

# *Draft*

## **Children, Families and Young People Housing and Support Strategy**

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## SECTION 1 INTRODUCTION

### 1.1 Introduction

This Strategy pulls together the housing and related support needs of Young People, Children and Families; there is a separate strategy that has been developed for those experiencing Domestic Violence.

The Strategy builds on the work identified in the Supporting People 5 year strategy published in 2005. In the Supporting People Strategy, it was acknowledged that it had been difficult to assess the needs of different client groups accurately and that a main objective would be to undertake an assessment of needs.

This Strategy aims to identify the gaps in service provision and to specify the services needed to meet those gaps and to move towards a proactive rather than reactive approach to the needs identified.

### 1.2 Our Vision for Torbay

*Every young person, family and child in Torbay should have access to integrated services, be fully informed of help that is available and have access to a full range of housing and support services when they are needed.*

### 1.3 Executive Summary

The formal consultation on the final draft strategy for Children, Families and Young People takes place between 3<sup>rd</sup> March and 30<sup>th</sup> June 2008. Consultation on this strategy commenced in September 2007 with the Visioning Day held on 13<sup>th</sup> September at the Torbay Foyer.

Joint commissioning is a key strategy theme for Supporting People services across all sectors and this is reflected in the strategy. The aim is that all services will be jointly commissioned; by pooling money to jointly purchase services or by provision of staff resources to work jointly in services.

The main development proposals requiring funding included in the strategy are:

#### **Children & Families**

- ***Intensive Floating Support*** to families in their own homes who are at risk of homelessness - families will be visited by project staff within their own home who provide or refer to structured individual and family sessions to work on a range of issues identified as causing their anti-social behaviour.

#### **Young People**

- **Expansion of the mediation service** to target 16-17 year olds prior to breakdown of parental relationship aimed at preventing homelessness.
- **Additional accommodation** that is specifically for young people, under 25 years of age both private rented, social housing and supported lodgings.
- **High Support Accommodation Service** for up to 12 young people over 16 years of age that cannot return to their parental home. Support is provided by a multi agency staff team focused on addressing chaotic behaviour and moving people on to a lower support service as soon as possible.
- **Intensive Floating Support Service**, offering a high impact multi agency support service to young people with chaotic behaviour. Involvement will be intense and aimed at helping them sustain accommodation that otherwise would not be on offer to them.

Floating support will be rationalised into one service.

There will be improved partnership working with a focus on agencies working and communicating together to ensure better access to services. Services will be clearer about their role and there will be an expectation that higher risk, more chaotic service users should be supported with the help of the additional intensive partnership services available.

Services that are not fit for purpose will be re commissioned.

The details of the draft strategy will be taken to all key working groups within the sector to share progress since the Visioning Day in September. In addition a copy of the strategy will be sent out to all agencies for comment. A service user questionnaire will be sent out to all service users and other agencies customers for their views on the strategy,

A follow up consultation day will be held in May with all stakeholders invited to attend. Feedback from the consultation so far will be discussed as well as attendees being given an opportunity for further comment on the strategy.

AIM (what we want to do):

- To provide an integrated network of services focused on prevention and working together to provide flexible services meeting individual needs.
- To ensure that appropriate housing and related support services are available to offer choice for people in need.

#### **OBJECTIVES (how we will do it):**

1. **Provide early intervention** options, shifting resources from crisis management to prevention services.
2. **Provide a seamless service**, offering a network of integrated services. Ensuring that where needed, support is available for all family members.
3. **Improve communication**, ensuring joint working with all agencies to publicise, make available and ensure accessibility of information on all services.

4. **Develop flexible services** to meet individual needs at a time when it is needed and to ensure all service treat people with dignity and respect, taking full account of a persons background, values, beliefs and lifestyles.
5. **Develop the workforce** in order to increase the pool of qualified and experienced staff and to encourage recruitment of supported lodgings.
6. **Involve People** in the quality, design and delivery of housing and housing related support services.
7. **Improve Access to Services**, minimising bureaucracy, streamlining processes and making it as easy as possible to get information and services.
8. **Enable Choice** by developing a range of quality and suitable housing and housing related support services, to meet the needs of people in all areas of the Bay.

## **Section 2 STRATEGY DEVELOPMENT**

### **2.1 The Strategy in Context**

This strategy builds on the foundations laid in the Supporting People Strategy 2005-2010 and is designed to ensure that it meets national government targets and is in line with both the Council's overall strategic aims and connects with other local strategies.

Supporting People services have a key part to play in helping achieve the objectives of related strategies:

- **Children and Young People's Plan 2006-2009**
- **Teenage pregnancy action plan**
- **Torbay's Community Plan 2007+**
- **The Torbay Local Area Agreement: Children and Young People Block**

### **2.2 Service User Involvement**

All agencies represented at the Strategy Sub Group are actively engaged in consultation and engagement with service users. Each member of the group is responsible for consulting with service users and feeding this back into the Strategy Sub Group discussions.

Following the success of the Visioning Day a Service User from Care to Community has volunteered to join the Strategy Sub Group as a regular attendee.

Further work is needed to develop meaningful engagement of service users in consultation with the Service User Champion.

## **Section 3 CHILDREN AND FAMILIES NEEDS DATA AND PLANNED ACTIONS**

### **3.1 Teenage Parents**

Torbay is higher than the South West and England average for Teenage Pregnancies; the rate shows a rising trend since 2004 although there have been fluctuations over period. In general there are 31 lone teenage parents (15-17 year olds) in Torbay on an annual basis that may benefit from a support service.

#### **Planned Actions – Teenage Parents Needs Data**

- Improve access to floating support services that can help address housing related support issues along with parenting skills for new young parents who are living in self contained accommodation or in the private sector.
- Ensure that all agencies are aware of the support services available.
- Ensure that services are fully integrated into the network of specialist services working with teenage parents, including Children's Services, Housing, Support Providers, Schools and the Fostering Team.
- Facilitate appropriate training for staff across the sector to ensure an appropriate response to needs that arise.
- Implement a recording / reporting system for housing or support needs of teenage parents aged under 18.

### **3.2 Homeless families**

In line with national trends, the numbers of applications from homeless families has decreased year on year since 2002-3, similarly those that the Council has a duty to house has decreased. However the numbers who have been deemed intentionally homeless has increased over the same period; there were 33 families meeting this definition during 2005-06.

Access to Supporting People services is increasing, with 50 homeless families being supported in 2005-06. However, on 1st October 06, there were 37 homeless families on the waiting list for a supporting people service.

