

# Supporting People Strategy

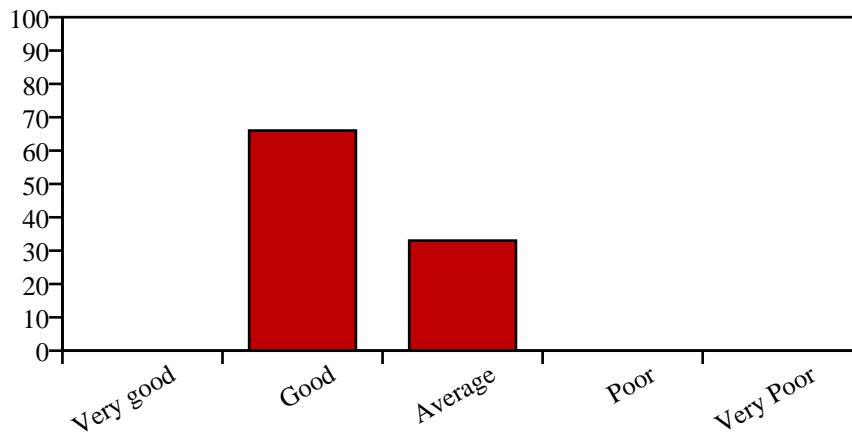
*Consultation on the new Supporting People Strategy, 2009-12*

## Overview

From **19/06/2009** to **30/06/2009**, London Borough of Hammersmith & Fulham ran a consultation entitled '*Supporting People Strategy*'. This report covers the online element of the consultation process, which was run from <http://www.citizenspace.com/local/lbhf/SP>

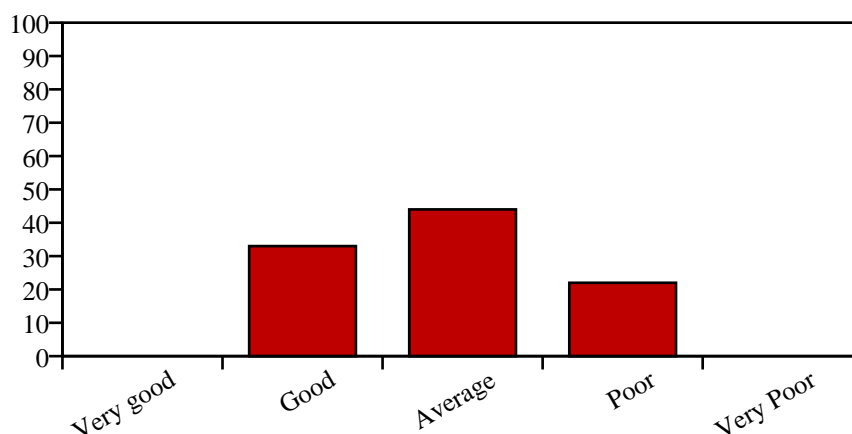
**Topic 1: Strategy Overall for all**

**Q1: Comprehensiveness: does it cover all the dimensions required?**



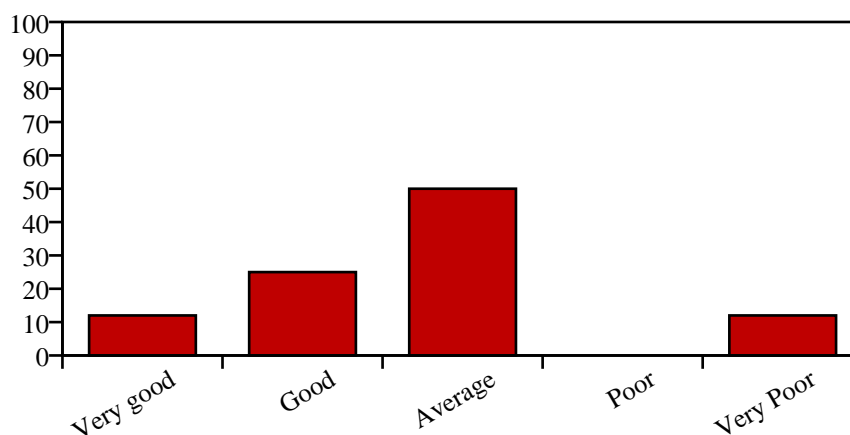
Option	Value	Percentage
Very good	0	0%
Good	6	66%
Average	3	33%
Poor	0	0%
Very Poor	0	0%
Total	9	

**Q2: Appropriateness: Does it place the right amount of emphasis on each area?**



Option	Value	Percentage
Very good	0	0%
Good	3	33%
Average	4	44%
Poor	2	22%
Very Poor	0	0%
Total	9	

**Q3: Feasibility: are the goals it sets out achievable?**



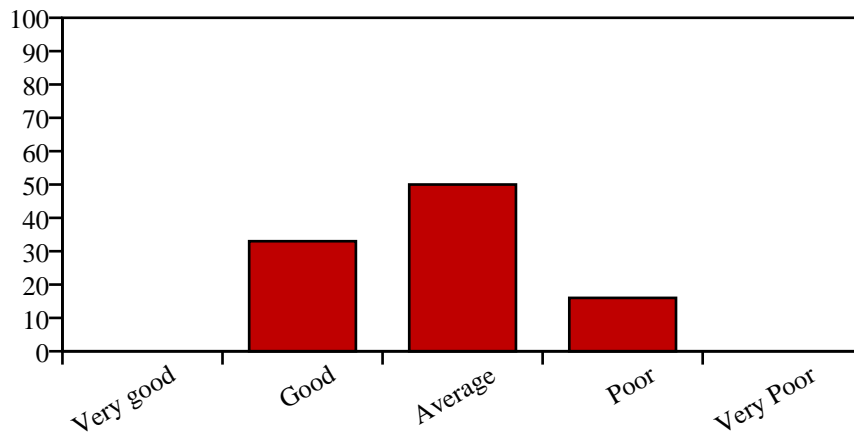
Option	Value	Percentage
Very good	1	12%
Good	2	25%
Average	4	50%
Poor	0	0%
Very Poor	1	12%
Total	8	

