

Wolverhampton
City Council



**Wolverhampton Housing Support and Social Inclusion Strategy
2010 – 2015**

FINAL

8 September 2010

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What is this strategy about?

The main focus of this strategy will be on how we can meet the needs of Wolverhampton residents in order to enable them to gain or maintain independence and social inclusion. The outcomes in this strategy aim to help achieve the following key outcomes for our customers:

- **Economic Wellbeing**
 - Maximise income, including receipt of the right benefits
 - Reduce overall debt
 - Obtain paid work/ Participate in paid work

- **Enjoy and achieve**
 - Participate in chosen training and/ or education, and where applicable, achieving desired qualifications
 - Participate in chosen leisure/ cultural / faith/ informal learning activities
 - Participate in chosen work like/ voluntary/ unpaid work activities
 - Establish contact with external service/ family/friends

- **Be Healthy**
 - Better manage physical health
 - Better manage mental health
 - Better manage substance misuse
 - Better manage independent living as a result of assistive technology/ aids and adaptations

- **Stay Safe**
 - Maintain accommodation and avoid eviction
 - Comply with statutory orders and processes (in relation to offending behaviour)
 - Better manage self harm, avoid causing harm to others, minimise harm/risk of harm from others

- **Make a Positive Contribution**

- Greater choice and/or involvement and/or control at service level and within the wider community

The Housing Support and Social Inclusion needs of the following groups of people are covered by this strategy:

Client Group	Primary Support Need
Older People	<ul style="list-style-type: none"> - Older People - Frail Elderly - Older People with Mental Health Problems/Dementia
Mental Health & Substance Misuse	<ul style="list-style-type: none"> - People with Mental Health Problems - People with Drug Problems - People with Alcohol Problems - People with Complex Needs
Disability & Long Term Impairments	<ul style="list-style-type: none"> - People with a Physical, Sensory or Cognitive disability - People with learning disabilities - People with HIV/AIDS
Young People	<ul style="list-style-type: none"> - Teenage Parents - Young People at Risk (Age 16+) - Young People leaving care (Age 16+)
Homelessness & Settlement	<ul style="list-style-type: none"> - Homeless Families - Refugees & New Migrants - Rough Sleepers - Single Homeless - Gypsies & Travellers - People with a generic support need
Offenders, Violence & Abuse	<ul style="list-style-type: none"> - Offenders or people at risk of offending - People at risk of violence or abuse - Mentally disordered offenders

This strategy will set out the plans to address the main improvements that need to be made that affect all the client groups. The particular needs of each client group will then be looked at separately through Sectorial Reviews. Sectorial Reviews will look at the needs of each client group in detail and will plan how services for each client group can be improved in line with the requirements of the strategy and other related strategies for that client group.

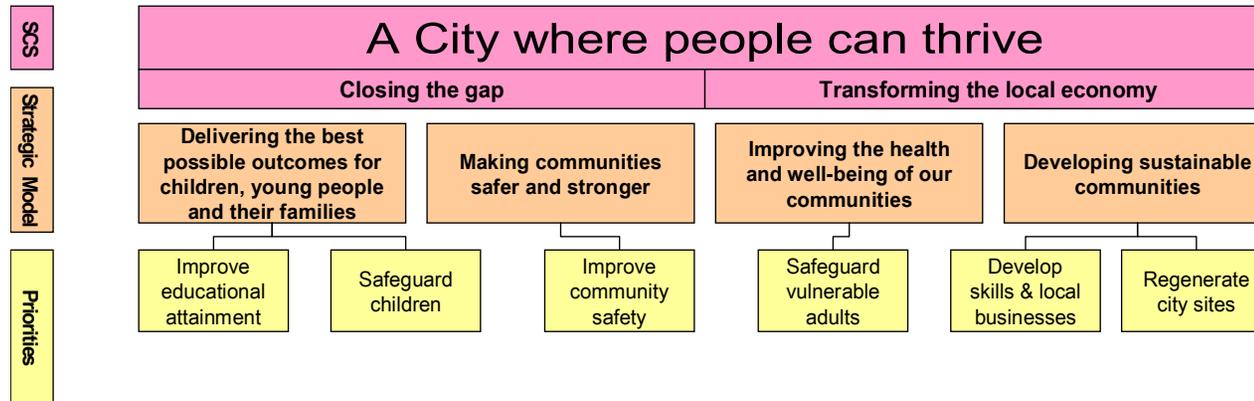
We will need to make sure that this strategy helps to achieve the outcomes of other related strategies and plans. There are a number of national, regional and local strategies that are linked to housing support and social inclusion. We will need to make sure that our plans for the next five years are in line with what the related strategies say.

The key themes from the main strategies considered are included in the table below:

Name and date of Strategy	What is it about?	Key Themes
Independence and Opportunity – Communities and Local Government (2007)	National Strategy for Supporting People (Housing related support)	<ul style="list-style-type: none"> - Keeping people that need services at the heart - Enhancing partnership with the Third Sector - Delivering in the new Local Government landscape - Increasing efficiency and reducing bureaucracy
Putting People First – HM Government (2007)	Developing a shared vision for delivering personalised services for Adults	<ul style="list-style-type: none"> - Universal Services - Early Intervention and Prevention - Choice and Control - Social Capital
Public Service Agreements (PSA) – HM Government (2007)	A range of agreements relating to key areas for Local Government to address	<ul style="list-style-type: none"> - PSA16 Increase the proportion of socially excluded adults in settled accommodation and employment, education and training - PSA18 Promote better health and wellbeing for all - PSA23 Make Communities Safer - PSA 25 Reduce the harm caused by alcohol and drugs
Wolverhampton Sustainable	Describes the kind of city that	<ul style="list-style-type: none"> - We have more job opportunities

