
The Independent Living Service Pilot

Appendix O

ILS Interim Report



INDEPENDENT LIVING SERVICE PILOT INTERIM PROGRESS REPORT

Authors:

Sylvia Evans	Coastline Housing Ltd
Alice Blenes	Coastline Housing Ltd
Nicky Mannell	Carrick Housing Ltd
Julian Settingington	Devon & Cornwall Housing Association
Leanda Flower	Penwith Housing Association

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1. Background

In 2007 the Supporting People Team in Cornwall commissioned a revision of their 5 year strategy. As part of this work a needs assessment of the existing Supporting People services was undertaken.

The strategy identified that although sheltered housing is still a popular choice for older people, there are gaps and inconsistencies within the support services available. It also identified that 36% of people living in the sheltered properties did not need and/or did not want a support service. Alongside this it was identified that many other older people, not fortunate enough to be living in sheltered housing, could benefit from housing related support services.

In 2008 Cornwall Supporting People Team produced a Service Specification detailing a number of proposals to develop and modernise older people's services in Cornwall. With this specification was an invitation to all sheltered housing providers operating in Cornwall to express an interest in developing and modernising their own services.

The main aims of the specification were to ensure:

- that efficient use of the available funding is made by ensuring we are providing services to those who need them;
- the provision of fair and equitable services to older and vulnerable people, regardless of tenure and where they live;
- older and vulnerable people are enabled to remain in their own homes for as long as possible;
- it is linked with the developments for Extra Care;
- that a banded charging system is introduced that means people pay for the support they actually receive rather than paying a single charge regardless of the level of support they need.

In January 2009 Coastline Housing Ltd, Devon & Cornwall Housing Group and Carrick Housing Ltd were selected as the Independent Living Service (ILS) Pilots in Cornwall, following excellent submissions of interest. The pilot providers meet regularly as a partnership. Cornwall Supporting People Team and Pat Palmer, the Extra Care Lead for Cornwall meet with the partnership every 6 weeks. This group is known as the ILS Strategic Pilot Partnership and its purpose is to monitor and update on the pilots progress.

The objectives of the Pilot link to Putting People First:

- Prevention
- Early intervention and re-enablement
- Personalisation
- Information, advocacy and advice

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Preventative approaches have been proven to both improve the quality of life for older people and offer value for money.

The common principles across government which underpin the policies and delivery of housing, health and care are:

- The transformation and in particular personalisation of public services
- The achievement of better outcomes
- Increased value for money through cost effective use of public funds
- Placing communities at the heart of decision making

The members of the pilot partnership are committed to improving the housing related support services to older and vulnerable people, by looking at traditional and innovative solutions, to meet the challenges faced by organisations to meet the needs of an ageing population.

Providers recognise the challenges faced by all of us involved in providing services to older and vulnerable people with limited resources to do so, and that by working together in partnership we can reduce duplication, improve service delivery and make better use of the funding resources available.

The providers involved in the pilot are dedicating huge resources in terms of staff time, training and finances to support this project, in excess of the grant funding arrangements currently in place.

It will be necessary for providers to test the market place in the private sector whilst moving away from the traditional model of sheltered housing.

The pilot providers are undertaking a considerable amount of risk by taking part in this pilot in respect of:

- managing the expectations and demands of services users during a time of change
- changing the way the services are delivered using assumptions about the levels of demand from the wider community
- the loss of the ring fence of Supporting People Grant and it moving into the Area Based Grant system; and
- the threat of future tendering as has been demonstrated in other parts of the country.

The sections below will provide details of how the pilot partnership is progressing, what barriers prevent progression and how we would like to see these resolved.

2. Hubs

Vision

Why we are doing this – what benefits we offer

The pilot providers have been working towards the implementation of the hub and spoke model to modernise suitable sheltered housing schemes. The aim of this model is to develop suitable existing sheltered housing schemes that could be used as a facility by the wider community and not just those living at the scheme. Many of the communal lounge facilities are little used by those living there. The pilot providers have identified 9 suitable existing sheltered housing schemes. The location of these schemes is shown in *Appendix A*. The schemes listed were chosen because they all have:

- excellent communal lounge facilities
- are in good locations, in areas with local demand
- in many cases these schemes will only need a small capital investment to provide good facilities that can be accessed by older people in the wider community, whilst maintaining the safety and security of existing tenants
- suitable office facilities

What are the risks and any issues that affect our ability to deliver this?