### **Planned Actions – Homeless Families Needs Data**

- Ensure that the existing services are accessible to the maximising number of service users, including those who have been deemed intentionally homeless, families in temporary accommodation who are on the housing waiting list and families at risk of eviction.
- Ensure that all agencies are aware of the support services available.
- Ensure that services are fully integrated into the network of specialist services working with teenage parents.
- Facilitate appropriate training for staff across the sector to ensure an appropriate response to needs that arise.
- Implement a monitoring system to identify unmet needs

## **Section 4 YOUNG PEOPLE NEEDS DATA AND PLANNED ACTIONS**

### **4.1 Connexions**

Officers have identified a need for more floating support for those poorly housed or in Bed and Breakfast. This would need to be easier to access than current floating support services and should be a fast track service.

Advisors are seeing an increase in those that are homeless; an increase of 41% in 2005-06 and 16% in 2006-07.

### **4.2 Checkpoint**

For the period, July 2005 – July 2006, the drug and alcohol specialist working with those under 18 years of age estimated that 30-40% of the 70-80 on the caseload for that year had housing support needs. This amounts to approximately 26 people. The team have identified their most urgent housing related support need to be a support service for 16 year olds and upwards to help them gain all the skills necessary to move on to independence.

### **4.3 Care to the Community Team**

In July 2006, Staff identified 113 active cases, of these it was estimated that 100 young people between the ages of 16-24 were in need of housing related support. It was further reported that one of the main issues that need addressing are problems of anti social behaviour.

#### **4.4 Youth Offending Team**

There is a high rate of prolific repeat youth offending amongst small number of young people in Brixham which would suggest the need for a targeted service in the area.

In 2005/06 there were a total of 9 young people who were assessed as living in unsatisfactory accommodation and a similar number for 2006/07.

#### **4.5 Children with a statement of educational need**

There are a high number of young people with a statement of educational need, current figures show that there are 736 children who will reach the age of 18 by 2011 who may need a support service to help them achieve or maintain independence. Of these, 525 will have reached the age of 18 by 2008.

The Mental health and Learning Disability Strategy Sub Groups have not been specifically focused on the housing needs of younger people, nor have the Children, Families and Young Persons Group been able to address the requirements of a young person with additional needs. All groups support a young person's right to choose to access either a specialist service, or if they prefer, a young person service.

#### **4.6 Housing Services Data**

In 2005-06, the numbers of people applying as homeless under the age of 25 dropped substantially, however the numbers are still significant. Those accepted as homeless and vulnerable due to age have decreased over the past 3 years, from 27 down to 17. Having obtained accommodation, it is likely that there is a need for a floating support service to help maintain their tenancies.

#### **4.7 Implications for future commissioning**

Each agency has reported an increasing need in relation to young people.

Access to accommodation with appropriate support is the clear priority from all agencies. This includes support to young people with high and chaotic needs who are hard to place.

The evidence supplied indicates that there is a need for housing related support services for care leavers, however despite these being available; care leavers are not accessing these services.

#### **Planned Actions – Needs Data – Young People**

- Develop a fast track floating support service to those in temporary accommodation or poorly housed.
- Ensure young people over 16 who have drug and alcohol support needs have access to housing support, estimated capacity is 26 per year.

- Develop an accommodation based service for vulnerable and chaotic young people over 16 years of age.
- Ensure contributions are received from all strategy sub groups when drawing up commissioning service specifications (eg Learning Disabilities, Mental Health)
- Ensure any learning from the work undertaken by Devon on services for young people with additional needs is utilised when available
- Develop protocols to ensure that those with additional needs are not being excluded from young people services.
- Remodel the identified care leaver service to better meet the needs of the sector
- Increase access to accommodation for young people to provide a base from which support services can be offered.
- Invest in joint commissioned mediation services to facilitate return to the family home for young people.

## **Section 5 KEY THEMES AND PLANNED ACITONS**

Nine key themes emerged during the Children, Families and Young Persons Strategy Visioning Day. These themes have enabled us to gain an understanding of the gaps in current service provision as identified by the service users, service providers and stakeholders. The themes are listed below, by considering each theme in turn a picture of the type of service provision wanted by the Population of Torbay has emerged.

Issues raised, actions proposed and suggested outcomes within the nine themes are clearly linked, with areas covered in one theme showing their impact in other areas.

### **5.1 Early Intervention**

#### **Children and Families**

Service Users, Providers and Stakeholder agencies all indicated that the majority of crisis situations which required intensive support could have been avoided if a low-level support service had been available much earlier. Therefore services should provide support at the earliest stage.

Service users indicated that when they were experiencing difficulties and needed a low level of support, they were unable to get help or advice largely because the services did not perceive the issue was one which required an immediate intervention.

### **Planned Actions – Early Intervention – Families**

- Ensure the that staff working with homeless families or potentially homeless families adopt an attitude that believes “every case is preventable”
- Housing Services to ensure that the housing needs assessment addresses all issues that may be contributing to a families housing situation and that appropriate referrals and follow up is made to relevant specialist agencies.
- All agencies working in the sector to be fully aware of each others role and to have strong partnership arrangements facilitating a rapid response to referrals made.
- Implement a training programme for specialist agency staff highlighting the housing and support services that are available.
- Contribute to the implementation of the Family Intervention Project (FIP)

### **Young People**

Feedback from young people has confirmed that in many cases they had become homeless because they had not been able to obtain support when they needed it. Once they had become homeless, they experienced great difficulty in obtaining somewhere to live. They were given conflicting advice by many agencies, along with poor or inappropriate advice by friends and acquaintances. In many cases, no suitable accommodation was available and they ended up in a round of “sofa-surfing” at friends’ accommodation.

### **Planned Actions – Early Intervention – Young People**

- Improve information that is available for young people who are at risk of homelessness
- Invest in joint commissioned mediation services to facilitate return to the family home for young people.
- Ensure access to emergency accommodation for a young person in a crisis, pending resolution of a longer term options
- Increase access to accommodation for young people to provide a base from which support services can be offered.

## **5.2 Seamless Integrated Service**

### **Children and Families**

Service Users, Stakeholders and Service Providers all identified that there are many different services from which they may obtain various types of support. However, it was clear that there was little co-ordination between services which led to duplication and service users falling through the support network.