Communities Strategy – Wolverhampton Partnership (2008)	residents, partner organisations and stakeholders would like Wolverhampton to be by 2026	<ul style="list-style-type: none"> - We like where we live - We feel safer and more involved - We'll live longer and healthier lives - We have the skills and knowledge we need
Every Adult Matters – Wolverhampton City Council (2009)	Provides a strategic framework within Adult Social Care in Wolverhampton to support adults' independence, well-being, choice and quality of life	<ul style="list-style-type: none"> - Access to universal services - Promotion of independence - Early intervention - Personalisation of services - A balance between risk and choice - Leadership and partnership working - Developing the workforce
Wolverhampton Housing Futures Plan – Wolverhampton City Council (2009)	Focuses on meeting housing needs and solving housing problems	<ul style="list-style-type: none"> - <u>homes</u> – new homes, redevelopment of residential environments and existing homes - <u>people and neighbourhoods</u> – supporting livelihoods by improving access to information, training, jobs, and delivering attractive residential environments that support social cohesion - <u>places</u> – being explicit about what will happen where, so that limited resources for different activities can be brought together to maximise the impact both for that place and for the City
Wolverhampton Homelessness Strategy – Wolverhampton City Council (2007)	Framework and vision to assist in the implementation of quality services for people who are homeless or at risk of homelessness within Wolverhampton	<ul style="list-style-type: none"> - Homeless prevention, housing advice and information - Health and Wellbeing - Accommodation and Support - Crime Reduction and Community Safety

The diagram below shows the priorities for Wolverhampton as a city and how these link together.



Changes since 2005

Our last strategy was developed in 2005 and reviewed in 2008. It set out the following aims:

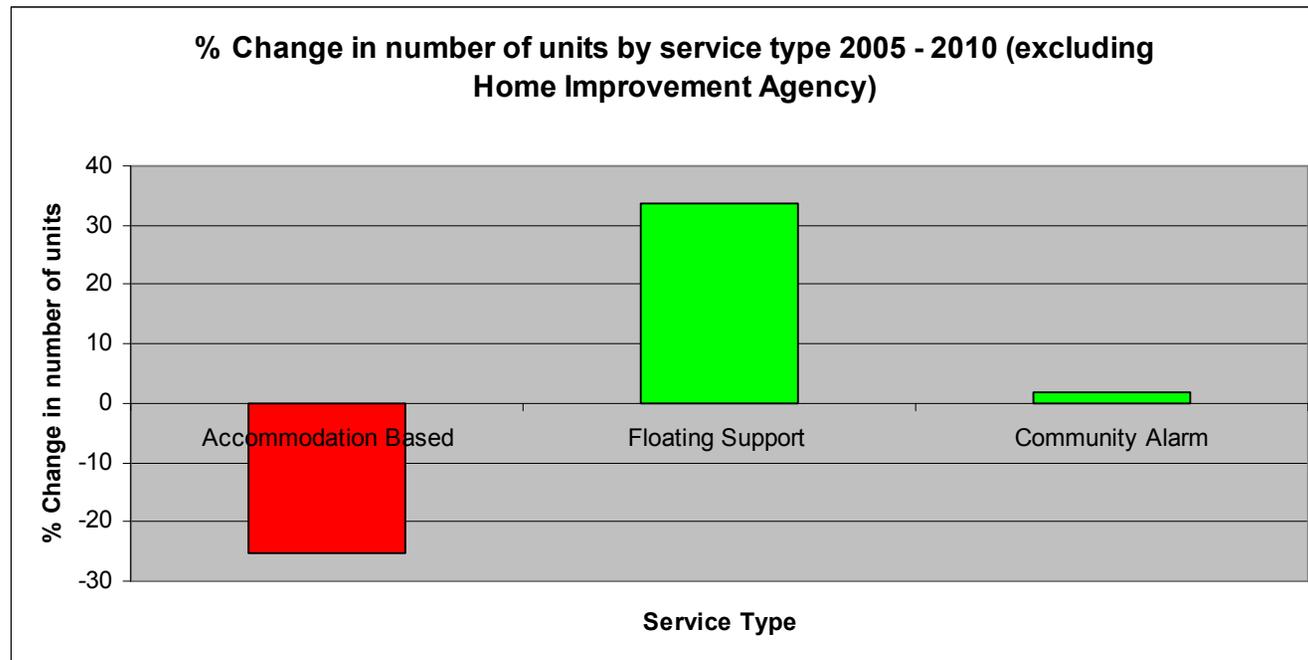
- Prevention: intervening earlier in peoples lives, offering lower levels of support in order to prevent crisis
- Social inclusion: targeting resources at those groups of people who are disengaged from “the mainstream”
- Equality and fairness: targeting resources in order to achieve equity and balance in service provision
- Partnership: ensuring stakeholders work together, across regional boundaries and across service user groups in order to improve outcomes for service users

A summary of the progress made since the last strategy against the four overarching aims is given below:

Prevention

We have increased the amount of low level support provided, by increasing the number of people supported through 'floating support'. Floating Support is a low level service that supports people at the earliest possible time to prevent crisis or minimise the effects of a crisis. Since 2005, we have increased the number of floating support units from 624 to 835. In addition, many of our accommodation based services are required to deliver an outreach service, providing floating support to residents of the local community.

A multi-agency group is in place to address issues associated with move on from housing support and social inclusion services. The work of the group aims to prevent repeat homelessness by ensuring people accessing short term housing support and social inclusion services move on successfully into independent living.



Social Inclusion

We have commissioned a new service to support at least 6 people with HIV/AIDS who have housing-related support needs. We have also commissioned a new service to support at least 12 people with an Acquired Brain Injury who have housing-related support needs.

Our services for ex-offenders or those at risk of offending have been improved by increasing the number of floating support units and developing a multi agency group who will help to co-ordinate offender referrals in the city.

We are helping to deliver the Local Area Agreement Delivery Plan around 'Supporting Inclusion'. This includes activities to:

- improve the consistency and availability of information and advice
- promote financial inclusion
- increase outreach support
- change services to prevent vulnerability

Equality and Fairness

We undertake Equality Impact Assessments for each of our service specifications, policies and strategies. This helps to ensure that our services are provided in a fair way and do not discriminate against anyone.

Through our Participation Officer, we ensure that we actively recruit any groups not represented on the Experts by Experience panel (a group of current or previous customers who advise us as part of the decision making process).

The Equality and Fairness of each service is specifically looked at during the service review process and providers are required to meet at least an acceptable standard.