It is clear from the consultation exercise that some tenants are unhappy about sharing their communal lounge facilities with people living outside the scheme. Providers are working with tenant groups to encourage involvement at the schemes from the wider community; however this is seen as a long-term vision for the modernisation and development of sheltered housing, which will continue to be developed over the coming years.

Some schemes will need capital investment to make alterations to improve the safety and security of tenants' homes from being accessed by visitors, including additional requirements for door entry systems and kitchen upgrades. Capital funding has not yet been identified to carry out these works.

The identified hubs will need to be staffed for some periods of the day to provide drop in services, advice, assessment, signposting etc. Funding has not yet been identified to progress this.

The existing lounge facilities are currently funded through service charge payments of tenants or through housing management costs. Careful consideration will therefore need to be given to how the provision of these services to the wider community as well as those living at the scheme can be charged for and funded.

Recommendations

Cornwall Supporting People Team have agreed to postpone the development of the hub and spoke model until funding has been identified and the banding system is up and running successfully.

Pilot providers will continue to build on the innovative work already undertaken, to encourage greater use of the lounge facilities, both to those people living in the schemes and those from outside the schemes. This will include building relationships with other agencies and the third sector, such as Age Concern, Health and Adult Care & Support.

3. Banding

Our Vision

Why we are doing this – what benefits we offer

The pilot providers are committed to delivering fair and equitable services that allow flexibility and provide a person centred approach to support delivery. Introducing a chargeable banding system linking charges to support needs and offering several levels of support will give transparency of charging to clients without being over prescriptive. Capacity of existing staff will be more accurately monitored and support capacity will be 'freed up' that will enable staff to provide support to other older and vulnerable people with support needs currently living outside of sheltered housing. See *Appendix B* for details of the bandings.

Client consultation shows that the majority of our existing tenants strongly support the introduction of a banded charging system.

A decision on the bandings has been agreed and will be introduced from April 2010.

What are the risks and any issues that affect our ability to deliver this?

Pilot providers have been working for a number of months deciding on what should be included in each band and how much it will be charged at. It has not been possible to make a financially viable model that generates sufficient income to cover the fully absorbed costs of the new service. Cornwall Supporting people Team have been unable to find a model from other parts of the country that work.

Providers need to ensure stringent monitoring related to income and expenditure to evidence whether the banding system is financially viable.

The pilot providers, with Cornwall Supporting People Team need to make a decision on whether to charge couples individually for the support service they access.

Some clients may experience a dramatic increase in their support charges, which may affect their decision to choose a band that accurately reflects their support needs.

Providers are still funding clients passported from 2003 when Supporting People came into force.

Recommendations

Cornwall Supporting People Team has committed to paying providers their maximum contract value for the next financial year via a Block Gross Contract. The pilot providers have welcomed this news. Evidence related to outcomes over the period of implementation will be produced to inform Supporting People of the pilot progress. Providers and Supporting People see this as an opportunity to test out the banding system to inform future contracting arrangements.

During the implementation period providers will assess the implications of charging couples and report these findings to Supporting People and decide if changes need to be made to service delivery.

To ensure that those clients experiencing an increase in their support charge have access to a Fairer Charging Assessment, a clear procedure needs to be developed.

4. Finance

Our Vision

Why we are doing this – what benefits we offer

Make efficient use of public money – Supporting People estimate that over £1m of Supporting People Grant (SPG) is currently paid to providers of older peoples support services, for older people who do not need support. The pilot aims to look at how Supporting People Grant can be targeted to those who need it and cease services where there is no assessed support need. Providers fully support the aim to use SPG more effectively by diverting funds from those with no support needs to those with an assessed need for housing related support.

All the pilot providers have robust procedures in place that already ensure the efficient use of public money as a priority.

What are the Risks – Issues that affect how we achieve this

- The new charging regime is based on assumptions about need, demand and capacity and as such the level of income generated is uncertain. The model is sensitive to assumptions about the proportions of people in each band. Changes to support requirements, which are not matched by changes to income, will have a financial impact. The pilot contract model, which is based on a maximum contract value, will reduce this issue for the coming financial year.
- The model assumes that all support for clients in the crisis band will be paid for by Supporting People at an hourly rate of £20. Providers whose hourly rate is over £20 an hour will be subsidising this charge. There may also be a high administrative burden for this work, depending on the records etc that are required to evidence the support provided.
- There is an increased administrative burden to both Supporting People and the pilot providers by implementing a banding system – monitoring capacity, changes to accounts, and increase in charging levels from 1 to 4, possibly 5.
- Housing Benefit (HB) notification/SPG entitlement can sometimes be delayed for approximately 3 months. This in turn, delays the notification and payment reaching the organisation for a new client on HB. A similar situation arises when someone leaves or dies resulting in incorrect accounts and providers being unable to issue accurate statements.
- In house databases will need amending to collect and monitor income and charges. There are cost, training and time implications for this along with the possible need for new systems to account for support charges.