**Q4:** If you have any further comments please add them here:

*There are 13 responses to this question. Please see Appendix A for the text of these responses.*

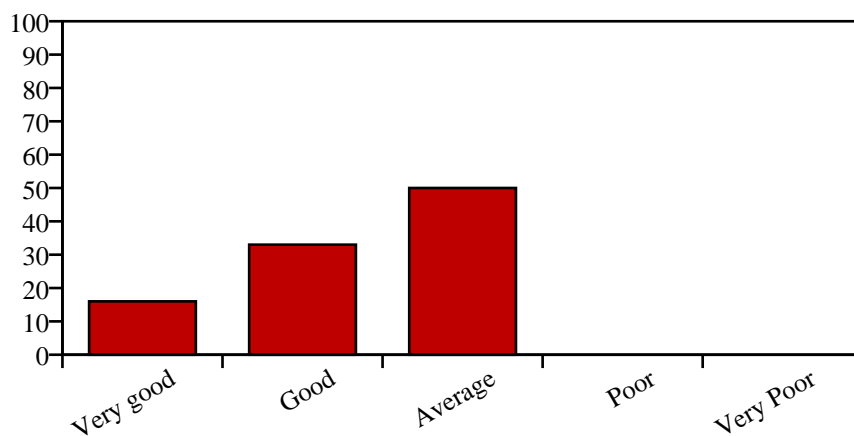
**Topic 2: Strategy Overall for Group(s)**

**Q1:** Comprehensiveness: does it cover all the dimensions required?



Option	Value	Percentage
Very good	0	0%
Good	2	33%
Average	3	50%
Poor	1	16%
Very Poor	0	0%
Total	6	

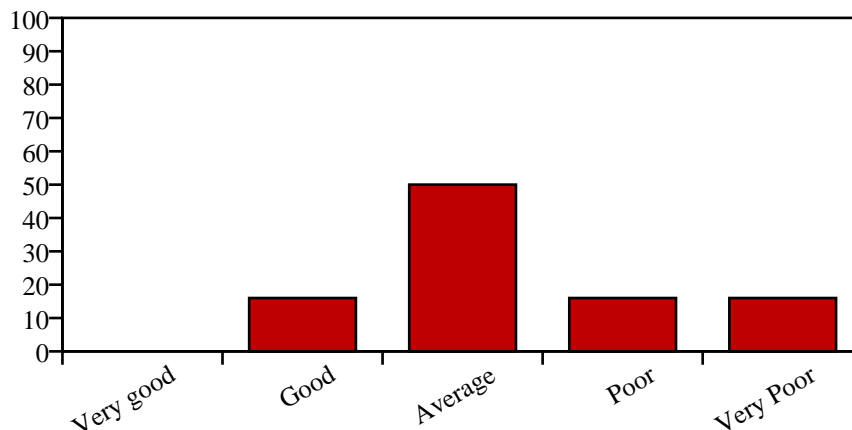
**Q2: Appropriateness: Does it place the right amount of emphasis on each area?**



Option	Value	Percentage
Very good	1	16%
Good	2	33%
Average	3	50%

Poor	0	0%
Very Poor	0	0%
Total	6	

**Q3: Feasibility: are the goals it sets out achievable?**



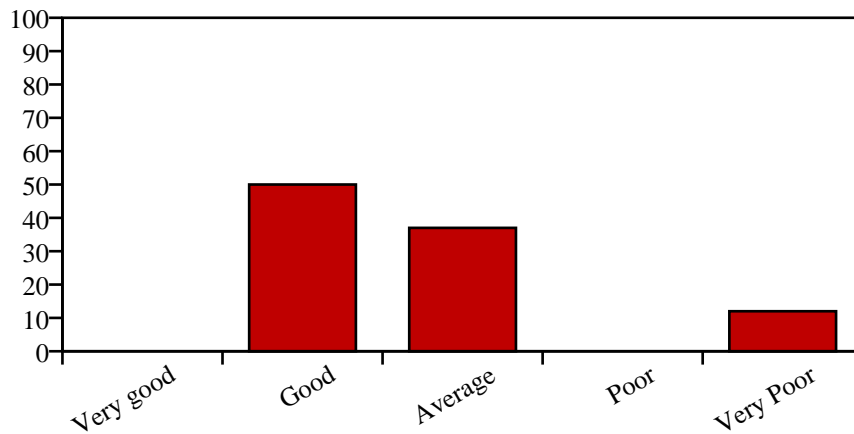
Option	Value	Percentage
Very good	0	0%
Good	1	16%
Average	3	50%
Poor	1	16%
Very Poor	1	16%
Total	6	

**Q4:** If you would like to comment further please do so here:

*There are 12 responses to this question. Please see Appendix A for the text of these responses.*