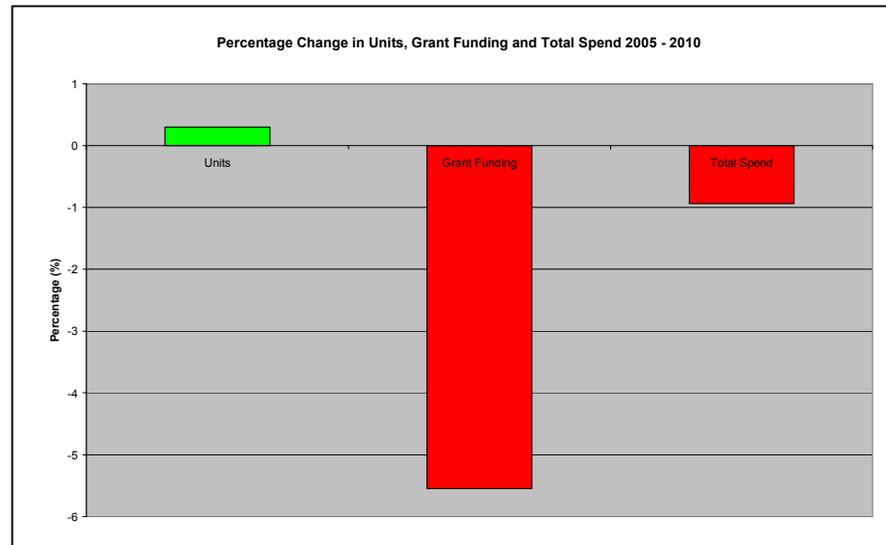
Our service specifications have been broadened in order to ensure that our services are available to a wide range of people with similar needs.

Partnership

We have commissioned a new service with three other local authorities (Birmingham, Dudley, Walsall) to support people who are serially excluded from services and have multiple needs (offending, mental health, substance misuse etc). We now also jointly commission with our colleagues in Social Care two mental health services. In addition we ensure that our sectorial reviews are undertaken jointly with other relevant departments. Recently, our sectorial review for Asylum Seekers, Refugees and New Migrants was undertaken in partnership with the Asylum Seekers Team and Children and Young People services.

Changes in the budget since 2005

The financial position has changed since 2005. In 2005 the money received by Wolverhampton City Council for Housing Support services was paid as a ring-fenced grant (Supporting People grant) from Communities and Local Government. The grant paid to Wolverhampton City Council by Communities and Local Government for housing support and social inclusion services has reduced by 5.5%. The City Council have increased the amount they allocate for housing support and social inclusion services, which means the overall reduction in spend since 2005 is around 1%. Even with this reduction, we have managed to slightly increase the number of units provided as well as improving the value for money and quality of services provided. The changes are illustrated in the graph below.



In addition to the changes to the amount received, the way in which the funding is paid has also changed. The Supporting People grant is no longer ring-fenced and is paid to Local Authorities as part of the Area Based Grant. Local Strategic Partnerships can choose how to spend all of the money received through the Area Based Grant. This could mean further changes to the amount of money allocated for housing support and social inclusion services in Wolverhampton.

How did we develop the strategy?

In developing this strategy we gathered information from a range of different sources.

We took information from:

- Existing plans and strategies (national, regional, local, cross cutting & client group specific)
This information tells us what issues are important for us to address and how we can help to deliver other related strategies.
- Demographic information
We used information from the Joint Strategic Needs Assessment and Window on Wolverhampton to understand what the population of Wolverhampton is like now and how it might change over the next five years.
- Primary Research
We gathered information from existing service users and other residents of Wolverhampton to ask them about what they already knew about housing support and social inclusion services and whether they had a need for our services. This has helped us to understand what people's understanding of our services is and whether there are any people who need support in the city who aren't yet accessing it.
- Focus Groups & Consultation Sessions
We met with a range of organisations already involved in the Supporting People programme in Wolverhampton in order to find out what they think are the main areas we need to address.

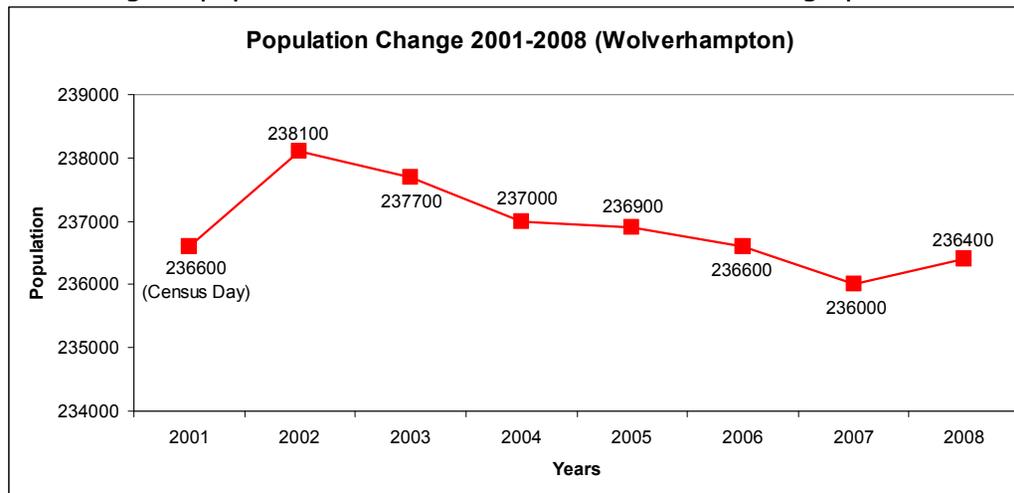
What is happening now?

Key Facts about Wolverhampton & its Population

The population of Wolverhampton, which has been reducing since the 1970's, is starting to grow. This growth is in line with national trends. The latest figures from the Office for National Statistics (ONS), estimate that in 2008 the total population of Wolverhampton was 236,400.

Wolverhampton's population is predicted to grow to 247,500 by the year 2031. It is predicted that in 2031, 4% of Wolverhampton residents will be over 85 years of age, almost double the current rate for this age group (2.2%).