- Service currently provided from one location and staff will be travelling away from their base which will increase staff costs such as travel (essential user and mileage) and mobile phone usage.
- Consideration needs to be given to the cost of initial needs assessments and the holding and managing a waiting list.
- Carrick Housing Ltd is holding properties empty (previous 'warden' accommodation). The pilot providers were advised by Supporting People that Adult Care & Support were committed to working with the pilot providers to provide 24 hour care & support at suitable locations. £1000's are being lost. The pilot providers would like to see a joint working approach established as soon as possible or a decision not to use these units for care & support at this stage. Tenants are raising concerns about the future use of these properties, currently sat empty, causing them uncertainty.
- It is unclear what is happening with Carrick Lifeline service. Providers have no control over future Lifeline costs which if changed could dramatically affect income.
- 5% of the total SPG will be held by Supporting People and available to providers to draw down at £20 per additional hour for the crisis band. Providers will monitor the effectiveness of this draw down and report to Supporting People on findings.

Recommendations

- The implementation year will allow providers to inform Supporting People about the demand and capacity and whether this new service is financially viable. Providers will keep Supporting People informed of the impact applying a banding system has on its income levels.
- Pilot providers need to introduce the new banding system to clients. A redesigned SP1 style document is being devised by providers which will be sent to existing clients enabling them to choose the support level they think best suits them. Where there are disagreements between staff and clients about the appropriate level of support, a senior officer will visit the client to resolve this situation. A policy and procedure that address disagreements about support assessments is currently being developed by providers. Providers will evaluate and monitor the banding and provide regular updates to Supporting People.
- Supporting People to consider a similar approach to drop-in service funding; i.e. a Block Gross element of the contract that allows providers to maintain capacity to assess the support needs of prospective clients. Providers will report to Supporting People on the number of referrals, assessments and services offered to inform the future contracting arrangements post implementation and evaluation.
- A decision from Adult Care & Support is required urgently as to when their commitment to 24 hour care and support in suitable hubs will be realised. If accommodation is no longer required, providers can then decide what to do with these flats (3 bed accommodation).

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- Supporting People have agreed that during the pilot year the SPA1 forms will no longer be required. Providers will now advise Supporting People of the clients HB entitlement and would like confirmation that this will continue into the future.
- Providers will work with Supporting People to develop or adopt an existing tool to filter possible Fairer Charging applications.
- Providers would like to see a review of the Value for Money benchmarking methodology that more accurately reflects the new services delivered i.e. not benchmarking against out of date models of sheltered housing services.

5. Emergency Alarm Service

Alarm Monitoring Centre:

A position statement (*Appendix C*) was created in relation to the Emergency Alarm Monitoring Centre. Pending an outcome of a service review it was agreed that this issue be put on hold until a clearer direction is known. It is now understood that Cornwall Council are in the process of amalgamating their Control Centres and possibly moving to another site. Each pilot provider has a different contracting arrangement with Carrick Lifeline and other Alarm Service providers.

In the long term it may be appropriate to consider a joint tender, however, it is thought that Cornwall Council's intention is to become TSA Accredited and their move may affect this decision.

Under Cornwall's Supporting People's eligibility criteria there are questions over what costs are eligible for Supporting People funding. The pilot providers would welcome clarity over this to ensure that costs are being appropriately recovered.

What are the Risks – Issues that affect how we achieve this

- Contracts are due to expire
- Service Level Agreements that exist are out of date
- Carrick Housing and Devon & Cornwall Housing do not have a Service Level Agreement with Carrick Lifeline and are both keen to get this established as soon as possible.

Recommendations

Clarity is required related to both the future of the monitoring centre and alarm monitoring costs.

Supporting People will contact the Control Centre Manager at Cornwall Council to request new Service Level Agreements for the ILS. This has been welcomed by the ILS providers.

6. Performance Indicators

Our Vision

Why we are doing this – what benefits we offer

Pilot providers are committed to providing regular monitoring information to Supporting People. This information will need to be meaningful, be used to inform the future service delivery and make changes where appropriate.