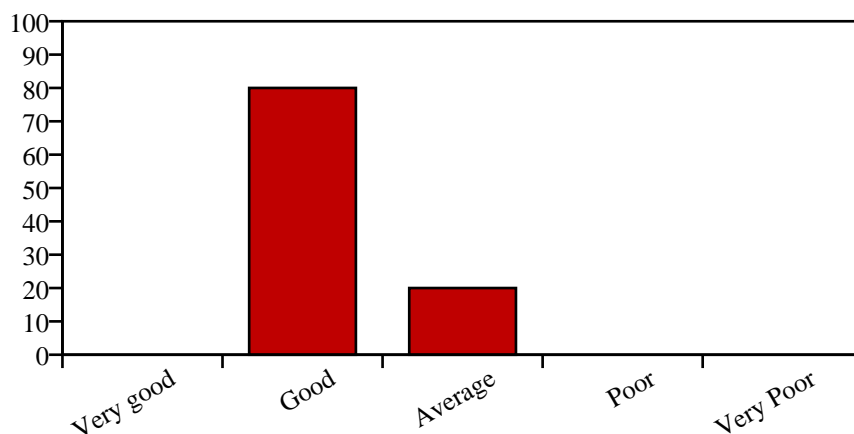
**Topic 3: Priorities for all**

**Q1:** Comprehensiveness: do they cover the major challenges facing the SP programme, providers and service users?



Option	Value	Percentage
Very good	0	0%
Good	4	50%
Average	3	37%
Poor	0	0%
Very Poor	1	12%
Total	8	

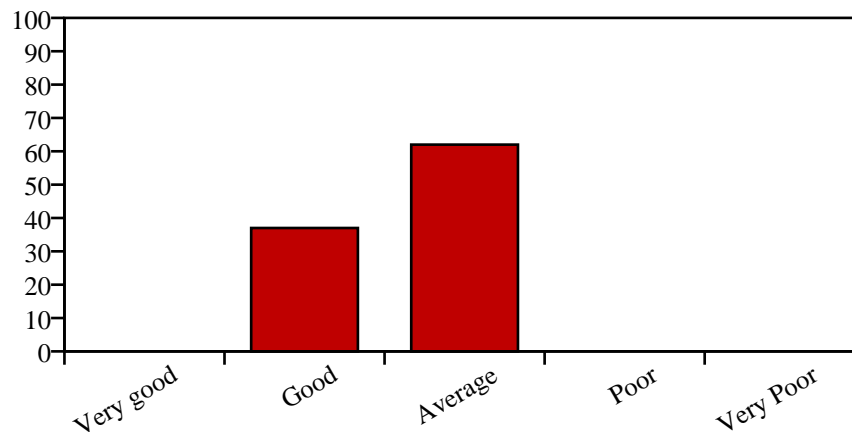
**Q2: Appropriateness: do they place the right amount of emphasis on each area?**



Option	Value	Percentage
Very good	0	0%
Good	4	80%
Average	1	20%

Poor	0	0%
Very Poor	0	0%
Total	5	

**Q3: Feasibility: are the goals they set out achievable?**

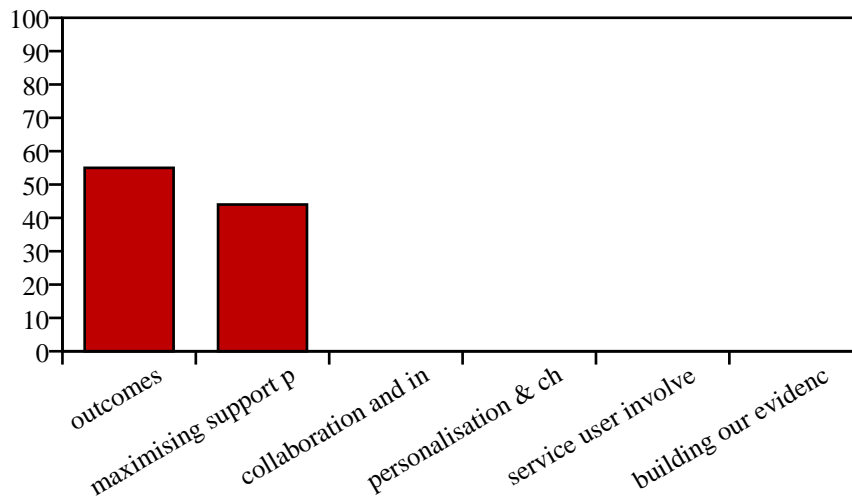


Option	Value	Percentage
Very good	0	0%
Good	3	37%
Average	5	62%
Poor	0	0%
Very Poor	0	0%
Total	8	

**Q4:** If you would like to add any further comments please do so here:

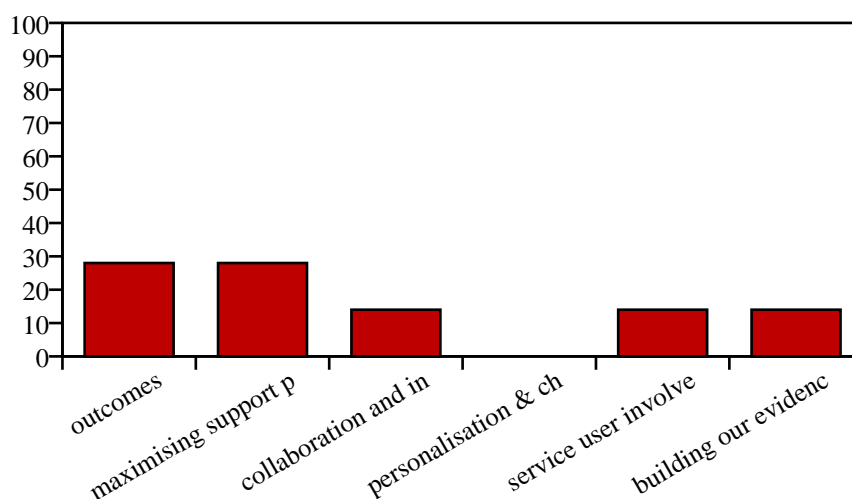
*There are 11 responses to this question. Please see Appendix A for the text of these responses.*

**Q5:** Which Priority do you consider most important for all groups?



Option	Value	Percentage
outcomes	5	55%
maximising support provision	4	44%
collaboration and integrated working	0	0%
personalisation & choice agendas	0	0%
service user involvement & social enterprise	0	0%
building our evidence base	0	0%
Total	9	

