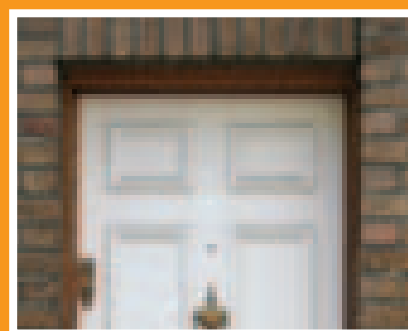


# Hertfordshire Supporting People Strategy 2007-2012



An Easy  
Read Guide



If you need help to understand this information please talk to your family, your carer or someone who works with you like your social worker.





## What is Supporting People?

Supporting People is a way of paying for services to help people to live more independently. For some people living independently means living in their own home, for other people it might mean living somewhere where you can get extra help if you need it.



Supporting People helps people who might need a lot of help to do things.

For example:

- People with a learning disability
- Older people
- People who are homeless



Supporting People helps people to do things like:

- learn to cook or clean
- look after their money
- make their house safe and secure
- live in the best place for them

## What is a Supporting People Strategy?

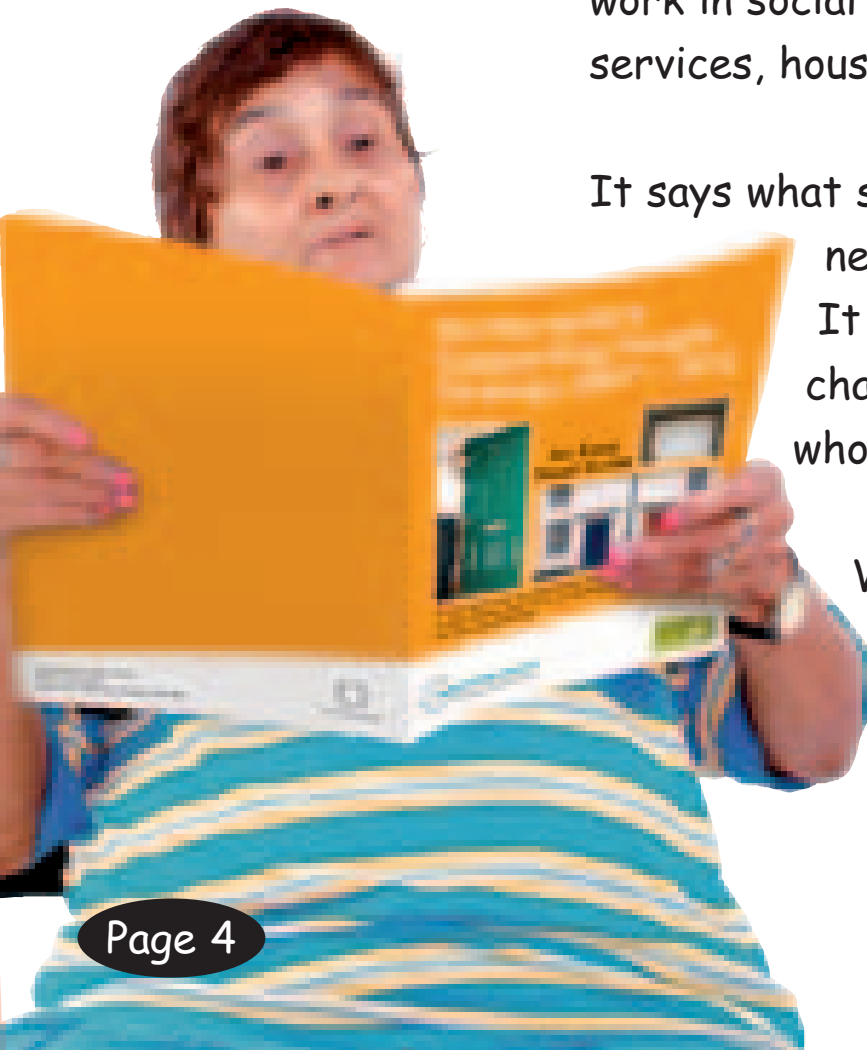
The government has asked Hertfordshire County Council to work with lots of different groups to run Supporting People services for people who live in Hertfordshire.

To help us do this we have written a plan which lasts for five years. We call this plan the **Hertfordshire Supporting People Strategy 2007 - 2012**.

The strategy has been written for everyone who works with people who need help to live more independently. This includes people who work in social care services, probation services, housing and health care.

It says what services people in Hertfordshire need to live more independently. It also says what we need to change to make sure that everyone who needs help can get it.

We have done this so that it is easier for you to get the right help to meet your needs.





## The Supporting People Vision

We want Supporting People services to make a real difference to the lives of people who need help to live more independently. To do this we will make sure that:

- there are lots of different kinds of services
- you can choose the type of services that are best for you
- you can choose where and when you get your services
- these services are available to everyone who needs them



## The aims and objectives of our Supporting People Strategy

To make sure that we are successful we have put together some things that we must do over the next five years. We call these the aims and objectives of our strategy.

We need to make sure that everyone who is involved in Supporting People understands the **aims and objectives**.



This includes people who work in social care services, probation services, housing, health care and people like you who get services to help you live more independently.

To help us to put together our aims and objectives we talked to lots of people to make sure they were happy with our plans.