The pilot providers and Cornwall Supporting People Team have agreed a set of performance indicators and contract monitoring information. Pilot providers have also requested that client satisfaction levels form part of this performance monitoring. This information has been agreed in the ILS Service Specification and will be reviewed throughout the implementation of the pilot.

What are the Risks – Issues that affect how we achieve this

Concern that monitoring may be over burdensome and information collected will not be used.

Recommendations

The pilot organisations continue to work in partnership with the Supporting People Team to develop meaningful and useful performance monitoring information that meets the needs of statutory and local indicators.

Ensure that client satisfaction levels are recorded and are used to inform the Supporting People Team about the quality of the service from a client's perspective.

The service needs to be based on outcomes for clients and this will need to be captured in the performance monitoring process.

7. Additional SP Grant Subsidy Progress

Our Vision

Why we are doing this – what benefits we offer

The pilot organisations agreed with Supporting People to evenly divide the total of the difference between the existing contract payments and the maximum contract values.

The pilot providers detailed to Supporting People how this additional funding would be used to develop the pilot, this formed an addendum to each contract and an amount of £54k paid to each provider. This demonstrated a real commitment from the three providers to work in partnership and showed a level of generosity by some providers rarely seen in partnerships.

Progress to date

Carrick – A temporary Tenant Participation Officer was recruited to assist with the client consultation. On-going client consultation costs related to the pilot implementation were funded via this subsidy. A full time temporary Independent Living Advisor was recruited in October 2009 to start supporting older people outside the sheltered housing scheme. The risk associated with this post, is that when the client base is developed it is not clear that additional funding will be available to continue. If this post is not funded beyond October 2010 it will result in approximately 50 clients losing their support service and partner organisations may not have capacity to assist with this. Carrick Housing has also agreed to explore the possibility of co-funding an Activities Co-ordinator in partnership with Coastline and Devon & Cornwall Housing Group.

Coastline – A temporary Assistant Supported Housing Officer has been appointed working out of Miners Court with effect from the beginning of September 2009. Three team leaders have been appointed for the three main towns within our prime area. A role profile is currently being drafted for the post of Activities Co-ordinator to be funded by the pilot providers and managed by Coastline. No progress has been made in relation to the increase of services during weekends at the current time.

Devon & Cornwall Housing (DCH) Group – The DCH Group provided the additional resource of a Project Development Officer to progress the implementation of the Independent Living Service across both Devon and Cornwall Housing Association and Penwith Housing Association. This additional resource has contributed to the extensive client consultation programme undertaken across the existing Sheltered Housing services. Along with Carrick Housing Ltd and Coastline Housing Ltd, Devon and Cornwall Housing Group will be jointly funding the post of “activities coordinator”, who will work across all three service providers.

8. Access & Eligibility

Our Vision

Why we are doing this – what benefits we offer

To provide a consistent, transparent service which is accessible to older people who are in need of support, regardless of their tenure. The benefits of operating such a service are that resources and support can be provided to those who have an assessed support need, rather than simply by virtue of where they live.

Pilot providers have agreed with Supporting People, that they will maintain a waiting list for clients who request a support service. A waiting list will be maintained by each organisation whilst also considering service availability between the pilots to keep the wait to a minimum. Timescales to response times to enquiries are set out in the Service Specification.

Pilot providers will make all information available in plain English, other languages and formats.

What are the Risks – Issues that affect how we achieve this

The introduction of Choice Based Lettings (CBL) in April 2010 will have an impact on how individuals are able to access housing, both designated 'sheltered' housing, Extra Care and the general needs stock. The principle of CBL is that it will be the single route into social housing and that vacancies for properties will be advertised and individuals within a certain band (under CBL) will be able to bid for these. The pilot providers are not yet aware of exactly how this will operate, as Cornwall Council is continuing to developing this.

Guidance Notes for the new Choice Based Letting System are shortly to be published. An initial assessment will be conducted by Cornwall Council Letting Department as part of the registration process. A support assessment to identify support needs will be carried out by the pilot provider organisations.

There is currently a link between housing and support and over time this link will reduce, as services will not be dependent on where a person is living. Consideration will need to be given to regularly reviewing the changing profile and thus eligibility criteria for existing sheltered 'schemes' as levels of support need, as well as age, may not necessarily continue to be a criteria for entry. It is possible that the number of those entering the service in future may want alarm-only provision, initially at least, although this could change over time. However this issue is more relevant to landlord/providers than Supporting People as it could also have an impact over time on the lettable and viability of certain schemes.