#### **Planned Actions – Seamless Integrated Service – Families**

- Introduction of a lead professional for each family in need of support whose role will ensure there is a consistent link to the service user and that the required services are providing support as appropriate.
- Implement a person centred planning approach to service delivery with agencies working and communicating together in clearly defined roles according to the needs of the family members..
- Ensure that Supporting People providers are resourced to provide move on support from their service ensuring that as families move on to greater independence their needs continue to be met by appropriate agencies.

#### **Young People**

Young People stated that they had on many occasions approached agencies such as Housing Services or Children’s Services to be told that they could not be helped by that agency and were referred elsewhere.

Examples were given of Young People who needed support, in particular, those who were 16 or 17 years old, being “bounced” between “Social Services” and “Housing Services” with neither agency taking a lead role in resolving their issues.

#### **Planned Actions - Seamless Integrated Service - Young People**

- Implement lead agency role to act as advocate and mentor for young people seeking accommodation and support, ensuring that appointments are kept and all appropriate options are offered

### **5.3 Improve Communication**

#### **Children and Families**

A theme that was repeated by service users and Supporting People providers was that of the difficulty in obtaining information about the types of services which may be available.

Service users were able to identify the point at which they began to need help to address difficulties in their day-to-day activities. They also stated that they were not aware of services or the help that was available for them at this stage or how to access services

that they were aware of. In many cases, people had been referred from agency to agency without any clear pathway as to how their situation could be resolved.

#### **Planned Actions – Communication – Families**

- Ensure all agencies have clear publicity material on their services detailing eligibility criteria and access arrangements.
- Explore the options for developing a Community Hub where representatives from different agencies can work together in one location.
- Develop a peer group mentoring-service to provide direct support and information to potential service users.
- Produce a clearly worded and informative information pack which details all support services and resources that a family may need, such as: Benefits application forms, Education and access to schools, school uniform availability, health-care and access to medical services, access to Sure Start and the Cluster Services, social networking, child-care and crèche facilities and availability of public transport. Make the packs available in the wider community so that people can easily obtain the information they need.
- Produce a poster for agencies which shows clearly the routes to for service users to obtain an appropriate support service, so that service users are clearly signposted to their correct destination.
- Utilise a range of communication methods. This could include accessing information via text-messaging, e-mail and the internet as well as the more conventional methods of telephone, face to face and letter.

#### **Young People**

Service users and support providers stated that they had difficulty in obtaining information about the types of services which may be available and where to go to get advice about accommodation.

There appears from the service users point of view to be little co-ordination between services, and no defined structure or pathway for a Young person to follow.

#### **Planned Actions – Improve Communication – Young People**

- Implement lead agency role to act as advocate and mentor for young people seeking accommodation and support, ensuring that appointments are kept and all appropriate options are offered.
- Ensure a information on housing options for young people is covered in the

curriculum for school leavers.

- Improve publicity material to ensure that it meets the needs of young people.
- Develop a peer group mentoring service to help improve information

## **5.4 Workforce development**

### **Children and Families**

There is a diverse knowledge base across the whole sector; however, staff in each agency may not have access to specialist knowledge which would assist with the overall delivery of support packages. Examples were given of Children's Services Staff who needed better understanding of housing and homelessness issues, so that they could plan support delivery more effectively.

The development of a "lead-professional" who co-ordinates the delivery of a support package has been proposed. This role could be filled by a skilled member of staff from any number of the agencies involved in service delivery.

#### **Planned Actions – Workforce Development – Families**

- Develop inter-agency training courses to give the "lead-professionals" an appropriate knowledge and skill-set.
- Deliver joint training for Children's Services Staff, Torbay care Trust Staff and Housing Support Providers to develop a common understanding of the roles of their services and the limitations of what those services can provide.

### **Young People**

Stakeholders and providers identified that there are problems with the recruitment of suitable support staff.

It has also proved difficult to recruit suitable supportive lodgings within the private sector. This is seen as the most appropriate accommodation for some young people where relationships at home have led to them being excluded from home.

#### **Planned Actions – Workforce Development – Young People**

- Develop a peer group mentoring service to help support the work of agencies within the sector.
- Develop an interagency training programme that partner agency staff can access to ensure skills and information is shared.

## **5.5 Flexible and Adaptable Services that Meet Needs**

### **Children and Families**

Service users stated that the current method of service delivery did not afford the flexibility they needed. Examples were given of services being available during office hours only, which meant service users were either unable to engage with the support they needed, or they had to take time off work. In some cases this resulted in the loss of income which compounded the family's problems.

Situations were identified that having gained access to a support service and completed a support package, families were often left unable to move into settled accommodation. The reasons were varied but included service users having unrealistic expectations as to the type of accommodation they could obtain, through to being unable to obtain basic furnishings for a property.

#### **Planned Actions – Develop Flexible Services - Families**

- Improve the responsiveness and flexibility of support services that meet individual service users' needs. These services should be jointly commissioned and not "funding-stream" specific. They should be both "accommodation based" and "floating support"
- Ensure services are available outside of office hours
- Ensure services are available at all stages of need from initial identification of needs through to a final point where the service user has achieved independence in their own home.
- Implement an identified lead professional who can ensure there is a consistent link to the service user and that the required services are providing support as appropriate.

### **Young People**

The Young People consulted during the visioning session stated that the current method of service delivery was not flexible enough to meet their needs. Examples included services being available during office hours only and access to services once the Young Person moved on to more independent housing.

#### **Planned Actions – Flexible Services- Young People**

- Support services should meet individual service users' needs. These services should be jointly commissioned, not "funding-stream" specific and should support a service user from referral acceptance to move on.
- Services to be available outside of office hours

- Development of “Pipeline Torbay” - a continuum of support from initial engagement as they move through the support system. Such services should work together, allowing a young person to move “up” or “down” the level of service, so their needs can be met appropriately. Through to a final point where the service user has achieved independence in their own home.
- An identified lead professional who can ensure there is a consistent link to the service user and that the required services are providing support as appropriate.

## **5.6 Involving Service Users**

### **Children, Families and Young People**

A clear indication was given by service users that they required greater involvement in the delivery of support services. Some stated that they had been consulted about changes to the system previously, but had never received feedback as to how their input had been used. Service users indicated they were willing to have a continuous involvement in service development, but that this had to be meaningful.

### **Planned Actions – Involving Service Users – Children, Families and Young People**

- Increase opportunities for families and young people to be involved in the development and management of services
- Delivery of an annual Young Person’s and Families forum targeted at addressing gaps in service
- Recruitment of service users representatives to join the Strategy Group as part of the decision making process
- Service Users to be fully informed in the selection processes for providers who tender for newly commissioned services

## **5.7 Improve access to services**

### **Children and Families**

Service users, stakeholders and providers indicated that they found it difficult to access service as they currently exist. Some reported unfriendly and unwelcoming reception staff. Service reception areas were also criticised.

