

Financial Benefits of Supporting People in Worcestershire

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Overview

1.1 Funding developments for Supporting People

In April 2009, the ringfence on funding for the Supporting People programme (SP) requiring it to be spent on housing-related support was lifted.

From April 2010, funding is due to be paid through the 'Area Based Grant (ABG)'—a sum of money which local authorities are able to spend however they see fit, according to their own local priorities as set out in the Local Area Agreement (LAA).

The removal of the ring-fence and move into the Area Based Grant is a cause of some anxiety among administering authorities and service providers alike. There is concern that these changes will endanger funds which should be directed towards preventative or early intervention services when in competition with other needs, priorities and organisations in the LAA.

While these changes to funding allocation can be seen as a threat, they can also be seen as a good opportunity for the innovation and improvement of Supporting People services. It could lead to increased joint-working and joint commissioning with other partners in the LAA to meet the priorities which Supporting People already contributes to, and provide the opportunity to expand services into other priority areas where vulnerable people need support.

1.2 Research Aims

As a result of the changing funding arrangements for Supporting People a number of pieces of work have been undertaken in preparation for entry into the Area Based Grant in April to prove the value and worth of Supporting People. The aim of this piece of work was to provide a financial business case demonstrating the value of Supporting People services. Using the Capgemini and Department for Communities and Local Government (DCLG) developed Financial Benefits Model we can calculate an estimate of the net benefit or cost saved to a variety of organisations and public bodies by providing Supporting People services. This gives an idea of the extra costs which would fall on public bodies such as the NHS, Police, Probation and Social Services if Supporting People provision was reduced or removed.

Along with the other pieces of evidence collected, such as outcomes data and case studies, the financial cost savings can then be used to demonstrate multiple elements of value which Supporting People offers when competing for funding within the ABG.

The work can also be used along with performance indicator and qualitative data as a guide for future commissioning in providing guidance on which services offer the biggest cost savings and give the most value for money on a partnership scale.

1.3 Key Findings

For 2009/10 the estimated cost saving or net financial benefit of providing Supporting People services in Worcestershire is in the region of £50 million¹. This is the amount of extra money which would have to be spent in Worcestershire, by organisations such as the NHS, Police and local authority, for the current service users to maintain similar levels of independence and care if Supporting People funding was taken away.

¹ All figures calculated from the financial benefits model are intended to be indicative of the actual savings as opposed to exact figures.

The £50 million cost saving benefits different groups or organisations in varying amounts. The largest cost saving is felt by Social Services who could expect to have to pay out a further £38.7 million mainly on increased residential care in the absence of Supporting People. Health Services also benefit to the tune of £16.1 million under Supporting People by helping keep more people healthier in their own homes and out of long-term hospital and psychiatric care. Crime costs are also reduced by £9.6 million under Supporting People with reduced re-offending and fewer victims of crime.

Breakdowns have been produced for each client group which show the overall net saving for the client group and the cost category areas where the savings are made. The client group 'older people floating support & other' has the largest overall cost saving. This comes about because they have the largest provision of spaces for clients. In 2009/10 there were 11,917 units available which led to a total cost saving for the client group of around £19.9 million.

The domestic violence client group has the largest cost saving per person at over £23,000 per person helped by SP services compared to an alternative scenario where support would consist of similar services but without the SP component. This gives an overall total saving of £8.2 million for the client group of 351 support places. The domestic violence client group would be one to focus on if you wanted to ensure that the distribution of SP money between the client groups led to the greatest financial benefit because the largest cost saving per person means this client group would give the maximum return for investment.

Supporting the teenage parents' client group actually produces a net loss in the model. It costs more money to support them than is gained in financial return. This is a good example of how it is important not to just use the financial benefit to assess the value of services but where it is important to consider social value as well. For example, supporting teenage parents can reduce social isolation, give an improved quality of life through choices on where to live and produce long term benefits such as improved education and health benefits for both the young parents and their children.

1.4 Conclusions and Recommendations for the future

In conclusion investing in preventative, low-level support through Supporting People can produce considerable net financial benefits in the region of £50 million for organisations in Worcestershire. There is an average return of £3.90 for every £1 invested in SP services.

The figures used in this report should be viewed as indicative of the actual cost savings. It is a predicted value based on a model containing assumptions. These assumptions are in the majority of cases based on published reports and documents however some are based on stakeholder estimates and experiences as collated by DCLG.

The information from this model can be valuable in providing a business case as to the financial benefits of SP in Worcestershire and in demonstrating how much further public money would need to be spent to cope with the results if these services were withdrawn. It is however important to keep in mind that the benefits produced by SP services are not purely financial, there are a wide array of social benefits produced as well. In order to capture the other types of benefits produced by services this model should be used in conjunction with a range of tools and types of evidence to truly capture all the benefits Supporting People has to offer Worcestershire.



Methodology

The methodology for the research is based on the use of the local version of the Department for Communities and Local Government (DCLG) Supporting People Financial Benefits Model.

2.1 The Model

The model used in the analysis was originally developed by Capgemini building on work done by Matrix in 2004 for DCLG as a way of demonstrating and quantifying the financial cost savings the Supporting People programme was having. It was used at a national level for the whole SP programme using data submitted by administering authorities to calculate the number of people supported in each client group and the average cost of a service for that client group. This information is used to find the net financial benefit for each client group, which is combined to give an overall total.

The most recent analysis in 2009 at a national level estimates an overall net financial benefit of £3.41bn per annum for the client groups considered against an overall investment of £1.61bn.

The local version of the model is the same as the national one but with the ability to edit some of the figures found within it to give a more realistic picture of the local conditions.

2.1.1 Calculations behind the model

The model works by comparing the cost of the current Supporting People service packages and the most likely alternative support packages if SP wasn't involved. These are called the current scenario for current provision of SP, and the alternative scenario for the likely alternative without SP.

The first part of the cost benefit analysis involves calculating the cost of the basic package of services provided for both the current SP package and for the alternative scenarios without SP. Alternative support packages differ for each client group but tend to contain a mixture of residential care such as a nursing home or inpatient hospital treatment and the same support services as at present but without the housing related support enabled through Supporting People. This can be for example providing accommodation and benefits but not the advice on how to maintain their tenancy. Without this aspect to the support the tenancy may be more likely to fail leading to costs associated with tenancy failure and homelessness.

The second part of the analysis looks at events which may happen to a person under a particular support package. An event is something such as being admitted to hospital, being a victim of burglary, or becoming homeless. The model looks at the likelihood of a person experiencing these events under the support package and the cost of that event occurring.

For example a teenage parent can expect to visit an A&E department almost once a year. Every time this event happens it will mean a cost of around £257 to health services for costs related to A&E treatment and ambulance transport. Under Supporting People packages the likelihood of this event occurring is reduced by 25% which is translated into a cost saving under Supporting People provision.

The model looks at 18 different client group calculations. These are based on the usual client groups under the Supporting People programme. Within the model Homeless Families, Single Homeless and Young People are all split into those living in temporary or settled accommodation, which are then treated separately. The model is unable to calculate benefits for people who are accessing a 'generic' client group service. This is because the needs of a person using these services could be incredibly varied and it would not be possible to work out package or event costs accurately.