The change in population from 2001 – 2008 is shown in the graph below.



Source: Mid Year Estimates 2008, ONS

Wolverhampton is one of the most diverse cities in the United Kingdom. The extent and the rate of its population of minority ethnic origin is steadily increasing. It has increased from 24.6% in 2001 to 26.93% in 2008. This trend is again in line with national trends, though Wolverhampton rates are far higher than the England average, which is 16.35%.

The fastest growing Black and Minority Ethnic (BME) groups in the city are those of Black African and Bangladeshi origin, whereas the white population is generally decreasing except for those born outside the British isles, who are mainly European migrants.

The make up of households in the city is also expected to change. The number of homes with married couples is expected to decrease and the number of households with lone residents or cohabiting couples is expected to increase. The change in households from 2004 to 2009 is shown in the table below.

Household Types (%)	2004	2009	Change
married couple	47%	35%	-12%
cohabiting couple	9%	13%	+4%
lone parent	8%	8%	0%
other multi-person	6%	6%	0%
one person	30%	38%	+8%

Source: Revised Projections of Households for the English Regions to 2026, Department for Communities and Local Government

Health inequalities in Wolverhampton continue to be a challenge for the city. Wolverhampton is in the bottom 20% of local authorities for life expectancy. Wolverhampton is still behind the UK average in terms of life expectancy and the latest figures show that the gap for women is actually increasing. If this trend continues, Wolverhampton will not meet its target of 77.2 life years for men and 81.1 for women by 2010. Currently men in Wolverhampton can expect to live to 75.7 years compared with

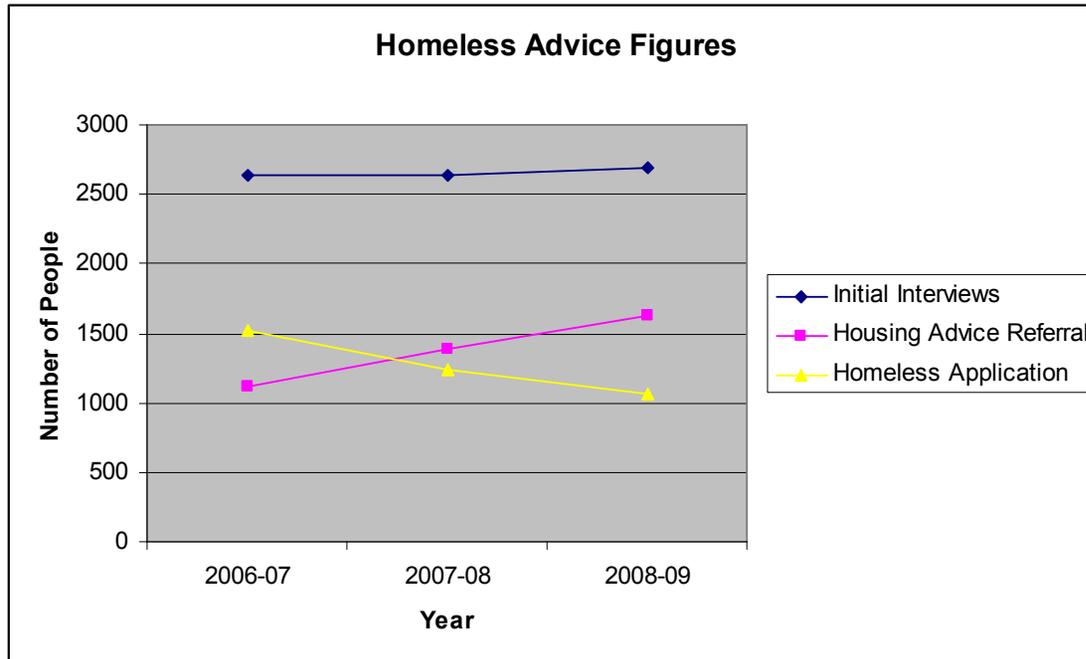
77.5 years for England & Wales. For women in Wolverhampton life expectancy is 80.3 years against 81.7 years for England & Wales.

The conditions that are the main causes of loss of life in Wolverhampton have the greatest potential for improvement through a change of lifestyle choices. Choices such as quitting smoking, eating a healthy diet and taking up exercise, can help to reduce health inequalities in Wolverhampton. These are all things that housing support and social inclusion services can help to improve.

The level of unemployment in the city has increased sharply to reach levels not seen since the mid 1990's. In April 2008 the rate of Jobseeker's Allowance (JSA) claimants in the city was 5% of the working age population. One year later, it had increased to 8%, peaking in August-September 2009 at 8.2%, the highest rate in the UK jointly with Birmingham. By February 2009, there were almost 3,000 more job seekers in Wolverhampton than there had been the previous year, bringing the total number of claimants over 10,000 for the first time since the mid 90s.

Wolverhampton's overall ranking in the Index of Multiple Deprivation 2007 is 28th nationally. Wolverhampton now falls in the band of the 10% most deprived places in the Country.

In 2008/09 there were 1,058 homeless applications received by the council, 422 of these were accepted as being statutorily homeless. In 2007/08 these figures were 1,242 and 416 respectively. If someone is accepted as being statutorily homeless this means that the local authority has a duty to house them. The graph below shows that there has been an increase in the amount of people requesting advice in relation to housing and homelessness but there has been a decrease in the amount of people requiring statutory homeless applications.



