

Client Group: Generic Needs Analysis (Refreshed December 2008)

'Supporting you to build an independent life'



*Working for
Warwickshire*

Introduction

This client group includes people who do not fit into any particular client group, but fall into a large number of categories in terms of their primary needs.

SUPPLY

Current Supporting People Position

Current Supporting People Spend (2008/09) **£1,021,522**
10.05% of total SP pot

Summary of services funded by Supporting People:

Outreach service: **60 units**
Floating Support: **244 units**

Total number of people supported **304**

Breakdown by District/Borough:

Table 1: Supporting People Provision

	Floating Support			Accommodation based		
	% of total max. client group spend	No. of units	% of units	% of total max. client group spend	No. of units	% of units
North Warwickshire BC	14.69%	35	11.63%	0	0	0
Nuneaton & Bedworth BC	21.15%	50	16.61%	0	0	0
Rugby BC	15.99%	48	15.95%	0	0	0
Stratford DC	23.59%	57	18.94%	0	0	0
Warwick DC	20.87%	51	16.94%	0	0	0

Average utilisation of services in 2007/8:

Floating support: **102.85%**
Accommodation based: **n/a**

Information from Sectorial Overview

- Supporting People has five contracts in place for generic services funding 244 units at a total cost of £1,021,522 per annum.
- All services provide short-term support, which is not intended to be in place for more than two years.
- Referrals for this group are from the Citizens Advice Bureau, Housing Departments, Probation, Self Referrals, Voluntary Agencies, Social Services, Health and Care Trusts.
- Some 34 services users completed feedback forms, 94% of whom were happy with their support services. Only one service user made a complaint.

- Feedback from stakeholders rated service outcomes and quality between good and excellent. Services were considered to be needed to support vulnerable tenants with sustaining tenancies and preventing homelessness. However, there were conflicting views in that some stakeholders felt that demand for this service was stable whilst others felt that it was rising.
- Stakeholders also considered that generic services complimented the delivery of other services and helped other agencies meet their objectives, linking in with other client groups such as 'homeless families', service users with mental health problems or alcohol problems, and the single homeless.
- Suggested improvements by stakeholders were for increased liaison between agencies, for there to be more literature available about generic services, and to reduce referrals going on waiting lists through the provision of more units.

Waiting List

Table 2: Waiting list for Generic client group on 6th July 2008

Service Type	North Warwickshire	Nuneaton & Bedworth	Rugby	Stratford on Avon	Warwick	Total
Floating Support	2*	2*	7	34**	34**	76

Source: Supporting People

* Provider serving the North of the County with a waiting list of 4

** Provider serving South of the County with a waiting list of 68

CURRENT POSITION WITHIN WARWICKSHIRE

This client group includes people who do not fit into any particular client group, but they may fall into a large number of categories in terms of their primary need. Also a small number of clients do not fit into any of the other categories, for example those receiving support to access debt counselling.

Assessing numbers and profiles of this client group across Warwickshire is difficult as many people will be counted within other client group profiles or will not fit into any of the defined groups.

Supporting People Client Database Information

The client record data analyses people who enter a Supporting People funded service during a set period. The figures below show who has started using a service between April 2007 and March 2008. Details of anyone already in a scheme prior to April 2007 will not be included in this breakdown.

Table 3: New service users under the 'Supporting People' programme, 2007/08, whose primary need was assessed as 'Generic/Complex' (93 Clients)

Client Age										Service Type		Client Sex	
<18	18-19	20-24	25-29	30-39	40-49	50-59	60-69	70-79	Unknown	Floating Support	Supported Housing	Female	Male
4	9	21	16	18	14	7	4	-	-	91	2	67	26

Client Ethnicity			Provider			
White British	Black or Black British	Mixed	Bromford Carinthia Housing Association	Christian Alliance Housing Association	Home Group	Heart of England Housing Association
91	1	1	71	15	1	6

Source: Supporting People Client Database

There were ninety three new services users to the Supporting People Programme between April 2007 and March 2008, the majority (72%) were women. Two clients (2%) were from BME communities.

Table 4; Secondary client group for those persons with Generic / Complex Needs assessed as their primary need, 2007-2008

Alcohol problems	1
Homeless Families with Support Needs	1
People with Learning Disabilities	3
People with Mental Health Problems	4
Unknown	81
Young People at Risk	3

Source: Supporting People Client Database

In the case of 81 of the 93 service users, the secondary client group is shown as "unknown". However most were being supported by services other than those specifically for people with Generic or Complex Needs.

Another perspective is to examine the circumstances of service users receiving a service from a service specifically aimed at people with Generic Needs.

Table 5; Primary client group for those persons supported by a service targeted at People with Generic / Complex Needs 2007-2008.

Generic / Complex Needs	44
Single Homeless with Support Needs	9
Homeless Families with Support Needs	6
Teenage Parents	2
People with Learning Disabilities	2
People with Mental Health Problems	2
Older People with Support Needs	2
Physical Sensory Disability	2
People Fleeing Domestic Abuse	2
Young People at Risk	2
Offenders	1
Young People Leaving Care	1
Frail Elderly	1

Table 6: New service users under the 'Supporting People' programme, 2007/08 supported by a service targeted at People with Generic / Complex Needs (76 Clients)

Client Age										Service Type		Client Sex		
<18	18-19	20-24	25-29	30-39	40-49	50-59	60-69	70-79	Unknown	Floating Support	Supported Housing	Female	Male	Unknown
2	10	16	11	16	9	4	6	1	1	76	0	55	20	1

Client Ethnicity					Provider	
White British	Black or Black British	Mixed	White Other	Refused	Bromford Carinthia Housing Association	Orbit Housing Association
72	1	1	1	1	53	23

Only three of the people with a primary need of Generic / Complex Needs had a secondary need indicated which was Young People at Risk in all three cases.

Assumptions of Need

- Need to develop strategy to count and define this group in future
- Analysis of client record data to be carried out to identify whether people are accessing generic services as a result of the specific service type they require not being available in their area.

QUALITATIVE INFORMATION

Feedback from Supporting People Big Event and Partnership Day

- At the Supporting People Event, of the total money allocated to the client groups by the event attendees using the 'post box' exercise, 4.5% was received by the 'Generic/Complex needs' client group. However, those who attended the event in a professional capacity allocated 5.9% of their total funds to this client group whilst those who attended in a non professional capacity allocated 2.5%.
- At the Partnership Day, using the same 'post box' exercise, the 'Generic/Complex needs' client group received 1% of the total money distributed among the client groups.

Strategic Context

Service User Feedback

34 users (24%) completed comment forms and 16 service users (11%) spoke directly to a service review officer.

Responses were:

- 32 (94%) were happy with the support service
- 25 (74%) confirmed that staff had taken into account their views
- 12 (35%) felt safe in their accommodation
- 26 (76%) considered they had been treated fairly.
- 1 service user made a complaint.