The costs and savings within the model are split into 10 different types of costs. These are:

- **Supporting People Services** – The cost of providing the current SP services.
- **Residential Care Package** – The cost of providing residential care in the alternative scenario. It can cover care homes, nursing homes and inpatient hospital treatment. Costs are split between Health Services, Social Services and the individual themselves depending on who pays for residential care. This represents a large positive saving under SP as residential care services are costly to provide.
- **Housing Costs** – The cost of housing, for example rent. This is a net cost in the current scenario as costs are higher under SP with more people helped to live in their own homes rather than in residential care or becoming homeless.
- **Homelessness** – Costs such as emergency housing for people made homeless. This is a net saving for SP as the housing related support delivered should reduce the number of people made homeless.
- **Tenancy Failure Costs** – Costs of a lost tenancy mainly to housing provider such as admin and legal costs and lost rent. This is also a net saving for SP as the housing related support should help people to maintain their tenancies.
- **Health Service Costs** – Cost to the NHS of primary care services and treatment. This shows a large cost saving under SP due to things like the reduced likelihood of emergency hospital treatment by someone receiving support to access preventative mental health services, or supported to remove trip hazards from their home.
- **Social Services Care** – Cost to local authority social services, including personal domiciliary care, services for looked after children and day care. This shows as a net cost under SP as they are generally services provided to people who live in the community and so if someone was in residential care they wouldn't require these services making the cost in the alternative scenario lower for this category.
- **Crime Costs** - Costs associated with both being a victim of crime and offending behaviour. Can cover costs to the Police Service, Probation, Courts and HM Prison Service. This category shows as a large net saving under SP with support helping residents to keep their homes secure and maintain a stable home life to help address offending behaviour.
- **Benefits (Living Costs) and Related Services** – Costs of benefits received by service users and the cost of administering benefits. This is a net cost under SP as many of the benefits would not be received by people living in residential care in the alternative scenario.
- **Other Services** - non-NHS nursing costs associated with accommodation

2.1.2 Inputs

The local model gives the facility to change a number of figures found within the model. We made sure that any necessary were changed to give the most accurate and reflective picture of the local situation.

The basic inputs to the model are the number of people receiving or who could receive Supporting People services (maximum number of units capacity), and the average annual cost per person for each client group. The model uses an average for each client group which can be split into one average value for accommodation based services and one unit value for non-accommodation based services for each client group.

There is also provision in the model to be able to edit some other costs such as the cost of domiciliary care, cost of day care, accommodation costs, residential care costs and nursing costs associated with accommodation. We are also able to edit the proportions of people who would be allocated to each type of support package under the alternative scenarios for some of the client groups.

2.1.2.1 Unit Cost Calculations

A large amount of work was put into producing accurate unit costs to input into the model for each client group. This is very important to get right as it can have a big impact on the overall results.

The model is designed to use the unit costs per annum found in the SPLS uploads from each administering authority. The 2007/08 unit costs are contained within the model for each authority, however rather than simply using these we wanted to make sure we were using accurate, correct and up to date data. We decided to produce the most up to date costs we could for the year 2009/10. Care was taken to include each service in the most appropriate client group. Unit costs and service capacity were adjusted appropriately to ensure they properly represented services which began or ended part way through the year.

2.2 Model testing, interrogation and development

The decision was made not to just use the model 'straight out of the box', but to put resource into investigating exactly what it shows in order to understand exactly how we should use the results.

2.2.1 Assumptions behind the model

The model is very complex and is therefore based on a large number of pieces of evidence, data and assumptions. Assumptions range from published figures on the average cost of nursing home care for an older person to the unpublished estimates by stakeholders for the proportions of people receiving which kind of care under the alternative scenario. These assumptions and evidence have a big impact on the final figures which are produced by the model, therefore it is important to test or interrogate these assumptions to see whether these fit into the real world situation that might be experienced in Worcestershire.

The majority of the values and assumptions in the model are from published research and reports. All the sources are identified and include The British Crime Survey, The General Household Survey, Audit Commission reports and DCLG documents amongst others.

2.2.2 Developing local figures

After having spent time testing and interrogating the assumptions behind the model there were some cases where we found discrepancies between values reported in the model and what we thought would happen on the ground in Worcestershire. We considered that where this information was known it was important to develop and change the model so that it reflects the local environment as much as possible.

In developing the model to best fit the environment in Worcestershire we put a particular focus on the residential care aspect of the alternative scenario as this is the area where the greatest cost savings are made and it is therefore important that this is as accurate as possible. This process included looking at both the proportions of people who would receive each type of alternative care and the costs of that care in Worcestershire.

There were 3 particular areas where important changes were made to the values and assumptions contained within the models, these were in the areas of drug problems, alcohol problems and learning disabilities.

2.2.2.1 Drug Problems

Within the model, assumptions expect that in the alternative scenario 80% of people currently receiving SP support for drug problems would enter residential rehabilitation and 20% would enter hospital inpatient care or detoxification. This leaves no provision for those service users who would continue with the support they currently receive just without the SP housing related support component. In Worcestershire 65% of people currently receiving Supporting People substance misuse services are also in contact with the Drugs Intervention Programme (DIP). This provides lower level support than residential rehabilitation or inpatient detoxification would and it is likely that many of these service users would simply continue to receive community based support from the DIP than need to enter residential care.

In consultation with the Worcestershire Drugs and Alcohol Action Team (DAAT) we therefore concluded that the assumptions on type of alternative care within the model are unlikely to be accurate for Worcestershire and should be changed to better reflect what would happen on the ground.

There were a number of factors to take into account when assessing what proportion of people would be receiving each type of care.

- Current model proportions of 80% in residential rehab and 20% in inpatient care.
- National Treatment Agency ambition for 20% of treatment population to be in residential care.
- Currently in Worcestershire 1% of people in treatment known by the DAAT received residential rehabilitation and 1% received inpatient detox.
- There will be an unknown proportion of people with drug problems who will privately enter residential rehabilitation and detox.

Keeping all these factors in mind it was decided that a suitable alternative scenario for the drug problems client group is that 80% of people receive the same services they do at present such as the DIP but without the SP housing related support. 10% of people would enter residential rehabilitation and 10% of people would enter inpatient detoxification care.

These proportions put more people in residential care than is currently the case in Worcestershire, however it may be that more people are unable to cope with community based treatments alone if they have the extra level of support which SP provides taken away.

Other changes made to the calculations of this client group were the costs of residential rehabilitation and inpatient detox. The DAAT were able to provide the actual costs of these treatments in the county.

For residential rehabilitation the model contained a value of £790 per week, however in Worcestershire it typically costs between £550 and £750 per week, with £750 being for the more complex or dual diagnosis cases. We therefore used a value of £650 as a typical idea of what a week of residential rehabilitation would cost in Worcestershire.

Hospital inpatient care in the model is valued at £219 per day however in Worcestershire this is found to cost £315 per day. This alternate Worcestershire value was entered in the model for our calculation.