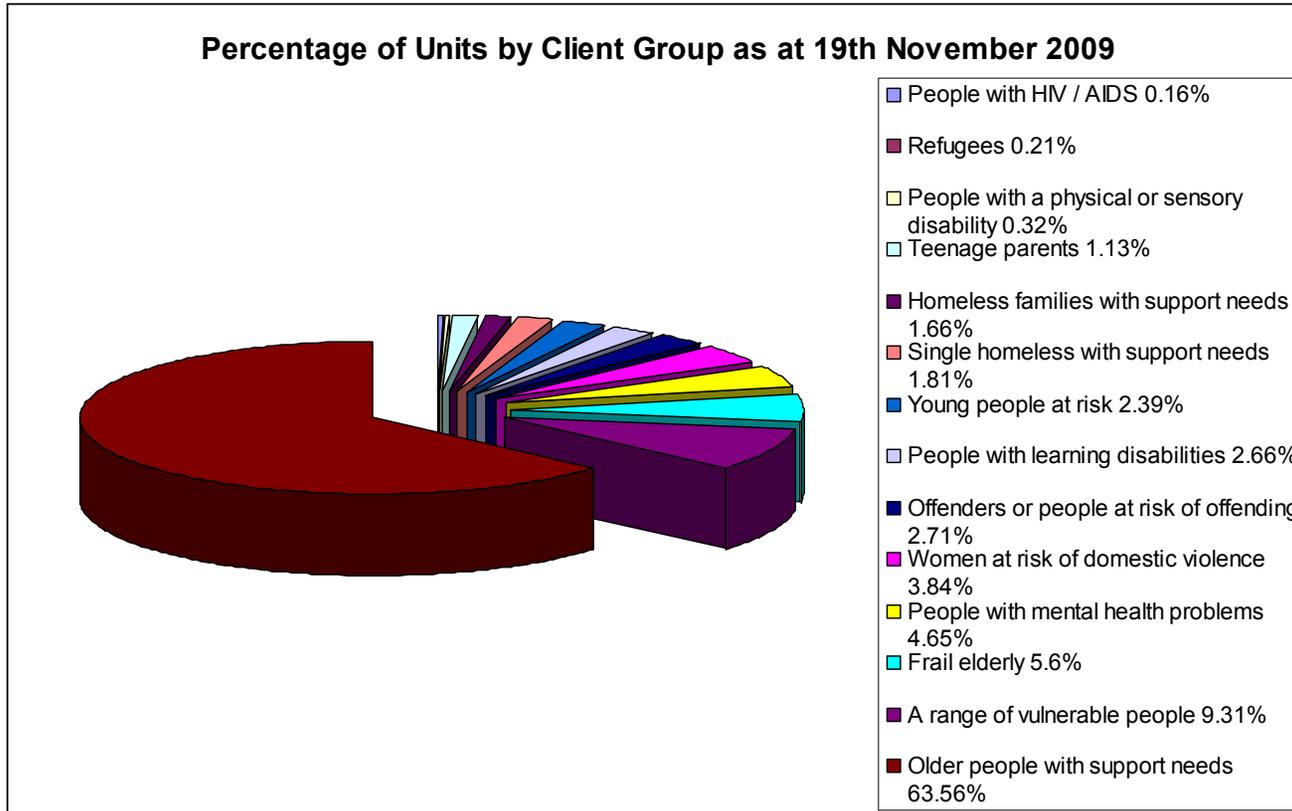
Source: Homeless Review 2010

Housing Support & Social Inclusion Services

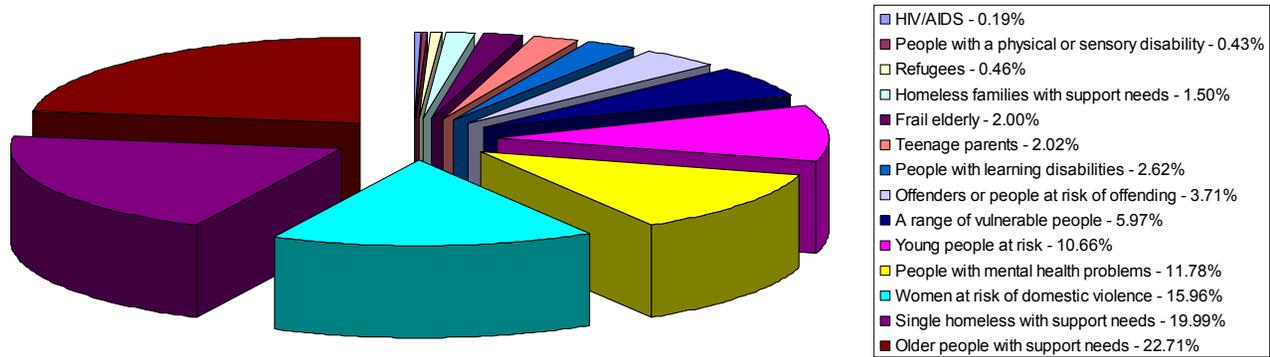
In Wolverhampton we currently have 62 Housing Support & Social Inclusion services, which are provided by 27 different organisations. We currently support nearly 13,000 people. The table below shows the number of floating support and accommodation based units we currently have for each client group we support.

Client Group	Primary Support Need	Minimum number of accommodation based units	Minimum number of floating support units	Total Minimum Number of People supported
Older People	Older People	1785	132	1917
	Frail Elderly	213	0	213
Mental Health and Substance Misuse	Mental Health	84	65	149
	Complex Needs	32	4	36
Disability and Long Term Impairments	Learning Disability	6	95	101
	HIV/AIDS	0	6	6
	Physical & Sensory	0	12	12
Young People	Young People	81	10	91
	Young Parents	19	24	43
Homelessness and Settlement	Single Homeless	53	16	69
	Homeless Families	63	0	63
	Generic (no specialist need)	0	354	354
	Refugees	0	8	8
Offenders, Violence & Abuse	Violence and Abuse	66	80	146
	Offenders	35	35	70
	Community Alarm	0	8844	8844
	Home Improvement Agency	0	500	500
	Total	2,437	10,185	12,622

The graphs below show the proportion of units and spend by client group.



**Projected distribution of Spending for 2009 - 2010
by Primary Client Group**



Impact of existing services

National Research has been undertaken by Capgemini in 2009 found that housing support services save other service areas a significant amount of money through preventing people's needs increasing. Capgemini calculated the net financial benefits of housing support services (provided through the Supporting People programme) to be £3.41 billion nationally per year. These savings are calculated by working out how much additional money would have been spent on other services such as health and social care if housing support services were not in place.

The local financial benefit has been calculated for Wolverhampton. The outcome demonstrates that the provision of housing related support services in the city provides significant financial benefit. Housing Support services in Wolverhampton save the city in the region of £5.8 million more than we invest each year.

What needs to happen over the next five years?

What did the needs analysis tell us?