Through our aims and objectives we will:

- Make sure that all of our services give good value for money
- Stop spending money on services that are provided by others
- Make sure that services meet the right standards and if they don't we will stop using them
- Look at how we can make these services better and that we have the right services available
- Develop a service that helps stop people from becoming homeless and helps people to move into their own home after leaving care if that is what they want



- Make sure that new services follow this strategy and meet the needs of service users
- Make sure we treat everyone who provides services in the same way
- Make sure that we plan new services so that we meet the needs of people across Hertfordshire
- Involve people who use the services and their carers more in our work
- Introduce three year contracts for people who provide services
- Look at the contracts with people who provide services to make sure that they put the needs of service users first
- Get a new computer system that will make managing the Supporting People programme easier
- Make sure that service users, carers, providers and partners are involved in planning for the future of Supporting People.
- Make sure that information about Supporting People is clear and easily available across Hertfordshire





## How will we plan our work over the next five years?

Our Hertfordshire Supporting People Strategy 2007 - 2012 says what work we will be doing over the next five years. This is to make sure that we give you the best services we can.

In **2007/2008** (year one) we will target our work to older people, young people (aged 16 and over) and people with mental health problems.



In **2008/2009** and **2009/2010** (years two and three) we will target our work to people with drug and alcohol problems, people who are homeless, people who are escaping from domestic violence, people with a physical disability or a sensory need and offenders.

In **2010/2011** and **2011/2012** (years four and five) we will target our work to people with learning disabilities and Gypsies and Travellers.

Although our work is targeted to different groups each year we will still make sure that all our services are always available for everyone who needs them.



Some of the work we will do will include:

### Older people

Hertfordshire County Council, the ten district councils and people who work in health have put together an accommodation plan. We will help to put this plan into place. This will include making sure that supported housing for older people, like sheltered housing, is used in the best way possible.

We know that we pay for too much sheltered housing. We will reduce the amount of money we spend on these services by 10 per cent.

We will use some of the money we save to develop extra care housing. Extra care housing gives people more help to let them stay living on their own. We will also use some of the money saved to pay for services for other groups of people.

We will review community alarm services to help us to decide how we should buy and use these services in the future. Community alarm services are equipment, like pendant alarms, which raise alarms to get help if it is needed.



## People with mental health problems

A new accommodation plan for people with mental health problems is being developed. We will help to put this plan into place and give advice on housing services for people with mental health problems.

We know that we need more housing to help people to live on their own. We will work with landlords, district councils and other people who provide housing to make more housing available to people with mental health problems.

## Young people (aged 16 and over)

There is a project to look at services for young people to help them lead fuller lives.

Lots of different groups who work with young people are working together on this project.

Over the next two years we will talk to young people about the housing services they need and put together a new housing services plan for them.



## People with learning disabilities

We want people with learning disabilities to have as much choice as possible about where they live and how they live. To help people with learning disabilities to do this we need to give them different choices. We will look at the different choices over the next five years. We will work with people with learning disabilities, their families and carers and people who work with them to make sure that the services we put together are right.

## People with physical disabilities and sensory needs

People who have a sensory need have problems with hearing, their eyesight or sometimes both.

We want to make sure that all Supporting People services can be accessed by people with a sensory need.

We will pay for housing schemes for people with physical disabilities and make sure that these schemes meet people's needs.

We will make sure that people who provide services understand what people with physical disabilities and sensory needs want. This will help us to improve the services we provide.





### People who are homeless

Some people who are homeless live in hostels. We will make sure that hostels that are not suitable are improved. By 2010 we want to reduce the use of hostel accommodation by 50 per cent and we will work with people across Hertfordshire to help stop people from becoming homeless.

### People with drug and alcohol problems

We will plan more services for people with drug and alcohol problems in 2008.

### Offenders

We will plan more services for offenders from 2008. We will make sure that there are services across Hertfordshire for offenders and that these services meet the needs of people who use them.

### People who are escaping domestic violence

We will plan more services for people who are escaping domestic violence in 2008/2009. We need to look at services for men who are escaping domestic violence.

We will look at the ways people who are escaping domestic violence get services and we hope this will help stop them becoming homeless.

We will also look at the different services we offer to make sure that people who have suffered from domestic violence get the best support for them.

### **Gypsies and Travellers**

We will plan more services for Gypsies and Travellers in 2010/2011. We will work with other councils in the east of England to look at services for Gypsies and Travellers.

A Gypsies and Travellers statement for the east of England is being written. This statement will look at planning services for Gypsies and Travellers.



It will also test how services work and make sure that Gypsies and Travellers are treated fairly and get a good service wherever they live.

## What you say can make a difference

We want to make sure that our Supporting People Strategy works and we want to find out:

- What help you need
- What you think about the help you already get

We will use this information to improve the help you get from us.

You can speak to the person who helps you now and they will tell us what you think.

You can also contact the Supporting People team at Hertfordshire County Council

Email us: [supportingpeople@hertsc.gov.uk](mailto:supportingpeople@hertsc.gov.uk)

Phone us: **01923 471400** if you are calling from **0208** or **01923** area codes

**01438 737400** if you are calling from all other areas of Hertfordshire

**01438 737599** textphone (for deaf and hard of hearing people only) The lines are open from 8am to 8pm Monday to Friday and 9am to 4pm on Saturdays.



You can find more information about  
People on our website  
[www.hertsdirect.org/supportingpeople](http://www.hertsdirect.org/supportingpeople)

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