2.2.2.2 Alcohol Problems

Similar problems were found and changes were made for the alcohol problems client group assumptions as were for the drug problems client group.

Within the model, assumptions state that in the alternative scenario for people with alcohol problems it is expected that 40% of people would be receiving the same services they do now but without the SP housing related support component. 40% of people would be in residential rehabilitation and 20% of people would be in inpatient detox care. Again, consultation with the DAAT showed this to be an unlikely scenario in Worcestershire.

As with the drug problems client group taking into account all relevant factors it was decided to change the proportions entering each type of care in the alternative scenario so that 80% receive the same services without SP, 10% are in residential rehabilitation and 10% are in inpatient detox.

Also for this client group it was necessary to change the costs of residential rehabilitation and inpatient detox to better reflect costs in the county. In Worcestershire residential rehabilitation for alcohol problems costs £550 per week compared to the £790 in the model. Also Hospital inpatient care costs £315 per day in Worcestershire compared to £219 per day in the model.

2.2.2.3 Learning Disabilities

For the learning disabilities client group the default assumptions within the model were that in the alternative scenario 65% of people would be in residential care and 35% of people would receive the same services as at present but without the specific housing related support element of SP. This

seemed like a high proportion to be in residential care so work was undertaken to investigate where this figure came from and what might be more appropriate in Worcestershire.

These proportions of alternative care first appear in the 2008 national model. Here they are described as a working estimate without any explanation on what this is based. In the previous version of the model in 2004 the proportions were recorded as 42% in residential care and 58% receiving the same services but without SP (ODPM, 2005). The working paper produced at the time, Working Paper 6: People with Learning Disabilities, details where this assessment has come from. It uses data from before the implementation of Supporting People which says that 32% of people with severe learning disabilities were in residential care (Wellard, 2001). This applies to those with severe learning disabilities and can be assumed to be lower for those with mild or moderate learning disabilities.

The 2009 Valuing People Now report shows that currently 30% of people with learning disabilities are in residential care and states that it should be a priority that the number of adults with learning disabilities living in residential care should be reduced and kept to a minimum.

It therefore appeared that there was no evidence for suggesting that in the absence of SP 65% of people with learning disabilities would need to live in residential care however the original model figure of 42% in residential care appears both more realistic and to be based on evidence. We decided to use the original model figure of 42% in residential care in the alternative scenario for this client group.



Findings

3.1 Cost Breakdown

The modelled financial benefits for the whole Supporting People Programme in Worcestershire for 2009/10 are estimated at approximately £50 million. The costs have been broken down into their 10 component parts. The table below details the distribution of costs within these categories.

		<i>Current</i>	<i>Alternative</i>	<i>Net Benefit</i>
All client groups	SP Package	£12.829	-	-£12.829
	Residential Package	-	£52.427	£52.427
	Housing Costs	£73.372	£68.647	-£4.725
	Homelessness	£0.669	£2.233	£1.564
	Tenancy failure costs	£0.409	£1.242	£0.833
	Health service costs	£23.612	£30.663	£7.051
	Social services care	£26.334	£25.713	-£0.621
	Crime costs	£33.926	£43.491	£9.565
	Benefits & Related Services	£59.443	£56.380	-£3.063
	Other Services	£0.698	£0.525	-£0.174
TOTAL	£231.292	£281.320	£50.028	

Table 3.0 Whole programme cost category totals (£M)

The figures show that if Supporting People funding was withdrawn a further £50 million would need to be spent – mainly from public sources such as the local authority and NHS – to maintain a similar level of independence and care for the 15,284 people that are currently supported through SP services.

The breakdown in table 3.0 shows that the largest single area of benefit is the residential package. After looking into this category of costs it is possible to further breakdown who benefits from which proportions of the cost saving in this category.

NHS	Local Authority Social Services	Individual Resident or Family	Other Local Government
£9.0M	£39.4M	£3.8M	£0.2M

Table 3.1 Breakdown of net benefit of 'Residential Package' costs between the entities responsible for paying for the residential care under the alternative scenario

Table 3.1 shows that the local authority social services would be responsible for the largest proportion of costs of residential care. This is because many of the people who would need residential care in the alternative scenario would have capital and income below the means-tested threshold for receiving help with care costs. As a result the local authority would have to spend in the region of an extra £39.4 million to keep the same level of care and independence.

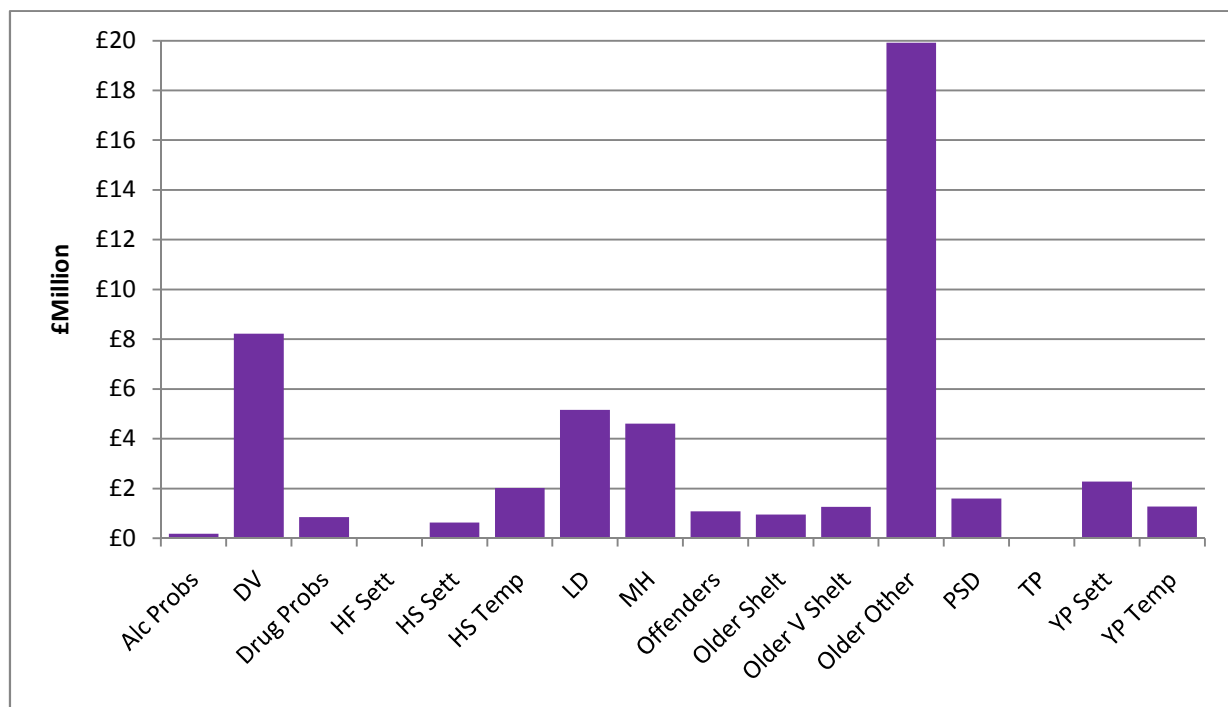
When looking at the 'social services care' costs in the breakdown in table 3.0 it shows that social services care costs £600,000 more in the current scenario with SP than it would in the alternative scenario. This is because under SP more people are helped to live independently in their own homes and can therefore place more demand on services such as homecare, or the risk that children may need to be taken into care. However when this is offset against the £39.4 million saving from residential care costs you find that social services actually benefit from costs savings under SP of £38.7 million.