Recommendations

This is an area that needs to be progressed as the pilot develops and Choice Based Lettings beds in. Pilot providers welcome involvement in the development of the CBL system.

It is also envisaged that a cross-Cornwall Gateway model will be developed later in the year and introduced as a single point of entry for any older person (and other groups) wishing to receive a support service. Again, Pilot providers welcome involvement with this.

9. Staff Consultation

Our Vision

Why we are doing this – what benefits we offer

The pilot organisations are committed to engaging and supporting their staff through a period of change. The pilot will continue to train and support staff through team meetings, one to one's and joint events with staff from across the three pilot organisations.

The pilot providers recognise the importance and need for ongoing training and development for support staff. Pilot providers will be carrying out an audit of staff skills and experience to develop a joint training plan across the pilot providers. We are committed to developing and maximising the potential of all our staff by developing a minimum training framework. Support staff are very keen to develop expertise in various areas of their roles e.g. dementia, Trusted Assessor etc. These local experts can share their skills and knowledge with staff across the pilot organisations.

Each of the pilot providers have engaged in their own staff consultation process having regard for the fact that each of us have different platforms and have various tasks to complete to prepare for the commencement of the ILS.

Additionally, a joint pilot provider's event was held in October 2009 with the aim of updating all staff on the progress to date, whilst giving staff the opportunity to network and share views and ideas. This event was very successful and achieved its aims. A series of comments via the workshops were forthcoming and these have been fed into the Project Plan (*Appendix P*). (*See also Appendix D for full staff feedback*)

The pilot providers have agreed to work towards standardising role profiles and salaries. It is accepted, however, that due to the fact that recruitment and employment is retained by individual organisations that a degree of control and individualism be retained. There is agreement that all staff should be renamed to become Independent Living Advisors and plans are in place for this to take place subject to provider specific staff consultation.

What are the Risks – Issues that affect how we achieve this

- Retaining staff during a period of change
- Job insecurity due to no long term funding commitments by Supporting People
- Huge investment in staff by management in terms of training and support
- Lack of understanding of the role of the Independent Living Advisor from outside agencies

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- Huge investment in training staff has a cost implication for all organisations
- Staff will spend a proportion of their time training which may impact on available capacity
- Devon & Cornwall Housing Group is currently undergoing a major restructure to merge their support services with Penwith Housing Association to form a new company, Independent Futures, within the Group. This will take some time to bed in.

Recommendations

- Continue to keep staff up to date and informed through team meetings, one to one's and joint provider events.
- Opportunities for staff to shadow colleagues from other partner organisations will also take place.
- Continue to raise the profile of the Independent Living Advisors across all sectors.
- Providers are working together to arrange joint training locally to reduce costs wherever possible.

10. Client Consultation

Our Vision

Why we are doing this – what benefits we offer

Each pilot organisation is committed to the meaningful involvement of clients in the planning and development of their support services. One of the pilots was awarded Beacon Status for its work involving tenants and this experience has been shared with the partnership.

Pilot providers developed a client Consultation Project Plan (*Appendix J*) to ensure all clients who wished to participate in consultation were able to do so. The pilot partnership has given client consultation the degree of priority and importance it deserves.

Due to the different levels of work required by each provider at the present time each are in a slightly different place:

Carrick Housing asked each tenant how he or she wanted to be consulted and developed a plan based on this (*see Appendix E*). A questionnaire (*See Appendix H*) was developed and consultation completed before the end of September 2009. The results have been fed into an excel spreadsheet and have been fed into a professionally printed document for all to scrutinise.

Coastline are following the same plan but due to numbers of clients to be consulted and staffing resources this process is likely to be completed by the end of March 2010.

Devon & Cornwall Housing Group has written to all clients offering a selection of individual visits, focus groups and telephone surveys. The results of this survey will be available by the end of March 2010.

Pilot providers will produce a joint feedback information report that brings together the consultation from all three providers.

It is crucially important that pilot providers continue to provide feedback to all clients with any consultation that takes place. Copies of literature issued are shown in *Appendix E, F, G, H and I* (Covering Letter, information letter, profiling questionnaire, survey and examples of results so far).