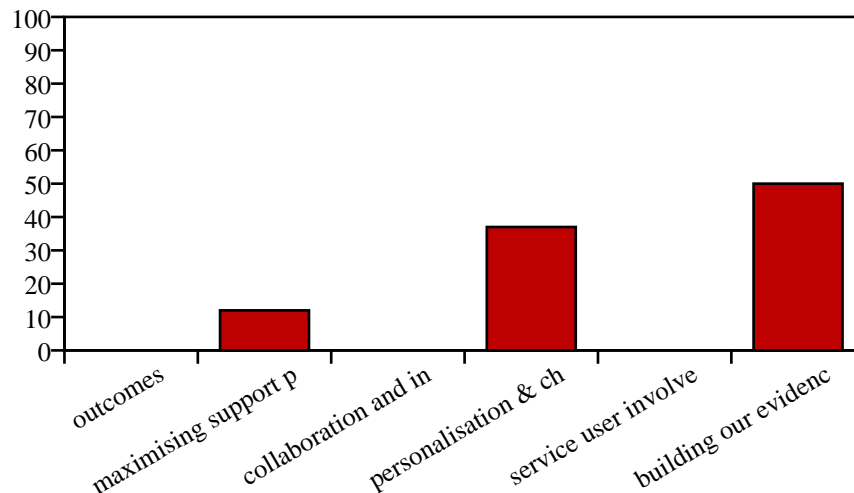
**Q6:** Which Priority do you consider second most important for all groups?



Option	Value	Percentage
outcomes	2	28%
maximising support provision	2	28%
collaboration and integrated working	1	14%

personalisation & choice agendas	0	0%
service user involvement & social enterprise	1	14%
building our evidence base	1	14%
Total	7	

**Q7: Which Priority do you consider least important for all groups?**



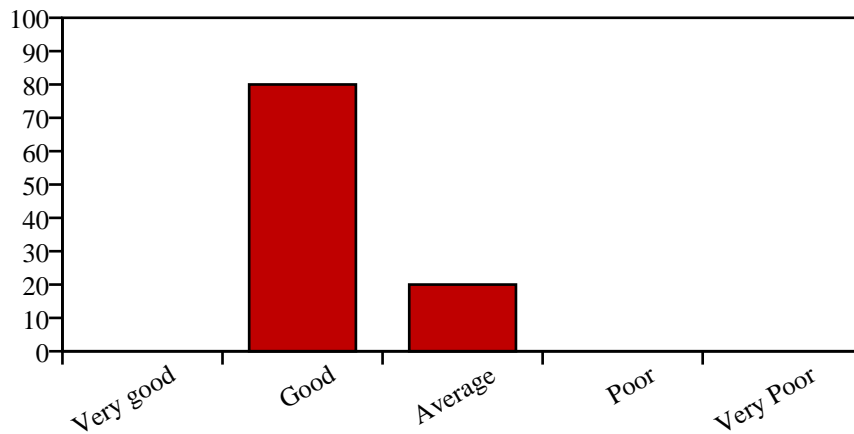
Option	Value	Percentage
outcomes	0	0%
maximising support provision	1	12%
collaboration and integrated working	0	0%
personalisation & choice agendas	3	37%
service user involvement & social enterprise	0	0%
building our evidence base	4	50%
Total	8	

**Q8: If you would like to add any more information please do so here:**

*There are 11 responses to this question. Please see Appendix A for the text of these responses.*

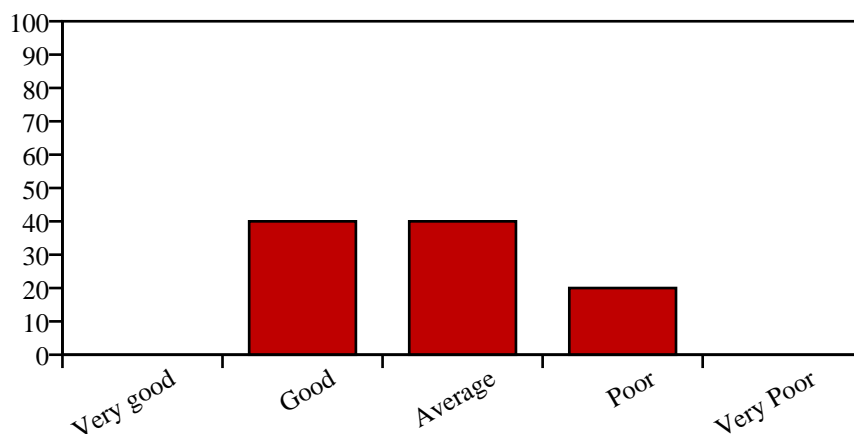
**Topic 4: Priorities for group(s)**

**Q1: Comprehensiveness: does it cover all the dimensions required?**



Option	Value	Percentage
Very good	0	0%
Good	4	80%
Average	1	20%
Poor	0	0%
Very Poor	0	0%
Total	5	

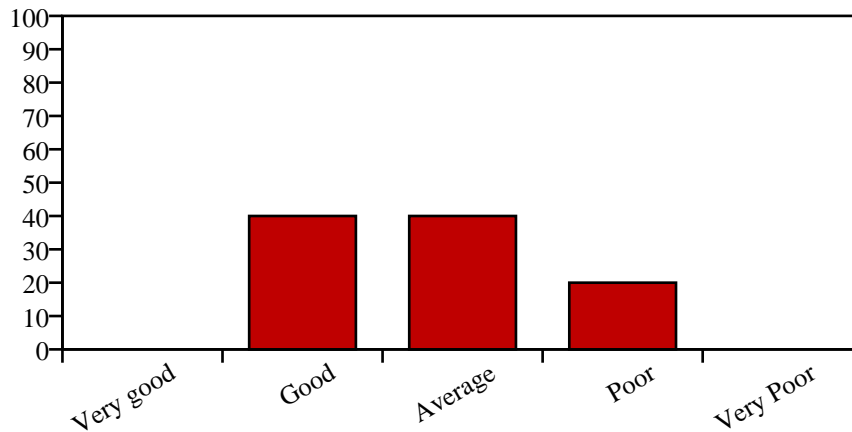
**Q2: Appropriateness: Does it place the right amount of emphasis on each area?**