Many service users indicated that they had difficulty getting access to stable housing. It was felt that the current methods of support delivery were preventing people gaining access to the accommodation.

Service users stated that they were repeatedly being asked to complete forms, paperwork, planning documents and other documents. They were clear that they felt they should only need to provide one set of information to an agency. That agency should then be able to pass relevant information to other agencies involved in the overall package of support.

#### **Planned Actions – Access to Services - Families**

- Ensure that information sharing protocols are introduced to allow appropriate sharing of information. Ensuring housing and support needs are covered in the SAP and CAF processes.
- All services to review their public access areas to ensure people feel welcomed and at ease in approaching support services.
- Services to be accessible in the wider community, not just through one specific location.

#### **Young People**

Young People, Stakeholders and Providers indicated that they found it difficult to access support services as they currently exist. The Supporting people referral hub had made access easier, there were occasions when services were risk averse and potential service users were unable to gain the support they needed.

Service users and stakeholder agencies also observed that Young People were often unfairly penalised if they had made mistakes with one service. In some cases, young people had felt intimidated by the environment where they needed to discuss their problems. Reception areas were cited as being a barrier to asking for help.

#### **Planned Actions – Access to Services – Young People**

- Ensure that information sharing protocols are introduced to allow appropriate sharing of information.
- Establish protocols that allow service users to move between services be it for a higher or lower level of support without being unfairly penalised.
- All services to review their public access areas to ensure people feel welcomed and at ease in approaching support services.

- Services to be accessible in the wider community, not just through one specific location

## **5.8 Enabling Choice – Developing appropriate services**

### **Alternatives to Bed and Breakfast**

The Government has set a significant agenda in tasking Local Authorities across the Country to end the use of Bed and Breakfast Accommodation as a temporary housing solution and to halve the number of households living in temporary accommodation by 2010.

Obtaining appropriate accommodation, in some cases at short notice, was difficult. Some larger families found that they were too large to be accommodated as one unit, resulting in families being split up.

There is a requirement to develop services that can be immediately available as a high impact response to meet the support needs of families experiencing a crisis.

### **Planned Actions – Enabling Choice - Families**

- Improve the accessibility for families of sustainable accommodation in all areas of Torbay
- Target support services to enable people with Offending Behaviour, Substance Misuse Issues and Mental Health difficulties to engage fully with support services
- Ensure provision and access to larger family homes for homeless families.
- Develop a “High need or intensive” floating support service to which families can be referred to manage ongoing situations within a household.

### **Young People**

The Government has set a significant agenda in tasking Local Authorities across the Country to end the use of Bed and Breakfast Accommodation as a temporary accommodation for 16 & 17 years olds.

Supported Lodgings have proven to be a service which can provide a stable but supportive environment is known to enable service users to make a successful transition to independent living.

### **Planned Actions – Enabling Choice – Young People**

- Implement plans to increase the availability of suitable accommodation in all areas of Torbay
- Develop targeted services to enable people with Offending Behaviour, Substance Misuse Issues and Mental Health difficulties to engage fully with support services. Enabling a fast track into intensive multi agency support for a young person with chaotic needs, providing a pro active lead agency to ensure young person accesses support services, turning up to interviews as needed,
- Identify ways in which the number of supported lodgings can be increased and invest resources to better fund placements.

## Section 6 NEW SECTOR MAP

### 6.1 Children and Families

Service	No. of Current Units	No. of Proposed Units	Cost Implication	Main Changes
<b>Accommodation Based Services</b>				
Accommodation and support for families pending a homelessness application and move on to more a permanent home.	21	21	<p>Nil change to revenue costs</p> <p>Development Costs included in Affordable Housing Strategy</p>	<p>Should include support to families who need larger family homes.</p> <p><i>May need Capital money to provide accommodation that can be used by households of different sizes.</i></p>
Support and accommodation for young parents	19	19	Nil change to revenue costs	No reconfiguration necessary
	<b>40</b>	<b>40</b>		
<b>Floating Support Services</b>				
<i>High Impact multi agency support service for families in crisis (not requiring a move)</i>	<i>Nil</i>	<i>8</i>	<i>Service to be Commissioned from Criminal Justice and Homelessness Sub Group</i>	<p><i>Criminal Justice and Homelessness Strategy Group will re commission a social inclusion floating support service. One element of the service specification will include the requirement for a fast track into intensive multi agency support to a family in crisis, linked to mediation service and the FIP.</i></p> <p><i>Closer working between Cluster staff and housing lead to facilitate early intervention</i></p>
<i>Support to families and</i>	<i>22</i>	<i>14</i>	<i>Service to be Commissioned</i>	<i>Criminal Justice and Homelessness Strategy Group will re commission as</i>

Service	No. of Current Units	No. of Proposed Units	Cost Implication	Main Changes
<i>single people in temporary accommodation to help them move to a more secure situation</i>			<i>from Criminal Justice and Homelessness Sub Group</i>	<i>part of a social inclusion floating support service.</i>
<b>Total Units to be Commissioned within Sector</b>				<b>40</b>

**6.2 Young People**

Service	No. of Current Units	No. of Proposed Units	Cost Implication	Main Changes
<b>Accommodation Based</b>				
High Support intensive accommodation based service.  <b>Priority 3</b>	nil	6-12	<i>Additional cost to SP budget estimated</i>  £50-70,000  <i>Plus</i>  £50-70,000 contribution from other agencies	Consider remodelling of existing service, no major reconfiguration necessary, Increased multi agency partnership working needed with children services, probation, TCT and drug & alcohol services.  <i>Would need to provide 24 hour / 7 days staff cover. <b>Estimated costs £185,000</b> based on 7 person staff team with out of hours management support.</i> <i>Commitment for Joint funding needed. – could be staff to work in the service and form part of the 7 person team?</i>
Foyer accommodation and training opportunities	20	20	No Additional costs identified	No reconfiguration necessary
Accommodation and support for young people as they move to	26	41	£40-66,000 (15 / 25 units)  Costs are	<i>Some current units may be unsuitable for young people,</i>  <i>Increasing number of young people approaching the HUB, accommodation</i>

