure

The structure for the management and co-ordination of Supporting People is illustrated below:



Appendix 3 Pipeline projects approved by the Scottish Executive 2003-2004

Project Name	Client Group	Number of Places	Cost Per Person Per Week	Occupancy Date	Cost 03/04
Jean Morris House	Homeless	8	£471.00	01-Jun-03	£167,730
Drumchapel Supported Youth Project (2003-04)	Homeless	7	£321.09	01-Apr-03	£120,128
Greater Easter Foyer (Phase 1)	Homeless	4	£334.68	01-Apr-03	£71,550
Greater Easter Foyer (Phase 2)	Homeless	10	£334.68	01-Jul-03	£134,278
Greater Easter Foyer (Phase 3)	Homeless	6	£334.68	01-Nov-03	£44,400
Simon Community, Parkhead	Homeless	9	£286.00	01-Jun-03	£114,580
Stables Project	Older People	25	£257.19	01-Sep-03	£199,598
Barlia Drive	Learning Disability	6	£420.00	01-Jun-03	£112,176
Garvel Road / Barlanark Rd / Bressay Rd	Mental Health	8	£150.00	01-Mar-04	£5,271
VSheltered Housing Prog. Hawthorn Rd	Older People	31	£74.98	01-Aug-03	£82,706
VSheltered Housing Prog. Brockburn Rd	Older People	56	£74.98	01-Sep-03	£130,345
Carnetynehall Court	Older People	40	£256.35	01-Dec-03	£181,679
Riddrie Hostel - Phase I	Learning Disability	4	£350.00	01-Aug-03	£49,815
Riddrie Hostel - Phase II	Learning Disability	8	£350.00	01-Sep-03	£86,920
Westlands	Physical Disability	7	£285.00	01-Jun-03	£88,806
GCC Hospital Resettlement (Double Unit)	Learning Disability	2	£420.00	02-Apr-03	£44,772
GCC Hospital Resettlement (Single Unit)	Learning Disability	1	£623.19	01-Jun-03	£27,741
Emergency Alarm System	Other	30	£9.93	01-Dec-03	£5,278
Kirkhaven Hostel	Drugs/Alcohol	30	£9.93	01-Dec-03	£7,895
GCC Hospital Resettlement (Ardenglen)	Learning Disability	2	£420.00	01-Apr-03	£44,895
GCC Hospital Resettlement (GHA)	Learning Disability	5	£420.00	01-May-03	£103,013
Project Name	Client Group	Number of Places	Cost Per Person Per Week	Occupancy Date	Cost 03/04

GCC Hospital Resettlement (Castlemilk East)	Learning Disability	3	£421.00	01-Jun-03	£56,222
GCC Hospital Resettlement (Cube HA)	Learning Disability	2	£422.00	01-Jul-03	£33,862
GCC Hospital Resettlement (Cube HA)	Learning Disability	1	£423.00	01-Jul-03	£16,971
GCC Hospital Resettlement (GHA - Sthramartin)	Learning Disability	1	£423.00	01-Jul-03	£16,971
Stravanan Road, Phase I	Other	8	£190.00	01-Mar-04	£6,677
Bellgrove Hostel	Homeless	50	£448.00	01-Apr-03	£1,197,200
Small Scale Resettlement	Homeless	50	£215.00	01-Apr-03	£574,549
Temporary Furnished Flats (TFF)	Homeless	165	£215.00	01-Apr-03	£1,896,012
TOTALS		579			£5,622,041

Appendix 4

Supporting Documentation

1. Community Care Plan 2001-2004
2. SWS Service Plan 2001-2004
3. Glasgow City Council Local Housing Strategy
4. Communication Strategy
5. Consultation Processes
6. Assessment of Need
7. Commissioning Plan
8. Monitoring Framework
9. Equality policy
10. Mapping Supply Business Objects reports
11. Mapping Supply Reports Funding Breakdown
12. Mapping Supply Summary Reports
13. Circular CCD7/2001 Joint Resourcing and Joint Management
14. Commissioning, Contracting and Contract Compliance for Social Care Services
15. Accounts Commission Gap Approach to measure Service Quality
16. Communities Scotland handover to Glasgow report
17. GCC Annual Performance Report 2002/3
18. SWS Area Service Team Data Compendium
19. GCC Adult Physical Disability Strategic Framework
20. Modernising Mental Health Services