Option	Value	Percentage
Very good	0	0%
Good	2	40%
Average	2	40%
Poor	1	20%
Very Poor	0	0%
Total	5	

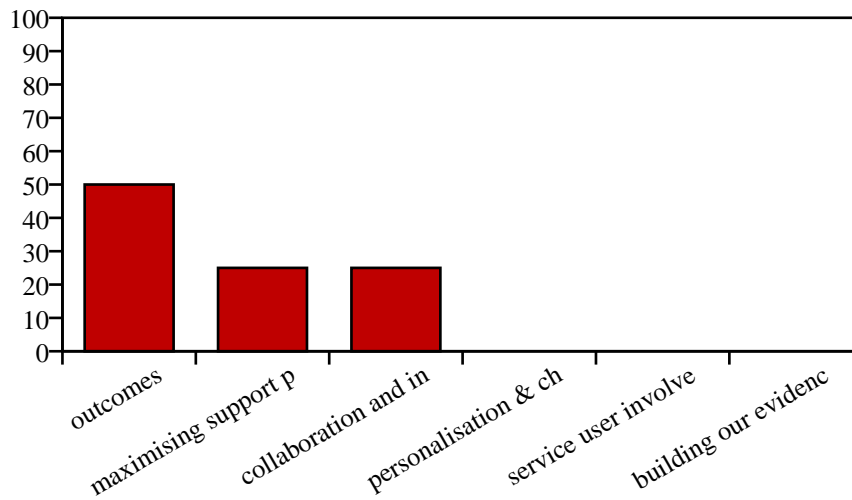
Poor	1	20%
Very Poor	0	0%
Total	5	

**Q3: Feasibility: are the goals it sets out achievable?**



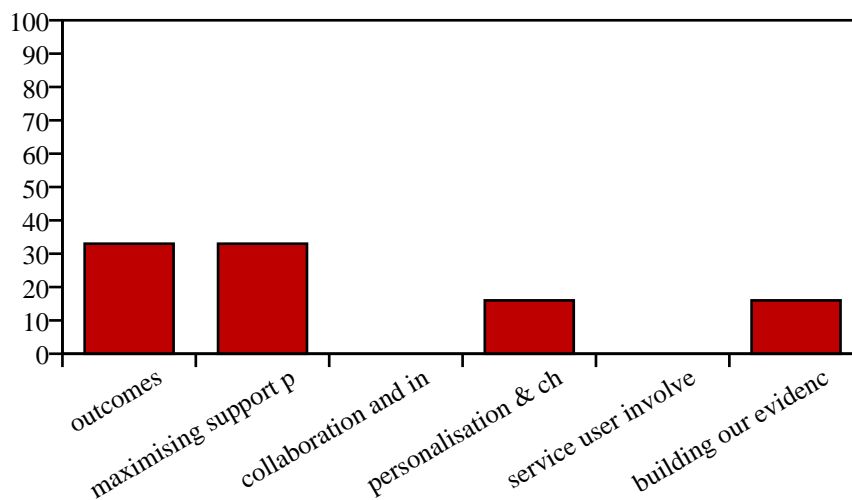
Option	Value	Percentage
Very good	0	0%
Good	2	40%
Average	2	40%
Poor	1	20%
Very Poor	0	0%
Total	5	

**Q4: Which Priority do you consider most important to the group(s) that you represent?**



Option	Value	Percentage
outcomes	4	50%
maximising support provision	2	25%
collaboration and integrated working	2	25%
personalisation & choice agendas	0	0%
service user involvement & social enterprise	0	0%
building our evidence base	0	0%
Total	8	

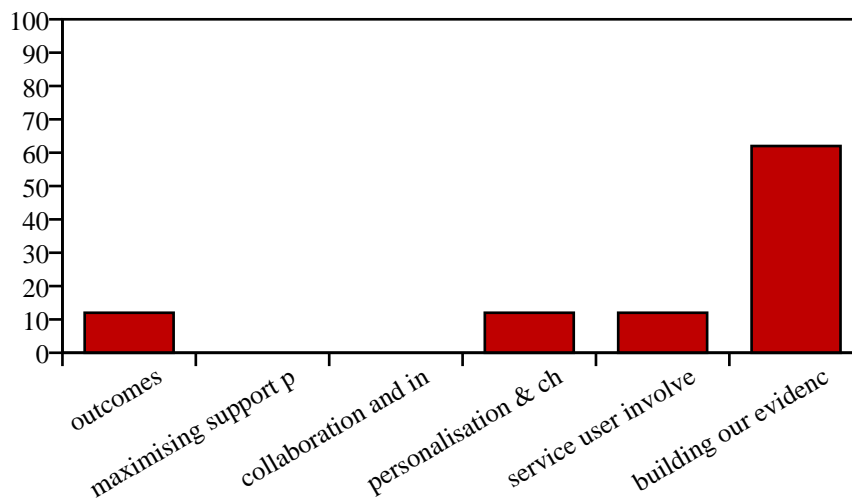
**Q5:** Which Priority do you consider second most important to the group(s) that you represent?