Service	No. of Current Units	No. of Proposed Units	Cost Implication	Main Changes
more independence  <b>Priority 4</b>			<i>based on average current cost per unit of floating support in sector</i>	<i>is difficult to obtain, need to source additional units (self contained flats).  However if High support service is achieved by reconfiguring an existing service, there would be a reduction of units to this category – it would be necessary match the no of units lost to maintain growth in this category.</i>
Supported Lodgings for vulnerable young people  <b>Priority 2</b>	4  1	7  8	no additional cost to SP Budget.  £83,200	Contributions from Care to Community and Housing needs will enable the increase in units to 7.  Devon currently pay £196 (housing) - £206 (Children's Services) per placement compared with £78 – SP Goldthorpe & £150 CTC. 8 x £200 = £1,600 per week or £83,200 per year.
<b>Sub Total</b>	<b>50</b>	<b>88*</b>	<b>£219,200**</b>	*assumes 12 person High Support and 15 Supported Lodgings  **assumes maximum costs identified
<b>Floating Support Services</b>				
High Impact multi agency support service for young people supporting them to maintain their accommodation.	Nil	8	No additional costs as will be delivered by focusing work of existing floating support service	<i>Potential to offer out of hours (24hrs?) support at the beginning of a tenancy to support chaotic young person. Fast track into intensive multi agency support for a young person with substance misuse, chaotic and anti social behaviour; taking a pro active lead to ensure young person accesses the support needed, turning up to interviews as needed, etc. This should be done by using SP money from one of the current floating support services and linking it to a multi agency team</i>
Floating Support to young people	31	23	No additional costs	One floating support service to young

Service	No. of Current Units	No. of Proposed Units	Cost Implication	Main Changes
who need help to become established.			identified	people in Torbay
Expanded Mediation Service <b>Priority 1</b>	Nil		£5,000	Current mediation service is commissioned by Housing, further investment to allow outreach / early intervention prior to relationship breakdown to enable a greater success rate.
<b>Sub Total</b>	<b>31</b>	<b>31</b>	<b>£5,000</b>	

## Section 7 ACTION PLANS

### 7.0 Action Plan for reshaping Children and Family Housing and Support Services

	Strategic Goal	Action	Target	Lead	By When	Cost Implication
	<b>Ensure Early Intervention for Families, focusing on Prevention rather than Crisis Management</b>					
1.1	Ensure services are meeting the needs of vulnerable families in Torbay at the earliest opportunity.	Implement an assessment and recording system across all agencies that will ensure all needs are identified early and will highlight where service users have not been picked up.  Ensure assessment is linked to CAF & SAP where appropriate.	100% of Service Users have full needs assessment  0% families rejected and return  100% agencies provide quarterly reports	SSG	31 Mar 08	Within existing staffing resources
1.2	Implement a culture that recognises the value of prevention and is solution focused.	Deliver focused training events aimed at promoting the new culture and building on partnerships between all agencies (including Providers)	75% of staff have participated in training event.  At least 2 training events to be planned in per year for new staff and for updates.  100% service users receive a rapid response from agencies they			

	Strategic Goal	Action	Target	Lead	By When	Cost Implication
1.3	Develop High Impact, Multi agency support service for families to avoid crisis situation.	<p>Establish a working party to determine operational issues for service which will work in conjunction with family support services in cluster teams.</p> <p>Service should include parenting support, mediation services.</p>	<p>are referred to</p> <p>100% of families, who are deemed at risk, receive appropriate help that prevents them becoming homeless.</p>	SSG		£25,000 from SP Budget but needs commitment from other teams
1.4	Ensure families are able to access support services at the earliest stage when they encounter difficulties	<p>Develop local access points for Support Services, e.g. within cluster teams, Connections Offices, Adult Services</p> <p>Introduce housing specialists within Clusters to help people maintain their homes.</p> <p>Review the floating support needs across all community support projects and ensure access to families that need housing support</p>	<p>100% of families, who are deemed at risk, receive appropriate help that prevents them becoming homeless.</p>	SSG		
1.5	Contribute to the development of the Family Intervention Project (FIP) in Torbay.	Review the floating support needs across all community support projects and ensure access to families that need housing support				
<b>2.0</b>	<b>Ensure seamless integrated Services - Families</b>					
2.1	Implement the role of lead professional for each family in need of support.	<p>Identify criteria by which an agency is appointed lead professional.</p> <p>Define role ensuring a consistent link to the service advocating on their behalf where necessary</p>	<p>100% families have an identified named lead</p>			

	Strategic Goal	Action	Target	Lead	By When	Cost Implication
2.2	Implement a person centred planning approach to service delivery.	<p>Agencies to identify and resolve issues that hinder integrated service delivery.</p> <p>Ensure that information sharing protocols are introduced to allow appropriate sharing of information.</p> <p>Ensure housing and support needs are covered in the SAP and CAF processes.</p> <p>Each agency should be clear of communication routes and should work together in clearly defined roles according to the needs of the family members.</p>	100% of families in need of support should accepted by the initial agency who shall set up meetings with the appropriate agency.			
2.3	Ensure that Supporting People providers offer support to families at all stages to included move on and move in help.	<p>Service specifications to require Providers to offer support to move in and when ready to move on to greater independence to ensure that their needs continue to be met by appropriate agencies.</p> <p>Service Specification to ensure that support services provide resettlement / move on support, even if this is requires working outside of their current service boundaries.</p>	100% of families receive support as part of one package throughout the move-on process.	SP		
2.4	Establish better ways of interagency working to ensure a one service	Improve multi agency working in the cluster teams, based on a community hub model. Ensure all relevant				

	Strategic Goal	Action	Target	Lead	By When	Cost Implication
		agencies are represented.				
<b>3</b>	<b>Improve Communication - Families</b>					
3.1	Produce an information pack / Street Sheet of services available.	<p>Ensure all agencies have clear publicity material detailing their eligibility criteria, access arrangements and main purpose</p> <p>Establish a working group to agree content and produce a clearly worded information pack on all related services (Benefits, Education, access to schools, healthcare, Sure-Start, child-care, crèche facilities, availability of transport).</p>		Housing/SP/C children's Services		Printing costs – Admin Grant – joint funded by participating agencies
3.2	Ensure that information about services is easily available to all, regardless of where they are living, in a format that is appropriate to individual needs	<p>Produce publicity information in a range of formats to highlight advice and services that are available.</p> <p>Design poster to be used for public waiting areas signposting where families can go for help and information, if needed.</p> <p>Utilise information technology and electronic media to ensure information is available when needed.</p> <p>Ensure staff are informed, competent to give advice about support when contacted.</p>				