Health services become the second largest beneficiary of cost savings under SP when you add together the £7 million saving on event costs such as 'being admitted to A&E' and the saving from reduced need for residential hospital inpatient treatment of £9 million from the residential care package. They make a total cost saving of £16 million with SP services in place.

The next largest cost saving for the programme shown in table 3.0 is in the area of 'crime costs'. This covers aspects of being both a victim and a perpetrator of crime and includes costs such as 'a court appearance' and 'a day in prison'. These costs are felt by different public bodies such as the police and probation, however a small proportion are 'non-exchequer costs'. These are felt by the individual affected by the crime such as the increased price of insurance following a crime. Crime costs are shown to be £9.6 million lower under SP because of factors including, advice given to vulnerable people on how to keep their homes safe, work with people to address reoffending and work with women at risk of domestic violence to understand the abuse and how to keep themselves safe.

3.2 Client Groups

A breakdown of the net benefits saved can be produced to show the net benefit contributed by each client group. Figure 3.1 below shows the total net benefit for each client group in million pounds.



The chart shows that the client group contributing the largest net benefit, around two fifths of the total, is 'older other'. This client group covers older people with low or medium support needs who are receiving floating support or non-sheltered housing service such as a call alarm. This client group contributes the largest benefit as it has by far the largest number of support places. In terms of cost saving per person as is discussed later (see table 3.18) it has one of the lowest values.

To the opposite extreme, the teenage parents' client group actually represents a net loss under the current SP scenario and homeless families in settled accommodation have only a small net benefit.

A detailed breakdown of the findings for each client group has been developed. Each client group section is based on the predicted savings of Supporting People Worcestershire for 2009/10.

3.2.1 Alcohol Problems

Services in Worcestershire are contracted as 'substance misuse' as opposed to simply for alcohol problems. Client record data shows that 15% of new service users in substance misuse services have an alcohol problem. This value was used to calculate effectively how many support places there are for this client group in Worcestershire.

There are two SP services providing support for people with alcohol problems in Worcestershire supporting up to 14 service users in 2009/10. The average unit cost for this client group is £3,364 per annum. This is less than the national average unit cost of £5,942 per annum.

Table 3.2 below shows the client group has a total net benefit of £178,000 in Worcestershire in 2009/10. The table also shows the breakdown of the costs and benefits.

		<i>Current</i>	<i>Alternative</i>	<i>Net Benefit</i>
Alcohol Problems	SP Package	£0.047	-	-£0.047
	Residential Package	-	£0.214	£0.214
	Housing Costs	£0.057	£0.056	-£0.001
	Homelessness	-	£0.002	£0.002
	Tenancy failure costs	£0.004	£0.005	£0.001
	Health service costs	£0.024	£0.031	£0.007
	Social services care	-	-	-
	Crime costs	£0.005	£0.006	£0.001
	Benefits & Related Services	£0.058	£0.058	-
	TOTAL	£0.195	£0.372	£0.178

Table 3.2 Alcohol Problems Cost Category Totals (£M)

All client groups with a residential care component to the alternative scenario find the largest net benefit occurring in this category and alcohol problems is no exception. The reduced need for residential rehabilitation or hospital inpatient detox makes up a large part of the success and cost saving of SP for this client group.

This client group produces the highest net benefit compared to input costs, with the alternative scenario costing almost twice as much to maintain the same level of care.

3.2.2 Domestic Violence

There are four SP contracts for domestic violence in Worcestershire supporting up to 351 people in 2009/10. The average unit cost for this client group is £3,423 per annum. This is less than half the national average unit cost of £7,223 per annum.

The support provision for domestic violence services costs £1.2 million from the SP budget. The main additional costs under an SP scenario are 'housing costs' and 'benefits and related services' both of which are over £3 million.

		<i>Current</i>	<i>Alternative</i>	<i>Net Benefit</i>
Domestic Violence	SP Package	£1.201	-	-£1.201
	Residential Package	-	-	-
	Housing Costs	£3.043	£3.671	£0.628
	Homelessness	-	£0.128	£0.128
	Tenancy failure costs	£0.081	£0.161	£0.081
	Health service costs	£1.900	£5.700	£3.800
	Social services care	-	-	-
	Crime costs	£1.198	£5.988	£4.790
	Benefits & Related Services	£3.080	£3.080	-
	TOTAL	£10.503	£18.729	£8.226

Table 3.3 Domestic Violence Cost Category Totals (£M).

This client group does not have a residential package included in the alternative scenario. It was decided that all service users should receive the same support package as at present but without the SP component. This is the best way to deliver support while maintaining independence.

This client group provides the largest single contribution to the crime cost savings with an estimated £4.8 million benefit. This accounts for 50% of the total cost saving on crime for the whole programme in Worcestershire. Most of this contribution is made up with costs to the Criminal Justice System associated with being a victim of a severe incident of violence. There are also costs associated with being a victim of a minor incident of violence and being a victim of homicide which contribute to the total net benefit. SP is found to reduce the likelihood of experiencing these events by 80% more than the alternative package of care would.

The events of being a victim of violence also have health costs associated such as the hospital and ambulance costs of wounding which are also reduced substantially under SP. As a result there is a cost saving of £3.8 million on health service events costs. This accounts for 54% of the total health service events costs for all client groups.

These two factors mean that the domestic abuse client group has the highest cost saving per person (see table 3.18).

3.2.3 Drug Problems

As previously mentioned services in Worcestershire are contracted to support people with a 'substance misuse' problem as opposed to simply a 'drug problem'. Client record forms showed that 85% of new service users in substance misuse services registered having drug problems.

There are two Supporting People services for people with drug problems in Worcestershire supporting up to 76 service users in 2009/10. The average unit cost for this client group is £3,344 per annum. This is less than the national average unit cost of £6,158 per annum.

In total for this client group services in Worcestershire in 2009/10 were found to have a net benefit of £800,000. Like many of the other client groups the largest area of benefit within this is in the area of the residential package which might form part of the alternative scenario care.

Unlike many of the other client groups the health service and crime costs are increased under the current SP scenario. This is because although it only makes up a part of the alternative scenario, residential treatment is viewed as being more successful in dealing with a drug problem, maintaining good mental health and reducing drug related offending. SP does lead to a benefit in these areas when compared to the alternative of not receiving SP or residential support however it does not benefit as much. This is an area where the figures are sensitive to the proportions in residential care in the alternative scenario. If the proportion in residential care is reduced to zero then health service and crime costs show a net benefit.