Option	Value	Percentage
outcomes	2	33%
maximising support provision	2	33%

collaboration and integrated working	0	0%
personalisation & choice agendas	1	16%
service user involvement & social enterprise	0	0%
building our evidence base	1	16%
Total	6	

**Q6:** Which Priority do you consider least important to the group(s) that you represent?



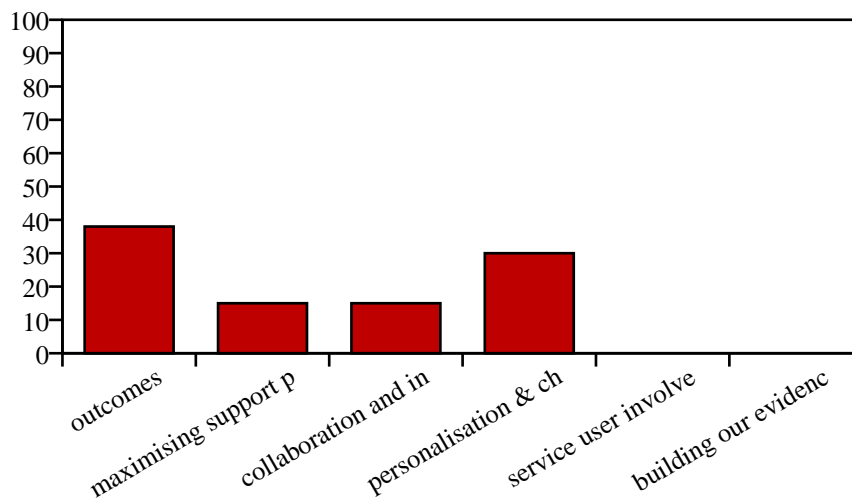
Option	Value	Percentage
outcomes	1	12%
maximising support provision	0	0%
collaboration and integrated working	0	0%
personalisation & choice agendas	1	12%
service user involvement & social enterprise	1	12%
building our evidence base	5	62%
Total	8	

**Q7:** If you would like to add any further comments please do so here:

*There are 8 responses to this question. Please see Appendix A for the text of these responses.*

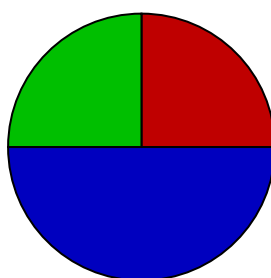
### **Topic 5: First Year Priorities**

**Q1:** Which two priorities do you think should be of highest priority over the coming year?



Option	Value	Percentage
outcomes	5	38%
maximising support provision	2	15%
collaboration and integrated working	2	15%
personalisation & choice agendas	4	30%
service user involvement & social enterprise	0	0%
building our evidence base	0	0%
Total	13	

**Q2:** Is there any particular dimension of the priority areas that you think requires specific focus?



- Yes (please detail below): 25%
- No: 50%
- Don't know: 25%

Option	Value	Percentage
Yes (please detail below)	2	25%
No	4	50%

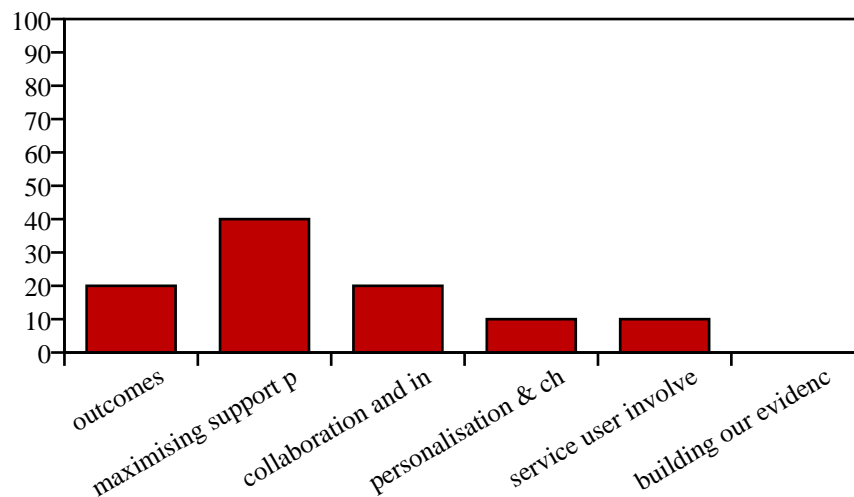
Don't know	2	25%
Total	8	

**Q3:** If you would like to add any more information please do so here:

*There are 8 responses to this question. Please see Appendix A for the text of these responses.*

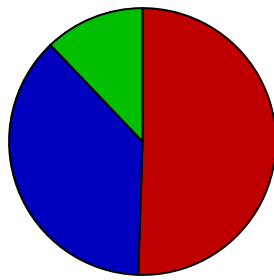
### Topic 6: 3 Year Priorities

**Q1:** Which two priorities do you think should be of highest priority over the coming three years?



Option	Value	Percentage
outcomes	2	20%
maximising support provision	4	40%
collaboration and integrated working	2	20%
personalisation & choice agendas	1	10%
service user involvement & social enterprise	1	10%
building our evidence base	0	0%
Total	10	

**Q2:** Is there any particular dimension of the priority areas that you think requires specific focus?



- Yes (please detail below): 50%
- No: 37%
- Don't know: 12%

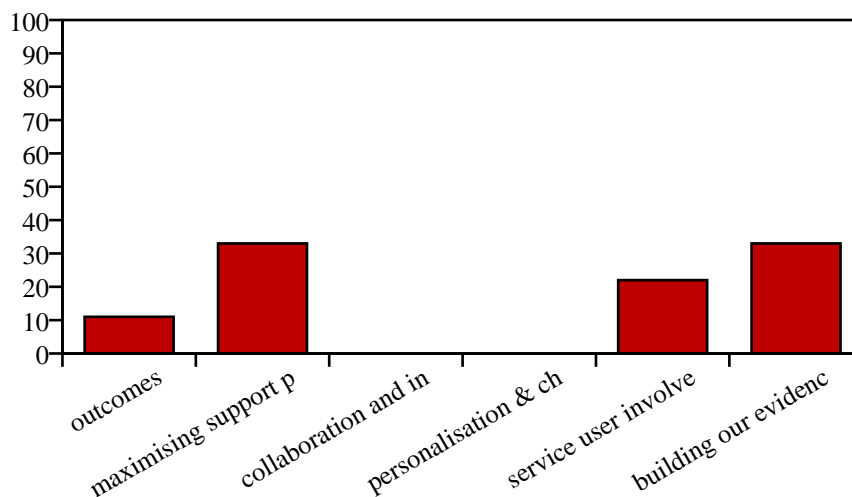
Option	Value	Percentage
Yes (please detail below)	4	50%
No	3	37%
Don't know	1	12%
Total	8	