	Strategic Goal	Action	Target	Lead	By When	Cost Implication
3.3	Utilise the peer group mentoring service to support families through the maze of information	Ensure that the peer group mentors are included in any training and distribution of information that is planned				
4.0	<b>Develop Flexible Services for Families</b>					
4.1	Improve the responsiveness and flexibility of support services that meet individual service users' needs.	Ensure provision is made for access to services outside of standard office hours. Requirement to be written into service specification for supporting people services.				
4.2	Develop jointly commissioned services to ensure funding constraints do not prevent a responsive service.	Ensure all services proposed within this strategy are jointly commissioned.				
4.3	Ensure both services and housing is provided where families want them so they are able to maintain social support networks healthcare, schools and other familiar services etc.	Identify ways in which housing can be found in areas that currently have limited supply. Review the arrangements for the numbers of Private Sector Leased (TPSL) properties in order to increase the supply. Consider use of TPSL for longer term accommodation and review eligibility criteria.	Housing	Housing Housing		

	Strategic Goal	Action	Target	Lead	By When	Cost Implication
		<p>Work with Private Rented Sector to develop access to family accommodation</p> <p>Identify ways in which Homefinder can improve choice for homeless families living in temporary accommodation.</p>				
<b>5.</b>	<b>Workforce Development – Families</b>					
5.1	<p>Ongoing training to be provided to support agencies about the type and accommodation that is available</p>	<p>Identify agencies that need to be included in training programme, including Children’s Services Staff, Torbay care Trust Staff and Housing Support Providers</p> <p>Design a training package covering key areas for specialist agency staff and one for those working with service users who are homeless or at risk of homelessness.</p> <p>Deliver joint training for to develop a common understanding of the roles of their services and the limitations of what those services can provide</p>	<p>Support agencies to be well informed about realistic accommodation options</p>			
<b>6.</b>	<b>Involving Service Users</b>					
6.1	<p>Increase opportunities for families to be involved in the development and</p>	<p>Work with the Service User Champion to build in more options for service users to influence service</p>				

	Strategic Goal	Action	Target	Lead	By When	Cost Implication
	management of services.	delivery. Design training and induction plan for service users to enable involvement.				
6.2	Ensure Service users have the maximum opportunity to be fully involved in the selection processes for providers who tender for newly commissioned services.	Produce an information / explanatory leaflet to advertise what is involved Seek volunteers who would be willing to be involved in the process. Ensure volunteers are clear of expectations and have all the information necessary to participate in the selection process.				
6.3	Improve service user involvement in the Children, Family and Young Person Strategy Sub Group.	Recruitment of service users representatives to join the Strategy Group as part of the decision making processes. Implement Service User pre-meet prior to SSG to run through agenda items.				
6.4	Deliver an annual Young Persons' and Families' forum targeted at addressing gaps in service	Set date that allows the DCLG specialists to attend Establish a Forum planning group that includes young people to agree venue, agenda and to organise the running of the event				
6.5	Develop a service user	Provide "mentoring" training to the				

	Strategic Goal	Action	Target	Lead	By When	Cost Implication
	"mentor" group where more experienced service users are able to provide guidance to those people who are having difficulties making progress.	<p>service user groups</p> <p>Develop Web logs ("Blogs") where service users can write about their experiences.</p> <p>Enable service users to have a confidential route to raise issues about service provision which they feel may be taken negatively by their provider.</p>				
7	Improve Access to Services - Families					
7.1	Develop community hubs for access to services	<p>Develop the cluster services within community hubs, enabling access to family support services</p> <p>Incorporate a housing and housing support focus within the community</p> <p>Improve links to adult services provided by Torbay Care Trust.</p>				
7.2	Identify ways in which access to service can be improved.	<p>Establish interagency working group to map out on one sheet of paper how people access services to identify where streamlining can be achieved.</p> <p>Review practice and implement any changes necessary</p>				

	Strategic Goal	Action	Target	Lead	By When	Cost Implication
7.3	Services to be accessible in the wider community, not just through one specific location.	Produce flow charts for use by staff and service users to explain the streamlined process  All services to review their public access areas to ensure people feel welcomed and at ease in approaching support services				
8	Enabling Choice for Families					
8.1	Improve the options for families to obtain sustainable accommodation in all areas of Torbay	Expand the number of provide TPSL properties across the Bay.  re-examine Homefinder banding criteria to remove any barriers to access for families				
8.2	Ensure temporary and longer-term accommodation is suitable.	Work with Housing Needs to ensure access to a range of Temporary accommodation, to meet the needs of larger families where necessary.  Family groups should not be separated.	All family members housed in Temporary Accommodation to be accommodated together	Housing		
8.3	Develop a high impact, fast track accommodation and assessment centre to manage crisis situations.	Ensure multi agency ownership and engagement, including parenting, mediation, and intensive family intervention. The service would be able to support people with substance misuse problems and/or high-risk behaviours.				£16,000 SP budget – is dependent upon other agencies contributing resources

	Strategic Goal	Action	Target	Lead	By When	Cost Implication
8.4	Develop a “High need or intensive” floating support service to which families can be referred to manage ongoing situations within a household.	<p>Target support services to enable people with Offending Behaviour, Substance Misuse Issues and Mental Health difficulties to engage fully with support services</p> <p>Introduce mechanisms for a multi-agency response to families with complex needs.</p>				

## 7.2 Action Plan for reshaping Young People’s Housing and Support

	Strategic Goal	Action	Target	Lead	By When	Cost Implication
1	<b>Ensure Early Intervention for Young People, focusing on Prevention rather than Crisis Management</b>					
1.1	Invest in improved mediation services to facilitate return to the family home for young people	<p>Map services provided by all agencies to identify potential overlap in providing mediation services</p> <p>Work in partnership with identified agencies, utilising learning from experience to draw up specification for revised mediation service.</p>	<p>Fully understand the extent to which mediation services are used in Torbay.</p> <p>Specification for re commissioning the service is agreed by the SSG.</p> <p>Joint finance has been</p>			<p>Housing commission £4,000 pa for 10 interventions</p> <p>Est+ £4,000</p>