Primary Research (Citizens Panel and other Wolverhampton Residents)

Information was gathered through the Citizens Panel to inform this strategy. The Citizens Panel is 1,300 Wolverhampton citizens who have agreed to take part in regular consultation activities for the City Council. The Panel gives citizens of Wolverhampton an opportunity to have their say about life in the city and how they think local public services can be improved. 812 panel members responded to the questionnaire.

Only 23% of respondents had heard of housing support. 9% of respondents had received housing support either for themselves or for a member of their family. Of those who had received a housing support 85% were either fairly satisfied (39%) or very satisfied (46%) with the support they received. 24% of respondents stated they would be interested in receiving a housing support service. The single form of help the highest proportion of panel members expressed an interest in is being safe and secure.

When asked where they would go if they needed support most people said they would either go to the Council Offices or Citizens Advice Bureau.

We also asked the same questions to people attending the City Show and other Wolverhampton residents who attended a number of different events. 280 questionnaires were completed. The findings of these questionnaires were similar to those received through the Citizens Panel.

61% of respondents had heard of housing support with most having a good understanding of the support it provides. 43% of respondents said that they or a member of their household had received a housing support service and of those 95% said they were either fairly satisfied (26%) or very satisfied (69%) with the support they received.

51% of respondents said that there was something about their current living arrangement that a housing support service may be able to help them with. The types of support the highest proportion of respondents said their household could use are help with being safe and secure (28%), help with dealing with the benefits system and its forms (26%) and directions to other services (25%).

When asked who they would go to in order to ask for support if they needed it, the highest proportion would go to Council Offices and over a third would go to Citizens Advice Bureau (37%) or to their Housing Association or Landlord (36%)

Single Referral Forums

Single Referral Forums (SRFs) are meetings between professionals involved in delivering services to discuss referrals being made into services and ensure people receive the most appropriate service for their needs.

The information gathered from Single Referral Forums had a number of common themes. Many of the groups were reporting an increase in the number of people being referred with high needs. It is unclear whether this is because we are now looking more closely at what people's needs are or whether people's support needs are becoming more complex.

SRFs experience problems in moving people on into more independent accommodation. Problems experienced include the time it takes for a suitable property to become available and difficulty in accessing grants to purchase furniture and equipment needed.

The Young People's SRF called WYPAF (Wolverhampton Young People's Accommodation Forum) reports a significant increase in the number of referrals received. The number of referrals in 2008/09 was 27% higher than previous years. WYPAF report that this increase is likely to continue year on year.

Outcomes

In general, Wolverhampton performs well compared to the regional average in relation to successful outcomes achieved for service users in housing support services. However, outcomes with notably low success rates for Wolverhampton and across the region are in relation to obtaining work and qualifications.

From the information we gathered from existing strategies and plans and the consultation we undertook with service users, providers and other stakeholders we identified four key outcomes that we need to address over the next five years. The consultation also highlighted two cross cutting themes that we need to take account of in everything that we do. This strategy will follow three overarching principles:

Principles of the strategy

Compact Principles

The Wolverhampton Compact is a commitment between the Statutory Sector and Voluntary and Community Sector in Wolverhampton which aims to ensure we work better together. In delivering this strategy we will aim to meet the requirements of Wolverhampton Compact.