**Q3:** Please add any further comments / detail here:

*There are 8 responses to this question. Please see Appendix A for the text of these responses.*

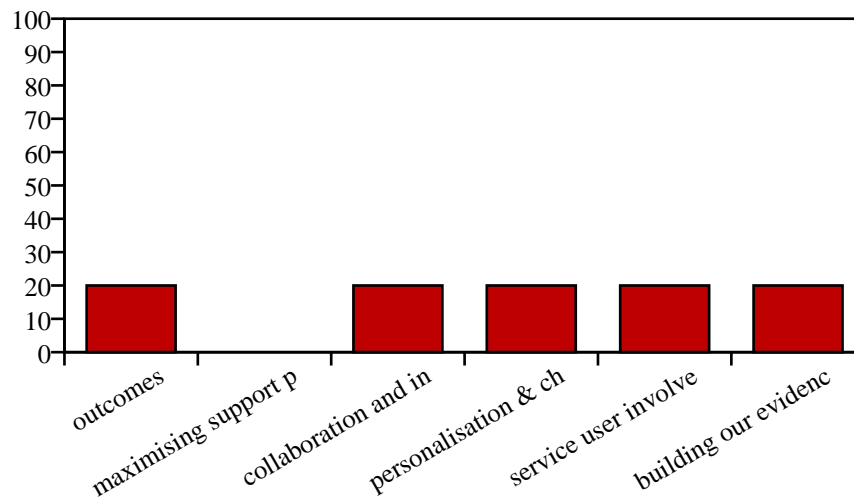
### **Topic 7: Lowest Priorities**

**Q1:** Which one or two priorities do you think should be of lowest priority over the coming year?



Option	Value	Percentage
outcomes	1	11%
maximising support provision	3	33%
collaboration and integrated working	0	0%
personalisation & choice agendas	0	0%
service user involvement & social enterprise	2	22%
building our evidence base	3	33%
Total	9	

**Q2:** Which one or two priorities do you think should be of lowest priority over the coming three years?



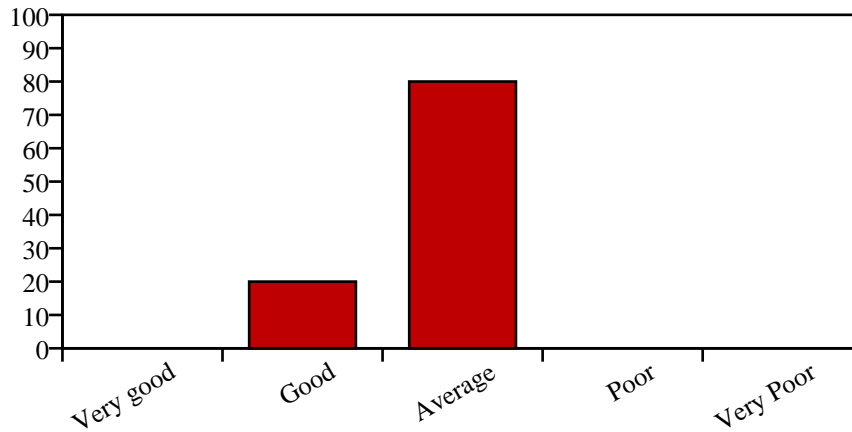
Option	Value	Percentage
outcomes	2	20%
maximising support provision	0	0%
collaboration and integrated working	2	20%
personalisation & choice agendas	2	20%
service user involvement & social enterprise	2	20%
building our evidence base	2	20%
Total	10	

**Q3:** If you would like to add any further comments please do so here:

*There are 8 responses to this question. Please see Appendix A for the text of these responses.*

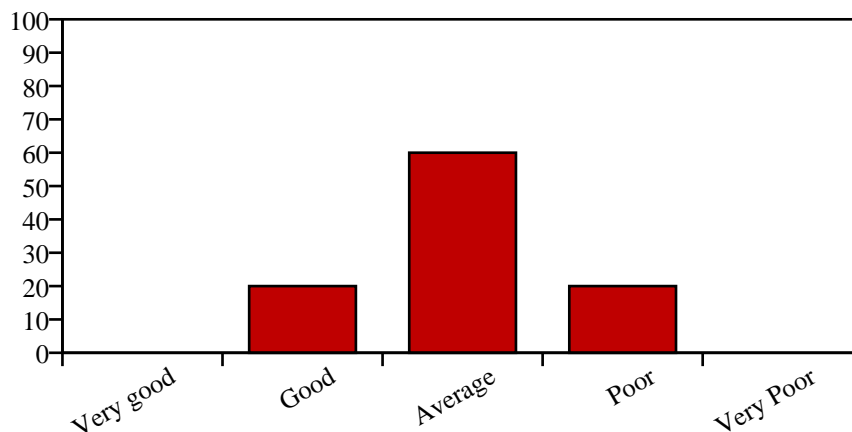
## **Topic 8: Appendices**

**Q1: Comprehensiveness: does it cover all the dimensions required?**



Option	Value	Percentage
Very good	0	0%
Good	1	20%
Average	4	80%
Poor	0	0%
Very Poor	0	0%
Total	5	