		<i>Current</i>	<i>Alternative</i>	<i>Net Benefit</i>
Drug Use	SP Package	£0.254	-	-£0.254
	Residential Package	-	£1.205	£1.205
	Housing Costs	£0.307	£0.302	-£0.005
	Homelessness	-	£0.011	£0.011
	Tenancy failure costs	£0.026	£0.028	£0.002
	Health service costs	£0.321	£0.279	-£0.042
	Social services care	£0.006	£0.005	-£0.001
	Crime costs	£0.633	£0.561	-£0.072
	Benefits & Related Services	£0.316	£0.316	-
	TOTAL	£1.863	£2.707	£0.844

Table 3.4 Drug Problems Cost Category Totals (£M)

3.2.4 Homeless Families Settled

The homeless families' client group is split into settled accommodation and temporary accommodation. Each service is categorised based on which sort of accommodation their clients are in. All homeless families' services in Worcestershire fall into the settled accommodation category.

There are five SP services which support homeless families in Worcestershire supporting up to 213 service users in 2009/10. The average unit cost for this client group is £3,282 per annum. This is less than the national average unit cost of £3,449 per annum.

Overall there is a very small net benefit for this client group in 2009/10 of £23,000. Financially this represents a benefit of just £100 per person supported. In the national model this client group is a net cost. The slightly lower cost of a unit of support in Worcestershire makes the difference between making a net loss and making a small net benefit.

		<i>Current</i>	<i>Alternative</i>	<i>Net Benefit</i>
Homeless Families Settled	SP Package	£0.699	-	-£0.699
	Residential Package	-	-	-
	Housing Costs	£1.887	£2.048	£0.161
	Homelessness	£0.009	£0.045	£0.036
	Tenancy failure costs	£0.034	£0.172	£0.138
	Health service costs	£0.864	£1.237	£0.372
	Social services care	-	-	-
	Crime costs	£0.053	£0.068	£0.015
	Benefits & Related Services	£1.869	£1.869	-
	TOTAL	£5.416	£5.440	£0.023

Table 3.5 Homeless Families Settled Cost Category Totals (£M)

Reduced health service costs make the biggest contribution to the net benefit. This is mainly due to receiving support to address physical and mental health issues before they become serious enough to require more intensive hospital inpatient treatment or a visit to A&E.

3.2.5 Homeless Single Settled

As with homeless families, services are split between settled and temporary accommodation depending on what sort of accommodation most of their clients live in.

There are eight SP services for single homeless people in settled accommodation in Worcestershire supporting up to 170 service users in 2009/10. The average unit cost for this client group is £2,422 per annum. This is less than half the national average unit cost of £4,973 per annum.

		<i>Current</i>	<i>Alternative</i>	<i>Net Benefit</i>
Homeless Single Settled	SP Package	£0.412	-	-£0.412
	Residential Package	-	-	-
	Housing Costs	£0.706	£0.777	£0.072
	Homelessness	£0.016	£0.079	£0.063
	Tenancy failure costs	£0.028	£0.138	£0.110
	Health service costs	£0.388	£0.557	£0.169
	Social services care	£0.010	£0.015	£0.004
	Crime costs	£2.674	£3.301	£0.627
	Benefits & Related Services	£0.706	£0.706	-
TOTAL	£4.939	£5.572	£0.633	

Table 3.6 Homeless Single Settled Cost Category Totals (£M)

The table shows that overall this client group makes a net benefit of £633,000. The most significant area of benefit is in the area of crime costs making almost £3,700 of saving per person. This is produced by the reduced likelihood of being a victim of violent crime, assault or mugging while sleeping rough, being a victim of burglary, being convicted of reoffending or being arrested for prostitution. By far the largest proportion of the savings (96%) is due to the reduced likelihood of the service user being the perpetrator of offending behaviour rather than the victim.

3.2.6 Homeless Single Temporary

There are eight SP services which support single homeless people in temporary accommodation in Worcestershire supporting up to 182 service users in 2009/10. The average unit cost for this client group is £4,688 per annum. This is just under half the national average unit cost of £8,283 per annum. Unit costs are higher in temporary accommodation services as these services often provide accommodation with support which typically pushes the price up due to maintenance and running costs of the accommodation e.g. hostels.

		<i>Current</i>	<i>Alternative</i>	<i>Net Benefit</i>
Homeless Single Temporary	SP Package	£0.853	-	-£0.853
	Residential Package	-	-	-
	Housing Costs	£2.988	£3.628	£0.640
	Homelessness	£0.311	£1.086	£0.775
	Tenancy failure costs	-	-	-
	Health service costs	£1.193	£1.706	£0.513
	Social services care	£0.032	£0.046	£0.014
	Crime costs	£9.038	£9.973	£0.936
	Benefits & Related Services	£0.756	£0.756	-
	TOTAL	£15.171	£17.196	£2.025

Table 3.7 Homeless Single Temporary Cost Category Totals (£M)

A total of over £2 million net benefit is produced from this client group. As with single homeless in settled accommodation this client group shows the largest net benefit in the area of crime costs. There are bigger cost savings per person for crime costs because the people who are entering temporary services are found to be more likely to be sleeping rough and a victim of street crime and more likely to reoffend than the people accessing settled accommodation even before support begins. This means that the reductions made following support have an even larger benefit.

Unlike most other client groups housing costs are higher under the alternative scenario for this client group and make a significant contribution to the overall net benefit. Housing costs are higher in the alternative because without the housing related support component which SP provides the service users are less likely to be able to make the move on to settled accommodation which might lead to requiring emergency accommodation such as a B&B which is costly to provide.

Homeless singles in temporary accommodation make considerably more cost savings per person than those in settled accommodation, £11,100 per person compared to £3,700. It is therefore important to ensure that services are correctly recorded within the right category of settled or temporary accommodation as it makes a big difference to the overall result.

3.2.7 Learning Disability

There are thirteen SP services which support people with learning disabilities in Worcestershire supporting up to 269 service users in 2009/10. The average unit cost for this client group is £4,038 per annum. This is well under half the national average unit cost of £11,825 per annum. There is such a marked difference between the local and national costs per unit because provision in Worcestershire is now 80% floating support, whereas nationally just 32% is floating support. Accommodation based services have higher costs attached.

		<i>Current</i>	<i>Alternative</i>	<i>Net Benefit</i>
Learning Disability	SP Package	£1.086	-	-£1.086
	Residential Package	-	£8.427	£8.427
	Housing Costs	£1.088	£0.631	-£0.457
	Homelessness	-	£0.006	£0.006
	Tenancy failure costs	-	£0.022	£0.022
	Health service costs	£0.602	£0.876	£0.275
	Social services care	£5.068	£3.006	-£2.062
	Crime costs	£0.024	£0.025	£0.001
	Benefits & Related Services	£1.156	£1.184	£0.028
	TOTAL	£9.025	£14.178	£5.153

Table 3.8 Learning Disability Cost Category Totals (£M)

A total benefit of over £5 million is recorded for this client group, the second highest cost saving per person. The residential package saving makes up the largest portion of this, therefore the overall total is sensitive to changes in the proportion of people in residential care in the alternative scenario. Very few other cost categories have much of a benefit.