	Strategic Goal	Action	Target	Lead	By When	Cost Implication
		Working with Children's Services to jointly re commission the current mediation service to ensure the best chance of successful outcomes, including work in schools and youth groups prior to impending homelessness.	agreed  75% Reduction in 16-17 year olds on HUB waiting list			SP Budget
1.2	Ensure services are meeting the needs of vulnerable young people in Torbay at the earliest opportunity.	Implement an assessment and recording system across all agencies that will ensure all needs are identified early and will highlight where service users have not been picked up.  Ensure assessment is linked to CAF where appropriate.	100% of Service Users have full needs assessment  0% young people rejected and return at a later date.  100% agencies quarterly provide reports on contacts	SSG	31 Mar 08	Within existing staffing resources
1.3	Implement a culture that recognises the value of prevention and is solution focused.	Deliver focused training events aimed at promoting the new culture and building on partnerships between all agencies (including Providers).	75% of staff have participated in training event.  At least 2 training events to be planned in per year for new staff and for updates.  100% service users receive a rapid response from agencies they are			

Strategic Goal	Action	Target	Lead	By When	Cost Implication
1.4	<p>Ensure young people are able to access support services at the earliest stage when they encounter difficulties</p>	<p>referred to</p> <p>100% of young people, who are deemed at risk, receive appropriate help that prevents them becoming homeless.</p>	SSG		
<b>2.0 Ensure seamless integrated Services – Young People</b>					
2.1	<p>Implement “Pipeline-Torbay”- a network of housing and support service for young people allowing, where necessary, a young person to move easily between services as their needs change.</p>	<p>Agencies to identify and resolve issues that hinder integrated service delivery.</p> <p>Ensure that information sharing protocols are introduced to allow appropriate sharing of information.</p> <p>Ensure housing and support needs are covered in the SAP and CAF processes.</p> <p>Risk Management procedures to be focused on how to manage the risk by bringing in additional services, rather than remove the risk.</p> <p>Each agency should be clear of</p>			

	Strategic Goal	Action	Target	Lead	By When	Cost Implication
		communication routes and should work together in clearly defined roles according to the needs of the young person.				
2.2	Implement service for chaotic young people that will act as advocate and mentor in seeking accommodation and support	Define role to include advocating on behalf of young person where necessary, ensuring that appointments are kept and all appropriate options are offered.				Joint funded post - could be linked to HUB
2.3	Ensure that Supporting People providers offer support to young people at all stages to included move on and move in help.	Service specifications to require Providers to offer support to move in and when ready to move on to greater independence to ensure that their needs continue to be met by appropriate agencies.  Service Specification to ensure that support services provide resettlement / move on support, even if this is requires working outside of their current service boundaries.	100% of young people receive support as part of one package throughout the move-on process.	SP		
2.4	Establish better ways of interagency working to ensure a one service response.	Agencies to identify and resolve issues that hinder integrated service delivery.  Implement active case management of those we do				

	Strategic Goal	Action	Target	Lead	By When	Cost Implication
		accept to constantly monitor circumstances.				
<b>3</b>	<b>Improve Communication – Young People</b>					
3.1	Produce an information pack / Street Sheet of services available.	<p>Ensure all agencies have clear publicity material detailing their eligibility criteria, access arrangements and main purpose</p> <p>Establish service user working group to agree content and produce a clearly worded information pack on all related services.</p>		Housing/SP/Children's Services		Printing costs – Admin Grant – joint funded by participating agencies
3.2	Ensure that information about services is easily available to all, regardless of where they are living, in a format that is appropriate to individual needs	<p>Produce publicity information in a range of formats to highlight advice and services that are available.</p> <p>Design poster to be used for public waiting areas signposting where young people can go for help and information, if needed.</p> <p>Utilise information technology and electronic media to ensure information is available when needed.</p> <p>Ensure staff are informed, competent and able to give a</p>				

	Strategic Goal	Action	Target	Lead	By When	Cost Implication
		consistent, realistic, advice about support when contacted.				
3.3	Utilise the planned peer group mentoring service to help young people access information	Ensure that the peer group mentors are included in any training and distribution of information that is planned				
3.4	Implement "Education as Prevention" measures in relation to youth homelessness	Ensure a information on housing options for young people is covered in the school curriculum. Early intervention and youth services to provide education and information to schools identifying and targeting those most at risk of homelessness.				
<b>4.0 Develop Flexible Services for Young People</b>						
4.1	Improve the responsiveness and flexibility of support services that meet individual service users' needs.	Ensure provision is made for access to services outside of standard office hours. Requirement to be written into service specification for supporting people services.				
4.2	Develop jointly commissioned services to ensure funding constraints do not prevent a responsive service.	Ensure all services proposed within this strategy are jointly commissioned.				

	Strategic Goal	Action	Target	Lead	By When	Cost Implication
4.3	Development of "Pipeline – Torbay" a continuum of support from initial engagement as they move through the support system.	Services should work together, allowing a young person to move "up" or "down" the level of service, so their needs can be met appropriately. Through to a final point where the service user has achieved independence in their own home.				
5.0	<b>Workforce Development – Young People</b>					
5.1	Ongoing training to be provided to support agencies about the type and accommodation that is available and related services	<p>All agencies to be well informed about realistic accommodation options</p> <p>Deliver joint training for Children's Services Staff, Torbay care Trust Staff, Housing Support Providers, Supported Lodging Providers to develop a common understanding of the roles of their services and the limitations of what those services can provide</p> <p>Ensure CAF training is fully disseminated to all agencies</p> <p>Ensure peer group mentors are included in delivering training to providers</p>				
5.2	Ensure that all action is taken to encourage job	Ensure monitoring of recruitment outcomes is regularly reported as				

	Strategic Goal	Action	Target	Lead	By When	Cost Implication
	applications from minority groups	part of contract management				
<b>6.</b>	<b>Involving Service Users – Young People</b>					
6.1	Increase opportunities for Young People to be involved in the development and management of services.	Work with the Service User Champion to build in more options for service users to influence service delivery.  Design training and induction plan for service users to enable involvement.				
6.2	Ensure Service users have the maximum opportunity to be fully involved in the selection processes for providers who tender for newly commissioned services.	Produce an information / explanatory leaflet to advertise what is involved  Seek volunteers who would be willing to be involved in the process.  Ensure volunteers are clear of expectations and have all the information necessary to participate in the selection process.				
6.3	Improve service user involvement in the Children, Family and Young Person Strategy Sub Group.	Recruitment of service users representatives to join the Strategy Group as part of the decision making processes.  Implement Service User pre-				

	Strategic Goal	Action	Target	Lead	By When	Cost Implication
		meet prior to SSG to run through agenda items				
6.4	Deliver an annual Young Persons' and Families' forum targeted at addressing gaps in service	Set date that allows the DCLG specialists to attend  Establish a Forum planning group that includes young people to agree venue, agenda and to organise the running of the event.				
6.5	Develop a service user "mentor" group where more experienced service users are able to provide guidance to those people who are having difficulties making progress.	Provide "mentoring" training to the service user groups  Develop Weblogs ("Blogs") where service users can write about their experiences.  Enable service users to have a confidential route to raise issues about service provision which they feel may be taken negatively by their provider.				
7	Improve Access to Services – Young People					
7.1	Ensure public access points are easily accessible, welcoming and encourage service users in.	All services to review their public access areas to ensure people feel welcomed and at ease in approaching support services.  Initiatives to be implemented that give greatest access to people across the Bay.				