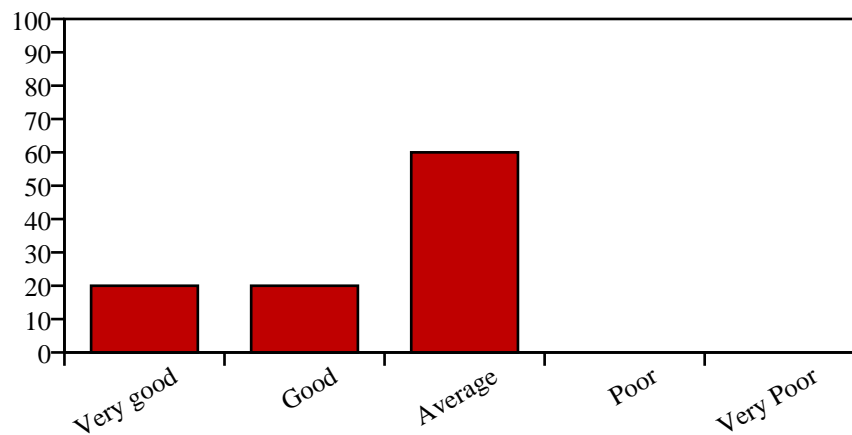
**Q2: Appropriateness: Does it place the right amount of emphasis on each area?**



Option	Value	Percentage
Very good	0	0%
Good	1	20%
Average	3	60%
Poor	1	20%
Very Poor	0	0%
Total	4	

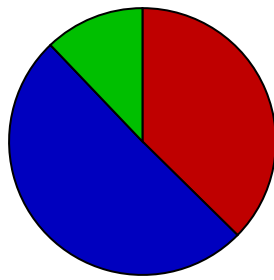
Very good	0	0%
Good	1	20%
Average	3	60%
Poor	1	20%
Very Poor	0	0%
Total	5	

**Q3: Feasibility: are the goals it sets out achievable?**



Option	Value	Percentage
Very good	1	20%
Good	1	20%
Average	3	60%
Poor	0	0%
Very Poor	0	0%
Total	5	

**Q4: Is there any particular dimension of the recommendations for this group that you think requires specific focus?**



- Yes (please detail below): 37%
- No: 50%
- Don't know: 12%

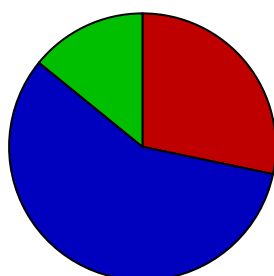
Option	Value	Percentage
Yes (please detail below)	3	37%
No	4	50%
Don't know	1	12%
Total	8	

**Q5:** If you would like to add any further comments please do so here:

*There are 8 responses to this question. Please see Appendix A for the text of these responses.*

### **Topic 9: New Priorities**

**Q1:** Are there any (one or more) additional area(s) or issue(s) that you would add to the strategy and/or appendices?



- Yes (please detail below): 28%
- No: 57%
- Don't know: 14%

Option	Value	Percentage
Yes (please detail below)	2	28%
No	4	57%
Don't know	1	14%
Total	7	

**Q2:** Please tell us what and/or why:

*There are 8 responses to this question. Please see Appendix A for the text of these responses.*

### **Topic 10: More Comments**

**Q1:** This is the final section - please add any further comments you have on any dimension of the strategy below:

*There are 8 responses to this question. Please see Appendix A for the text of these responses.*

## Appendix A

***If you have any further comments please add them here:***

1. fajdajagdajsdak

***If you would like to comment further please do so here:***

1. The feedback from the mental health strategic commissioning group is as follows: The group felt that single homeless provision needed to be re-configured to reflect the needs of people using these services. This would entail ensuring the provision of proactive multi disciplinary teams to this provision. Some of these individuals might be pre-FACS. Recognising the limited provision available, the group also advised the need to identify some provision as fast stream rehabilitation and some as slow stream. They did not feel that these approaches could be used on the same site but that we would need separate provision and that we would need proactive CMHT involvement in any rehabilitative process. There was a suggestion of a ring-fenced CMHT for higher support housing. They identified the need for some long-term and more flexible floating support if we are going to close low support accommodation. Mental health is a fluctuating need and the group wanted see the commissioning of provision which could give the same levels of support as 24 hour care but could be floated off, though the group also recognised this as aspirational at present.

***If you would like to add any further comments please do so here:***

1. Although the strategy is comprehensive and the actions are clear, the group was concerned that the health funded worker employed to improve the health response in single homeless provision was insufficient to address the issues, as previously set out, a more multi-disciplinary approach is needed.

***If you would like to add any more information please do so here:***

***If you would like to add any further comments please do so here:***

1. Although service user involvement is clearly key, there are already good structures in place in mental health to support this involvement and I would rather build on these if possible than start afresh.

***If you would like to add any more information please do so here:***

1. The personalisation agenda is key and in mental health is a challenge given the pattern of service delivery to date. We will need to work very closely with the CMHTs to ensure that the personalisation agenda is met.

***Please add any further comments / detail here:***

1. As previously mentioned, working with the CMHTs and their agenda to become more recovery focussed will be critical.

***If you would like to add any further comments please do so here:***

1. Difficult to comment here except to re-iterate previous points.

***If you would like to add any further comments please do so here:***

1. Please see comments from page 1, which were discussed at the SCG.

***Please tell us what and/or why:***

***This is the final section - please add any further comments you have on any dimension of the strategy below:***

1. Please note that comments on page 1 are feedback from the SCG, the others are comments I make as mental health commissioner.