This client group has the largest net cost to social services of over £2 million for 269 people. This extra cost is due to the model assumptions that under SP and a non-residential alternative, service users will access domiciliary care and some form of day care, but these services are not necessary in the residential care part of the alternative scenario. By helping more people to live in the community it costs more money to provide the necessary community social services for them.

The net cost to social services is offset however by the proportion of residential care costs saved which would fall on social services. £5.9 million of the residential care savings would be to social services for this client group giving a net benefit to social services of £3.8 million.

3.2.8 Mental Health

In 2009/10 there were eleven SP services for people with mental health problems in Worcestershire supporting up to 254 service users. The average unit cost for this client group is £3,721 per annum. This is just over half the national average unit cost of £6,823 per annum. As with the learning disability client group the large difference in unit costs is because in Worcestershire the majority of services provide floating support whereas nationally more than half the provision is accommodation based.

		<i>Current</i>	<i>Alternative</i>	<i>Net Benefit</i>
Mental Health	SP Package	£0.945	-	-£0.945
	Residential Package	-	£6.483	£6.483
	Housing Costs	£1.409	£0.831	-£0.578
	Homelessness	£0.042	£0.049	£0.008
	Tenancy failure costs	£0.162	£0.191	£0.029
	Health service costs	£0.536	£0.559	£0.023
	Social services care	£1.724	£1.049	-£0.675
	Crime costs	£0.023	£0.023	£0.001
	Benefits & Related Services	£1.092	£1.347	£0.255
	TOTAL	£5.933	£10.534	£4.601

Table 3.9 Mental health Cost Category Totals (£M)

As there is a residential element to the alternative support package this area again provides the largest cost saving. The residential care avoided by SP includes 8% of people in mental health residential care and 33% in inpatient psychiatric care. This leads to a saving of around £6.5 million and contributes to the overall net benefit for the client group of £4.6 million.

Social services care again makes a loss in the current SP scenario with domiciliary care and day care/ support needed under SP but avoided in a residential alternative. This shows a net cost of £675,000 to social services for the client group; however this will be offset against the £366,000 saved as part of the residential care costs. There is an overall net cost to social services of £309,000 for supporting people with mental health problems under SP. Social services care costs more under SP because more of the costs are passed off to the NHS in the alternative scenario. The NHS would need to pay out almost £6 million on psychiatric care in the alternative scenario.

3.2.9 Offenders

In 2009/10 there were three SP services for offenders or those at risk of offending in Worcestershire supporting up to 127 service users. The average unit cost for this client group is £3,447 per annum. This is just over half the national average unit cost of £6,507 per annum.

		<i>Current</i>	<i>Alternative</i>	<i>Net Benefit</i>
Offenders	SP Package	£0.438	-	-£0.438
	Residential Package	-	-	-
	Housing Costs	£0.514	£0.668	£0.155
	Homelessness	-	£0.031	£0.031
	Tenancy failure costs	£0.009	£0.018	£0.009
	Health service costs	£0.172	£0.183	£0.011
	Social services care	£0.022	£0.028	£0.006
	Crime costs	£6.181	£7.493	£1.312
	Benefits & Related Services	£0.527	£0.527	-
	TOTAL	£7.863	£8.948	£1.084

Table 3.10 Offenders Cost Category Totals (£M).

Perhaps not surprisingly the largest area of cost saving making up a majority of the net benefit for the client group is crime costs. This is almost exclusively costs from 'being convicted of reoffending'. This includes costs to the criminal justice system of bringing a case to court and of a prison sentence. SP is considered to reduce the rate of reoffending by 20% thus bringing about a cost saving in this area.

3.2.10 Older Sheltered

In 2009/10 there were twelve SP sheltered accommodation services for older people with support needs in Worcestershire supporting up to 637 service users. The average unit cost for this client group is £373 per annum compared to a national average unit cost of £412 per annum. This client group has a low cost of provision per person; however it also makes one of the lowest cost savings per person.

		<i>Current</i>	<i>Alternative</i>	<i>Net Benefit</i>
Older Sheltered	SP Package	£0.238	-	-£0.238
	Residential Package	-	£1.648	£1.648
	Housing Costs	£4.148	£3.733	-£0.415
	Homelessness	-	£0.000	£0.000
	Tenancy failure costs	-	£0.008	£0.008
	Health service costs	£0.753	£0.812	£0.059
	Social services care	£1.212	£1.340	£0.128
	Crime costs	£0.052	£0.050	-£0.002
	Benefits & Related Services	£2.222	£2.034	-£0.188
	Other Services	£0.432	£0.389	-£0.043
TOTAL	£9.057	£10.015	£0.958	

Table 3.11 Older Settled Cost Category Totals (£M)

This client group has a residential care element to the alternative scenario. 10% of people would be best accommodated in a residential care home to give them suitable support. This would cost £1.6 million and therefore makes up the largest saving under SP.

At present in Worcestershire for the older people's client groups a condition of receiving SP funded support is that they are eligible to receive housing benefit. Anyone who receives housing benefit would also be eligible for full funding from social services for residential care. As a result the full £1.6 million cost of residential care would be a felt by social services.

Housing costs are higher under SP because those in residential care in the alternative scenario would have this taken care of in the residential care fees. The same applies to benefits and related services which are also higher under SP because you are unable to claim many benefits while in residential care. Crime costs are also slightly higher under SP because with more people living in the community they are more susceptible to burglary than they would be in a secure residential home.

3.2.11 Older V Sheltered

In 2009/10 there were eight SP very sheltered accommodation services for older people with support needs in Worcestershire supporting up to 232 service users. The average unit cost for this client group is £925 per annum compared to a national average unit cost of £1,242 per annum.

		<i>Current</i>	<i>Alternative</i>	<i>Net Benefit</i>
Older V Sheltered	SP Package	£0.215	-	-£0.215
	Residential Package	-	£3.816	£3.816
	Housing Costs	£1.729	£0.865	-£0.865
	Homelessness	-	£0.000	£0.000
	Tenancy failure costs	-	£0.002	£0.002
	Health service costs	£0.274	£0.286	£0.012
	Social services care	£2.129	£1.119	-£1.010
	Crime costs	£0.019	£0.014	-£0.005
	Benefits & Related Services	£0.809	£0.466	-£0.343
	Other Services	£0.264	£0.132	-£0.132
	TOTAL	£5.439	£6.699	£1.260

Table 3.12 Older V Sheltered Cost category Totals (£M)

This client group has similar cost categories making a loss to the older peoples sheltered housing. Housing costs, crime costs, benefits and related services and other services are all greater under SP with more people supported to live in the community.

In the alternative scenario 20% of people would receive support in a residential care home and 30% in a nursing care home. This produces a large net benefit of £3.8 million which can offset the other costs. Again this entire net benefit will be felt by social services.

The social services cost category unlike in the sheltered housing client group actually produces a substantial loss under SP. As reported with other client groups this is due to the extra costs of providing domiciliary care and occasional day care to people not in residential care.