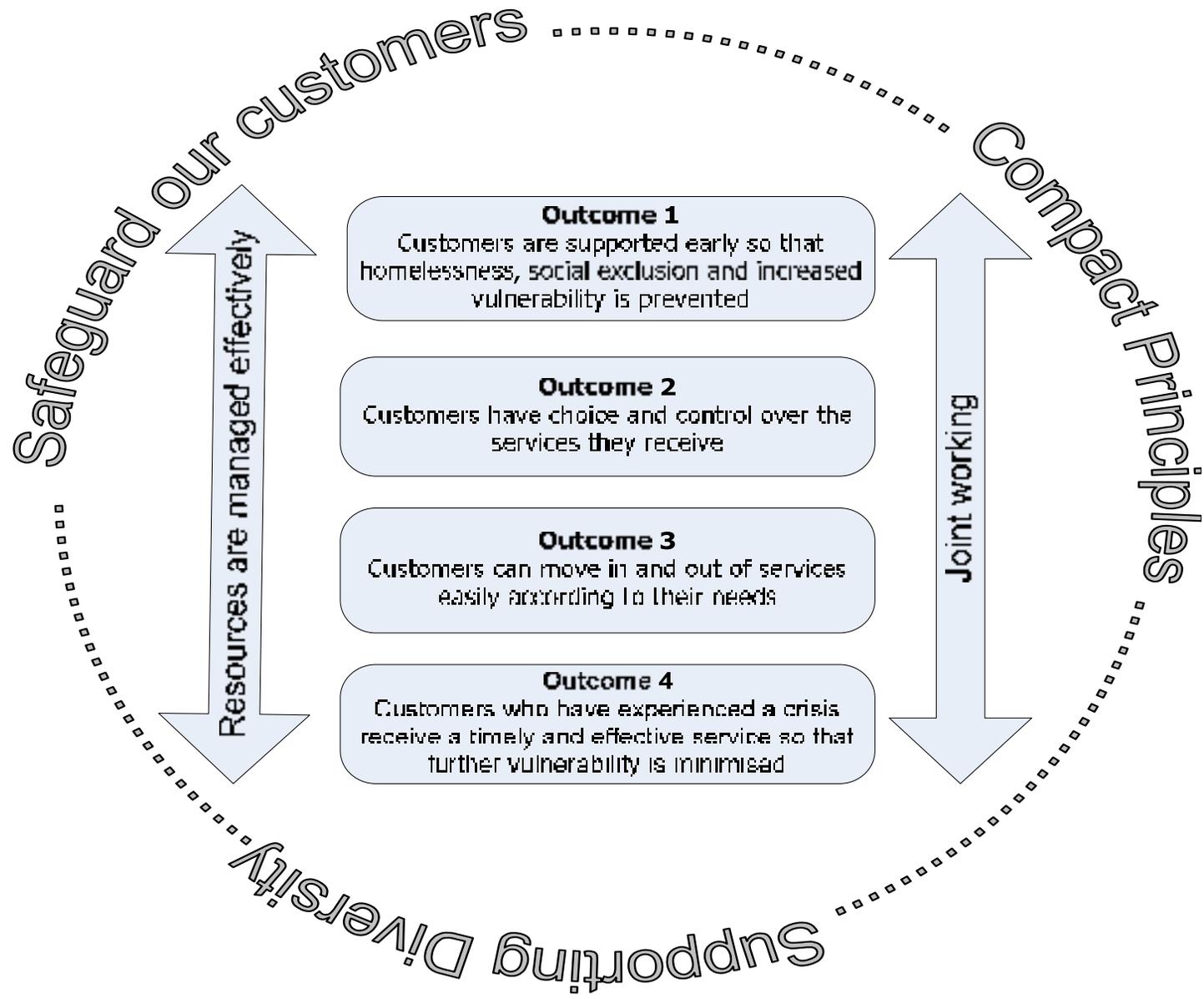
Safeguarding our Customers

One of our most important responsibilities is to make sure that the people accessing our services are protected from abuse. In delivering this strategy we will ensure processes are in place to protect our customers from abuse.

Supporting Diversity

Wolverhampton has a diverse population and it is important that our services reflect the diversity of the city. We need to ensure that all Wolverhampton citizens including those from minority groups can access appropriate services if they need them. There are different aspects of diversity that we need to consider, including; age, gender, ethnic origin, language, culture, faith, sexuality, gender identity, disability and any specific lifestyle preferences.

The outcomes and cross cutting themes are illustrated in the diagram below:



Key Outcomes:

Outcome 1: Customers are supported early so that homelessness, social exclusion and increased vulnerability is prevented

What is this outcome about?

This outcome is about trying to stop people becoming homeless, socially excluded or needing to access social care and health services. If we can support people before their need becomes too great, we can help to stop their needs increasing further. In order to do this, residents of Wolverhampton will need to know they are entitled to support and will need to recognise when they could benefit from receiving a support service. We will need to ensure that there are services in place that can support a large number of people with a broad range of needs. We will need to have services in place that can support people right at the point that their need occurs. We will also need to pro-actively seek people who may benefit from support, rather than waiting for them to contact us.

In order to achieve this outcome, we need to understand why people may become homeless, socially excluded or in need of social care and health services.

Why do people become homeless?

The four key reasons for homelessness in Wolverhampton are the same as they are nationally:

- Friends and family asking someone to leave the home
- Domestic Abuse
- End of a tenancy (a tenancy is the agreement you have with your landlord for renting the property)
- Financial Issues

Altogether, these four reasons make up 75% of all homeless approaches to the homeless services in the city and between 75-80% nationally.

The largest reason for people presenting as homeless is based on family/friends relationship breakdown and people being asked to leave the property where they live. This means that we need to support people to resolve the differences in their relationships or find them another suitable place to live before they are asked to leave the property they are living in.

Why do people feel/become socially excluded?

People become socially excluded when they feel no longer able to safely or happily access services and facilities that they want to access. In order to help stop social exclusion, we need to ensure that residents of Wolverhampton feel happy and safe in their life and can access the services and facilities they want to and can engage with the wider community, if that is what they want.

Social exclusion often happens because of a build-up of problems across several aspects of people's lives. Someone who is socially excluded may need support to help them feel socially included with things like access to services, good social networks, housing, advice and information.

Why do people need to access Social Care and Health Services?

People need to access Social Care and Health services when they are no longer able to deal with their health and wellbeing on their own. Often, this is because their health and wellbeing has been declining over a period of time. If we offer people support when their health or wellbeing first starts to decline, we may be able to stop it declining further and enable that person to manage their health and wellbeing again on their own, without needing to access specialist health and social care services.

What action do we need to take?

- Raise awareness of housing support and social inclusion services with community and voluntary organisations, residents, schools, statutory services (hospitals, doctors, social care services etc) and universal services (leisure centres, libraries etc)

- Pro-actively seek people who would benefit from support
- Ensure there is plenty of low level floating support across the city that can address a broad range of needs

Measures of success

- Levels of homelessness decrease
- Number of people accessing floating support increases
- More organisations and residents are aware of housing related support and how to access it

The actions taken to achieve this outcome will also help to achieve the requirements of:

- PPF
- PSA16
- Supporting Inclusion Delivery Plan
- Homelessness Strategy

Outcome 2: Customers have choice and control over the services they receive

What is this outcome about?

This outcome aims to ensure that when people need to access our services they have a range of services that could meet their needs and they can choose the one that suits them best. People accessing our services will have control in relation to which service provider delivers their support and the way the support is delivered. Support workers and other professionals will need to work with the people accessing our services, so that they can make safe choices about the support they receive.

In order to achieve this outcome, we need to understand the choices that customers want to have in terms of the support they receive and their preferences, so that we can ensure we have a suitable range of services in place that can adapt to their needs and wants.

The Putting People First (PPF) programme aims to increase choice and control for customers, so we will need to ensure that we link into the work of the PPF programme.

We need to be clear about how much choice customers can have in which sorts of service. In some cases, such as a direct access homeless hostel, service users may not have a choice about where they live whilst they are receiving the service, but they will still have an input into how their support is delivered and what they want to achieve.

What action do we need to take?

- Find out what our customers and potential customers preferences are in terms of service delivery
- Make changes to the services available and the way in which services are delivered in line with the preferences of our customers and potential customers
- Develop systems so that customers have safe control over who delivers their support, including the use of personal budgets
- Develop customer choice standards, so that customers can understand the level of choice available in different services
- Ensure all services, as a minimum, enable service users to make safe choices about how their support is delivered.

Measures of success

- Customers are pleased with the choices they have
- Customers feel in control of the support they receive
- There is a greater range of services available
- Services offer greater flexibility in terms of the way support is delivered, depending on the needs of each service user

The actions taken to achieve this outcome will also help to achieve the requirements of:

- PPF
- Independence and Opportunity

- Every Adult Matters

Outcome 3: Customers can move in and out of services easily according to their needs

What is this outcome about?