	Strategic Goal	Action	Target	Lead	By When	Cost Implication
7.2	Identify ways in which access to service can be improved.	<p>Establish interagency working group to map out on one sheet of paper how people access services to identify where streamlining can be achieved.</p> <p>Review practice and implement any changes necessary</p> <p>Produce flow charts for use by staff and service users to explain the streamlined process</p>				
7.3	Ensure that the revised information sharing protocols enable greater access to services for young people.	Monitor reasons why service users are rejected for a service, following up.				
7.4	Develop initiatives to encourage private landlords to accommodate young people	Develop Tenant accreditation scheme that indicates to private landlords a person has the ability to manage a home.				
8	Enabling Choice for Young People					
8.1	Increase access to accommodation for young people to provide a base from which support services can be offered.	<p>Work with Housing Services to develop accommodation for young single people to move into.</p> <p>Re-examine Home finder banding criteria to allow priority</p>				

	Strategic Goal	Action	Target	Lead	By When	Cost Implication
		for this group.				
8.2	Develop targeted services to enable people with Offending Behaviour, Substance Misuse Issues and Mental Health difficulties to engage fully with support services.	Establish a fast track into intensive multi agency support for a young person with chaotic needs, providing a pro active lead agency to ensure young person accesses support services, turning up to interviews as needed				
8.3	Develop an accommodation based service for vulnerable and chaotic young people over 16 years of age	Consider remodelling of existing service, no major reconfiguration necessary, Increased multi agency partnership working needed with children services, probation, TCT and drug & alcohol services.				<b>Estimated £185,000</b> 7 staff + out of hours support, jnt needs jnt funding. <b>Additional cost to SP budget estimated £50,000 - £70,000</b> plus £50,000- £70,000 contribution from other agencies.
8.4	Expand the Supported	Consider the commissioning of a				

	Strategic Goal	Action	Target	Lead	By When	Cost Implication
	Lodgings sector.	<p>“Nightstop” service whereby a young person moves to emergency short stay supported lodgings in a crisis, pending resolution of a longer term options.</p> <p>Increase the number of supported lodgings across the Bay</p>	10 bed spaces of additional supported lodgings to be recruited.			
8.5	Ensure young people with additional needs can be supported within this sector is appropriate	<p>Develop protocols to ensure that those with additional needs are not being excluded from young people services.</p> <p>Ensure any learning from the work undertaken by Devon on services for young people with additional needs is utilised when available</p> <p>Ensure contributions are received from all strategy sub groups when drawing up commissioning service specifications (eg Learning Disabilities, Mental Health)</p>				

## Definition of Terms

The terms used in this Strategy are listed below in alphabetical order with a brief Explanation of what they mean.

**Accommodation Based Services:** This is a supporting people service that is linked to accommodation; in order to receive support or help then a person would need to be living in the accommodation linked to the service.

**Black and Minority Ethnic (BME):** Generic term for people or communities who are not White British.

**Common Assessment Framework (CAF):** a needs assessment that can be completed by any agency working with a child on the basis that the information will be shared between other agencies who are involved in providing help and support.

**Choice Based Lettings (CBL) –** In Torbay, this is called, “Homefinder Torbay” and is the way to find a home to rent from a Housing Association.. All vacancies are advertised and people who have registered with them can apply for a vacancy to which they are matched (e.g. a single person would not be eligible to bid for a 3-bedroom house). Priority is given to those with urgent needs, but where possible properties are allocated on the basis of who has been waiting the longest.

### Cluster(s) / Cluster Teams

**DCLG –** Department of Communities and Local Government, previously

**FIP - Family Intervention Project –** Government initiative that works to help change the behaviour of a family and to reduce their impact on their community.

**Floating Support –** There is no accommodation offered with this service, a worker would visit the service user where they are living and would provide housing related support or help as needed. If the person moves to new accommodation within Torbay then the support would move with them.

**Generic Service –** a service that works with people with a support need(s), staff are not limited to just working with people with specific needs, such as mental health or drug dependency but can work across a range of client groups.

**Homeless hostel -** Hostel that provides emergency temporary accommodation for homeless people.

**Housing support / housing-related support -** These are terms for the support provided by Supporting People services to help people live as independently as possible. This can mean help to move on to independent accommodation or help to become independent in their homes. Support can include help with budgeting, keeping their home secure, developing life skills, learning how to meet all the requirements of a tenancy etc.

**Housing support service -** A scheme, project or team of workers who are contracted to provide Supporting People services. This can be either a floating support service or an accommodation based service.

### MARM – Multi Agency Referral Meeting -

**Person Centred Planning (PSP)** focuses on individuals and their needs by putting them in charge of defining the services they need, not on defining what is needed according to the services that may or may not be available to them.

**Provider/Service provider/Supporting People provider** This is the organisation or person providing/operating the Supporting People service

**Referral Hub** is a new team providing the central contact point for all referrals to Supporting People services.

**Registered Social Landlord (RSL):** Generally used to mean the same as Housing Association.

**SAP** – Single Assessment Process – a needs assessment that can be completed by any agency working with a service user on the basis that the information will be shared between other agencies who are involved in providing help and support to Adults.

**Service user** This is one term for a person who receives support and services from a Supporting People service. Another term is 'client'.

**Social rented housing** is rented housing owned and managed by Housing Associations, for which guideline target rents are determined through the national rent regime and are regulated by the Housing Corporation.

**Supporting People (SP)** is the programme for distributing public spending on housing related support services. The SP commissioning body is made up of representation from Torbay Council, Torbay Care Trust (TCT) and Devon & Cornwall Probation Service.

**TPSL – Torbay Private Sector Leasing** – Private landlords lease their accommodation to Torbay Council who then use the accommodation to place homeless families.

**Unit** – is a measure used to identify the capacity of a Provider, be it accommodation based or floating support. A provider who has 8 units is able to support 8 people or 8 individual families in any week.