3.2.12 Older Floating and Other

This is by far the largest older people's client group and the client group with the most support places overall at 11,917. This is 78% of the total support places. In recent years many older people's contracts have been altered so that they provide housing-based support to residents based on need and irrespective of tender as opposed to previous practise of support coming attached when you moved into a certain property. This will make this year's financial benefits calculation more realistic

than previous year's data would show as they are actually recording people in support who need and will use it instead of valuing unused support places.

In 2009/10 there were 37 floating support or other non-accommodation based services for older people with support needs in Worcestershire. This client group includes call alarms. The average unit cost for this client group is £298 per annum compared to a national average unit cost of £228 per annum.

		<i>Current</i>	<i>Alternative</i>	<i>Net Benefit</i>
Older Floating & Other	SP Package	£3.553	-	-£3.553
	Residential Package	-	£25.165	£25.165
	Housing Costs	£49.175	£45.241	-£3.934
	Homelessness	-	£0.004	£0.004
	Tenancy failure costs	-	£0.159	£0.159
	Health service costs	£14.362	£15.515	£1.153
	Social services care	£12.876	£16.695	£3.819
	Crime costs	£0.990	£0.971	-£0.019
	Benefits & Related Services	£42.395	£39.519	-£2.876
	TOTAL	£123.351	£143.270	£19.919

Table 3.13 Older Floating and Other Cost Category Totals (£M)

Despite having one of the lowest cost savings per person this client group has the largest overall net benefit, contributing 40% of the programme total, due to the large number of people supported.

In the alternative scenario just 8% of people are considered to need residential care, however due to the very large number of people supported in this client group this represents a very substantial saving of £25.2 million.

This client group makes the largest net cost saving of any client group in the area of social services care. The costs of domiciliary care and day care are much lower for this client group as they are thought to have fewer needs for these services than some other client groups. Combine this with the low proportion of residential care in the alternative scenario and you get only a small increase in support costs under SP which can be easily offset by the benefits of the reduced likelihood of a fall and reduced need for home care under SP compared to services without SP.

Health services costs also benefit from having a reduced likelihood of a fall under SP, however the largest contribution to health care benefits is in the area of being admitted to hospital due to a general health issue. Under SP someone with support may be able to access a GP or help to live healthily so that a physical health issue may be controlled or prevented before it gets to a stage requiring hospital admission. The NHS saves a total of £1.15 million on this client group.

3.2.13 Physical or Sensory Disabilities

In 2009/10 there were five SP support services for people with physical or sensory disabilities and HIV or AIDs in Worcestershire providing places for up to 289 service users. All provision is non-accommodation based floating support. The average unit cost for this client group is £3,049 per annum compared to a national average unit cost of £2,245 per annum.

As with many other client groups the residential care proportion of the alternative scenario leads to the largest area of net benefit. 33% of people are considered to need residential care in the absence of SP support.

Health services see a cost benefit for this client group under SP. The main cost saving to come from this is in the area of being admitted to hospital for a general health issue. SP is able to reduce the likelihood of this event occurring, perhaps by supporting service users to look after their health so problems can be prevented. SP is also able to reduce the cost of this event by 50%, probably because

the support service means a quicker discharge from hospital with the suitable support package in place to look after the person at home.

		<i>Current</i>	<i>Alternative</i>	<i>Net Benefit</i>
Physical or sensory disabilities	SP Package	£0.881	-	-£0.881
	Residential Package	-	£3.527	£3.527
	Housing Costs	£2.168	£1.517	-£0.650
	Homelessness	-	£0.007	£0.007
	Tenancy failure costs	-	£0.029	£0.029
	Health service costs	£0.796	£1.222	£0.426
	Social services care	£3.251	£2.406	-£0.845
	Crime costs	£0.035	£0.036	£0.001
	Benefits & Related Services	£2.147	£2.128	-£0.018
	TOTAL	£9.277	£10.872	£1.595

Table 3.14 Physical or Sensory Disabilities Cost Category Totals (£M)

Again the net cost to social services is due to the increased need for domiciliary and day care when people live in the community as under SP.

3.2.14 Teenage Parents

In 2009/10 there was one SP service for teenage parents in Worcestershire supporting up to 7 service users. The unit cost for this client group is £4,573 per annum compared to a national average unit cost of £6,119 per annum.

		<i>Current</i>	<i>Alternative</i>	<i>Net Benefit</i>
Teenage Parents	SP Package	£0.032	-	-£0.032
	Residential Package	-	-	-
	Housing Costs	£0.061	£0.066	£0.005
	Homelessness	-	£0.001	£0.001
	Tenancy failure costs	£0.001	£0.002	£0.000
	Health service costs	£0.019	£0.022	£0.003
	Social services care	£0.002	£0.003	£0.001
	Crime costs	£0.001	£0.001	£0.000
	Benefits & Related Services	£0.042	£0.042	-
	Other Services	£0.003	£0.004	£0.001
TOTAL	£0.160	£0.140	-£0.020	

Table 3.15 Teenage Parents Cost Category Totals (£M)

This client group does not have a residential package included in the alternative scenario as it was decided this was the best way to receive support while maintaining independence for this client group. It was decided that all service users should receive support without the SP component.

This client group actually makes a loss and is a net cost to organisations. While no individual cost group leads to a net loss (except the SP package spending), there is not enough benefit made in the categories to offset the cost of spending on SP services. The largest area of saving is in the area of housing costs where a benefit of £2,000 is recorded. This is a very small client group in Worcestershire which is why the figures are so small however even at a national level this client group makes a net loss. Nationally the 3,825 people supported at a total cost of £95.1 million lead to a loss of £18.3 million. This represents a loss per person of £4,784 which is a larger loss per person than in Worcestershire where it is £2,800 per person. Worcestershire is making a smaller loss per person due to their lower cost per unit than at the national level.

3.2.15 Young People at Risk Settled

In 2009/10 there were 8 SP settled accommodation services for young people at risk in Worcestershire supporting up to 397 service users. The unit cost for this client group is £2,971 per annum which is less than half the national average unit cost of £6,387 per annum.

		<i>Current</i>	<i>Alternative</i>	<i>Net Benefit</i>
Young People at Risk Settled	SP Package	£1.179	-	-£1.179
	Residential Package	-	£1.411	£1.411
	Housing Costs	£1.648	£1.726	£0.078
	Homelessness	£0.037	£0.177	£0.140
	Tenancy failure costs	£0.064	£0.308	£0.244
	Health service costs	£0.678	£0.810	£0.132
	Social services care	-	-	-
	Crime costs	£5.753	£7.150	£1.397
	Benefits & Related Services	£1.649	£1.707	£0.058
	TOTAL	£11.008	£13.290	£2.282

Table 3.16 Young People at Risk Settled Cost Category Totals (£M)

This client group has a residential part to the alternative scenario. It is assumed that in the absence of SP 5% of people would need psychiatric residential care. This would be hospital inpatient treatment and the cost would be covered by the NHS. Again this saving on residential care costs is the largest single saving for this client group.

The second largest saving comes from the area of crime costs. Over 95% of the crime costs savings comes from reducing the likelihood of the young person being a perpetrator of crime. This includes all the associated costs of offending such as the cost of a court appearance and of a prison sentence.