What are the Risks – Issues that affect how we achieve this

- Work needs to start as soon as possible to send out banding self assessments
- Clients are nervous about the future of their services and providers are spending significant resources keeping clients informed to reduce anxiety where possible.

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- Effective and meaningful consultation is time consuming and sometimes expensive, however providers understand the benefits good consultation has to how clients see their services.
- The views of clients need to remain central to the development of support services

Recommendations

- Ensure clients are kept up to date and fully informed of any proposed changes and developments
- Keep feeding back to clients with any results from consultation and service developments
- Ensure that future Supporting People Grant funding takes into account the value of effective and meaningful consultation and the cost this has to providers.

11. Marketing

Our Vision

Why we are doing this – what benefits we offer

The pilot providers have produced a Communication Strategy (*see Appendix Q*) and are keen to raise awareness of the Independent Living Service with the wider community, in particular Health, Adult Care & Support and the Voluntary Sector. It is important that staff from these organisations understand the role of the ILA and will see how organisations can work together to deliver services for vulnerable older people.

Common literature about the work of the pilot has already been produced. Please see *Appendix K, L and M* (briefing notes 2 & 3, ILS leaflet) for examples

The implementation year will give the pilot providers the opportunity to raise the awareness of the services that can be offered and to contact potential clients.

Providers are passionate about the role support staff and services play in providing high quality, preventative housing related support to vulnerable older people. Providers are best placed to champion the work the pilot is achieving and are able to motivate and encourage other agencies to work in effective partnership together.

Once services have been agreed, providers will produce interim literature for clients that will reflect the services available in their area. The information will also detail the service standards of the provider. Joint information will be used wherever possible.

What are the Risks – Issues that affect how we achieve this

- there is a risk of raising client expectation and being unable to meet the demand that this may generate
- if demand exceeds capacity this could cause negative publicity that would result in a lack of confidence in the service which will reflect poorly against providers
- resources required to contact and assess the needs of people who are not currently in receipt of a service
- marketing the service during a pilot may raise expectation of a developing service and therefore subject to change

Recommendations

- Supporting people, where possible to help facilitate attendance at strategic and operational meetings with Adult Care & Support, to

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investigate we can help each other achieve the best possible outcomes for service users whilst providing excellent value for money

- Development of a marketing strategy for the ILS
- Agree a ILS Launch programme that include potential clients, partners, other agencies
- Jointly develop an exit strategy with Supporting People
- Continuous marketing during the implementation year to ensure maximum take up of the ILS

12. Partnership Working

The ILS partnership has been an amazing opportunity and experience for the three organisations, who have participated in an open and honest relationship, sharing information and skills to the benefit of older and vulnerable people across Cornwall.

As providers we will continue to work together to develop our professional relationships to benefit each other, the Supporting People Team and our clients.

Our thanks go to Pat Palmer, Extra Care Lead for Cornwall who has been instrumental in supporting the pilot organisations over the last 12 months.

The ILS Pilot Provider partnership has worked together to achieve:

- Appendix A - Hub locations
 - Appendix B - Bandings
 - Appendix C - Alarm Service Position Statement
 - Appendix D - Staff Conference Feedback
 - Appendix E – Example consultation introductory letter
 - Appendix F1 – Background to survey
 - Appendix F2 – Profiling Questionnaire
 - Appendix G – Pictorial decision
 - Appendix H – Full ILS Consultation questionnaire
 - Appendix I - Consultation feedback results
 - Appendix J - Consultation Project Plan
 - Appendix K – Briefing note 2
 - Appendix L – Draft Briefing note 3
 - Appendix M - ILS Leaflet
 - Appendix N - Method Statement - Staffing
 - Appendix O – Method Statement - Business)
 - Appendix P - Project plan
 - Appendix Q - Communication Strategy
 - Appendix R - Agreed Service Specification with Supporting People
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- Presentation and workshop at County Supported Housing conference
 - Marketing at strategic events e.g. Age & Ambition Event
 - Creation and implementation of a County accepted Outcome focused support plan – copy available on request

Conclusion

The Independent Living Service Partnership has been working together with Cornwall Supporting People Team and the Extra Care lead for Cornwall for 12 months. During this time the pilot providers have succeeded in many of the aims and objectives of the initial meeting in February 2009.

The pilot providers are committed to the continued development and implementation of the Independent Living Service Pilot over the coming year. As a result of the excellent working relationships developed over the last 12 months, the pilot providers are confident that they will be able to deliver a valued support service, which meets the aims and objectives of our clients and the Supporting People Strategy.