We need to ensure that as soon as someone has a support need, they can access the right service for them. Our customers need to be able to move to different services at the right time if their needs change. We need to make sure that if people have been living out of their community, such as in prison or hospital, that they are supported to move back into the community and continue to receive support until they are settled. We also need to make sure that people can move out of our services into independent living as soon as they are ready.

People move in and out of services in the following ways:

- Into/From prisons/hospitals
- Into/From short term services/accommodation
- Into/From long term services
- Into/From Social Care and Health services
- Into/From independent living
- From Children and Young People services

What action do we need to take?

- Develop an improved access, referral and move on process that includes requirements for partnership working
- Monitor the success of the access, referral and move on process and take action to reduce any barriers

Measures of success

- Barriers to access and referral are reduced

- Waiting times for services reduce
- Move on times improve

The actions taken to achieve this outcome will also help to achieve the requirements of:

- PPF
- Every Adult Matters
- Homelessness Strategy

Outcome 4: Customers who have experienced a crisis receive a timely and effective service so that further vulnerability is minimised

What is this outcome about?

We will try to ensure that we have services in place that help to prevent people experiencing a crisis, such as becoming homeless or needing a long stay in hospital. However, we will not be able to do this in all cases. This means that we need to make sure we can react quickly to support people who have experienced a crisis, so that their situation improves as soon as possible. To achieve this outcome we will need to work closely with other organisations and services that are in contact with people who have experienced a crisis in order to ensure that their vulnerability is minimised.

The organisations and services we will need to work most closely with are:

- Hospitals
- Prisons and Youth Offending Institutions
- Mental Health Services
- Substance Misuse Services
- Offender Services

- Homeless Services
- Citizens Advice Bureaux

What action do we need to take?

- Make sure that people going into prison, youth offending institutions and hospitals get advice about their current housing situation as soon as possible after they arrive
- Make sure that all relevant services and organisations know how to get advice about a persons housing situation so that homelessness can be prevented
- Make sure that people leaving other services do not have a gap in the support they receive

Measures of success

- Fewer people are homeless on release from prison and hospitals
- People who are homeless can access an appropriate service when they need it
- More people who are in prison, youth offending institutions and long-stay hospital get advice about their housing situation
- Staff in relevant organisations understand what housing support and social inclusion services are and refer people to these services, when there is a need

The actions taken to achieve this outcome will also help to achieve the requirements of:

- Homelessness Strategy

Cross Cutting Themes:

Resources are managed effectively

What is this theme about?

The money available for housing support services has been reduced year on year. However, the need for services in the city is increasing. This means that we need to make sure that we carefully plan where money is spent so that it has a positive impact. We also need to make sure that the amount we are paying for individual services is giving us value for money.

What action do we need to take?

- Ensure each of our services is providing value for money
- Ensure that we are targeting our spend in the areas that will have most positive impact on outcomes for our customers and the outcomes of this strategy
- Explore the possibility of using other funding sources wherever appropriate to commission housing support and social inclusion services

Measures of success

- Spend is within budget
- Outcomes improve
- All services provide value for money
- Services achieve efficiency savings year on year
- New services are developed

Joint Working

What is this theme about?

Housing Support and Social Inclusion services often support people who are also in touch with other services, such as social care or offender services. We need to make sure that related services are joined up, so that the people accessing them receive a consistent approach in the support delivered.

As well as working with other related service providers in the city, we also need to make links with other Local Authorities who provide similar services, as many of the people accessing our services will move across the region.

Key partners we need to work closely with to join up services are:

- Other Local Authorities in the West Midlands
- Social Care services
- Health services
- Offender services
- Community Initiatives team
- LAA Partners

What action do we need to take?

- Ensure that any service proposals have considered joint working opportunities, and take them forward where appropriate
- Work with other Local Authorities to develop joined up processes and services where there is an identified need
- Work with other commissioners in the city to develop joined up processes and services where there is an identified need

Measures of success

- Increase in joint contracts
- Increase in joint processes

Finance

The money used to purchase housing support and social inclusion services is paid to the Local Authority as part of the Area Based Grant. Before 2009/10, the money used to fund these services came through the 'Supporting People grant', which was ringfenced for housing support services under grant conditions issued by Communities and Local Government (CLG). Since 2009/10 the Supporting People grant has been paid to Local Authorities as an un-ringfenced grant within the Area Based Grant.

As a grant of around £8million, the Supporting People grant is almost one third of the total Area Based Grant in Wolverhampton.

Housing Support and Social Inclusion services provide preventative services which have a positive impact on other service areas. For example, if we support a vulnerable person to remain independent before their needs increase, it could reduce spend in other service areas such as Social Care and Health services.

Research undertaken nationally by Capgemini in 2009 found the net financial benefits of Supporting People services across the country to be £3.41 billion.

Using the same model as Capgemini, we have calculated that housing support and social inclusion (Supporting People) services in Wolverhampton save the city in the region of £5.8 million more than we invest per year.

Financial Risks

In 2009/10 the total budget was £8,360m the budget is made up of £7,998m CLG grant topped up with £362k Council support. Due to the Council's financial position it is unlikely the Council support of £362k will be sustainable in future years.

The grant funding of £7,998m is part of the Area Based Grant and the council can allocate the grant as they wish to meet local needs and priorities. Allocations beyond 2010/2011 have not yet been decided. Any reductions in funding in future years will pose significant risks to delivering the key outcomes of this strategy.

Patterns of spend

In order to get the maximum benefits from the money we spend, we need to ensure that we are prioritising those services that have the greatest impact on the outcomes of this strategy and other service areas. We need to focus our spend on the services that have the biggest preventative impact. We will do this by undertaking a benefits and impact assessment to inform each decision.

How are we going to make sure the changes happen?

A Strategy Implementation Plan will set out how we will deliver the actions identified in this strategy.

Progress against delivering the actions will be monitored through the Strategy Implementation Group and reported to Commissioning Board.

The Provider Forum will also assess progress against the Strategy at each meeting.

We will test each of the measures of success at the beginning of the strategy and then each time we review the strategy. There will be four Annual Reviews of the strategy which will be published in June from 2011 through to 2014.