3.2.16 Young People at Risk Temporary

In 2009/10 there were 4 SP temporary accommodation services for young people at risk in Worcestershire supporting up to 149 service users. The unit cost for this client group is £5,337 per annum compared to the national average unit cost of £7,639 per annum. The overall unit cost of support is higher for the temporary accommodation than settled. This can be because a much larger proportion of temporary services are accommodation based which have higher unit costs than non-accommodation based services and therefore pushes up the average unit cost.

		<i>Current</i>	<i>Alternative</i>	<i>Net Benefit</i>
Young People at Risk Temporary	SP Package	£0.795	-	-£0.795
	Residential Package	-	£0.530	£0.530
	Housing Costs	£2.446	£2.886	£0.440
	Homelessness	£0.255	£0.605	£0.351
	Tenancy failure costs	-	-	-
	Health service costs	£0.729	£0.867	£0.138
	Social services care	-	-	-
	Crime costs	£7.248	£7.831	£0.583
	Benefits & Related Services	£0.619	£0.641	£0.022
	TOTAL	£12.092	£13.359	£1.268

Table 3.17 Young People at Risk Temporary Cost Category Totals (£M)

The same 5% residential psychiatric care in the alternative scenario is included for this client group as for the young people at risk in settled accommodation. However, in this case the residential package

savings do not produce the largest cost saving. The effect of reduced numbers of crimes committed leads to a larger cost saving at £583,000 for the client group.

Tenancy failure costs do not feature for this client group as the nature of their temporary accommodation means they do not actually have a tenancy agreement. Instead of the risk of tenancy failure there is still a risk of homelessness, for example costs related to sleeping rough or failing to move onto settled accommodation.

Housing costs are a lot higher per person for temporary rather than settled accommodation. Paying for a B&B for a week is more expensive than a week's rent in settled accommodation.

3.3 Benefit per person

There is quite a significant variation in the net benefit per person between the different client groups. This ranges from a net cost per person for teenage parents to a net benefit over £23,000 per person for someone accessing a domestic violence service. Table 3.18 below details the approximate cost saving for each person supported by an SP service for each client group.

Client Group	Cost Saving Per Person
Alcohol Problems	£6,400
Domestic Violence	£23,400
Drug Problems	£11,100
Homeless Families Settled	£100
Homeless Single Settled	£3,700
Homeless Single Temp	£11,100
Learning Disability	£19,200
Mental Health	£18,100
Offenders	£8,500
Older Sheltered	£1,500
Older V Sheltered	£5,400
Older Other	£1,700
Physical & Sensory Disabilities	£5,500
Teenage Parents	-£2,800
Young People Settled	£5,700
Young People Temp	£8,500
Total	£3,300

Table 3.18 Cost saving per person for each client group in Worcestershire 2009/10

This information could potentially be useful in helping to distribute SP money so that you can get the biggest financial savings. This would mean investing in support places for the client groups which have the largest cost saving per person so in this case domestic violence, learning disabilities and mental health services. This approach can only be taken so far as support provision needs to be weighed up against the need in the county. There will be no advantage in putting all SP money into for example domestic violence services if there is not a need for 15,000 places in this client group within the county.

Making efficiency savings allowing you to reduce the cost per unit of support while maintaining the same high standard of services would work to increase the cost benefit per person for the client group. This method has the advantage of still maintaining a support service profile which covers all client groups and responds to needs but that will help to maximise the financial benefits.



Discussion & Conclusions

4.1 Limitations and restrictions

In Worcestershire we put time into testing the model assumptions and trying to change these to best reflect the support environment in Worcestershire as closely as possible. Changes have made the model more reflective of the real situation in Worcestershire and so give a more accurate report of the level of cost savings made. However, it is important to accept that there is only so far you can realistically go in changing the model. A large resource was put into the model development which we do not have available. The model has been accepted and signed off by DCLG as being a suitable tool to estimate the savings of SP which display's their confidence that it is at least a good estimate of the benefits of SP support.

While the results have shown the substantial savings of investment in SP services to local organisations and residents, it is important to keep in mind that this is just one approach to demonstrating the value that services have to Worcestershire residents. This model is only equipped to consider financial costs and savings made; it is not able to deal with any of the added social value which undoubtedly comes from the investments made. There are two particular types of benefits the model is unable to take into account. The first are immediate but uncoded benefits including factors from reduced fear of crime, to improved employment opportunities. The second area is a long-term reduction in the need for support as more people gain independent life skills and a reduction in social exclusion. In the long term it may lead to a reduction in the size of the client group and the cost of support, however there is no current research we can use to be able to quantify the benefits gained from this (DCLG, 2009b).

4.1.2 A Package of tools

Due to the limitation of the model to dealing only with financial benefits this analysis will form just one part of a package of tools which will be taken forward to prove the value of SP services and defend their importance and necessity in the new funding environment.

- ***SP Outcomes Framework***

One valuable tool is the SP outcomes framework. This is a record of a set of positive changes people have been able to make to their lives with the help of SP support. The successful Worcestershire Supporting People outcomes framework has undergone a consultation to align the outcomes to provide the most evidence of the contributions which services are making to local priority indicators.

In 2008/09 a total of 30,786 positive outcomes were achieved with a further 31,771 people still receiving support to achieve. The outcomes range from support to budget or reduce debt, help to access employment, to developing relationships with neighbours. These are contributing to a range of national indicators from reducing reoffending to adult participation in sport.

- ***SP Performance Indicators and National Indicators***

There are a set of performance indicators for Supporting People which provide information on aspects such as the number of people currently in services and the number of people leaving services. These performance indicators also provide the information required to calculate the national indicators which are reliant on SP, for example NI 142 measures the percentage of vulnerable people who are supported to maintain independent living by SP services.

- ***Case Studies***

Case studies are possibly one of the best ways to convey the real difference that services can make to vulnerable people's lives every day. They best demonstrate added social value including things that it would be very difficult to put a financial price on.

- ***Quality Assessment Framework***

The Quality Assessment Framework (QAF) is a standard which all services funded by SP are assessed against. This helps ensure that all services are providing good, high-quality support. The QAF has recently undergone a refresh with the aim of 'raising the bar' of Supporting People services. This means that clients accessing an SP service can be assured they are receiving a high-quality service.

- ***Social Return on Investment***

As an extension to this project it could be valuable to undertake a Social Return on Investment (SROI) analysis for Supporting People to try to get a better picture and value of the other non-financial benefits which this model does not pick up such as reduced social isolation. This could provide further evidence of the added benefit and long-term advantages of investing in preventative housing related support.

4.2 Conclusions

In conclusion the model can be used to provide an indication of the financial cost savings of providing SP intervention, as long as the saving values are treated as 'best estimates' rather than exact figures. Using the model in conjunction with the other tools available, as well as developing these further, can provide evidence that it is not only financial value that is improved by investing in Supporting People services but social value as well.

In a time of uncertain economic conditions this research can help to provide the financial business case to support the bid to continue to provide preventative low-level housing related support for the vulnerable people of Worcestershire. It is also possible to use the information to arrange the current funding in such a way as to get the maximum benefits possible from it as well as to inform future commissioning decisions.



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