

# Supporting People Torbay

Issue 12

Autumn 2007

Supporting People services give support to help people live as independently as possible. Services include a hostel for the homeless, supported and sheltered housing, a women's refuge and 'floating support' where workers visit people in their own homes.

## The future of housing and support for older people

**People First – Housing and Home** is Torbay's Older Persons' Housing and Support Strategy. It outlines how Supporting People services and older persons' housing will change over the next five years.

### Vision

***“People in Torbay will live as independently as possible, in their chosen home, with dignity and the support needed that prevents any unnecessary move to institutional care”***



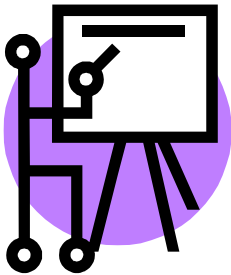
The objectives are:

- Ensuring a range of quality, suitable housing to meet the needs of people in Torbay
- Improving access to a choice of suitable housing and support to help people remain living at home
- Making sure the right people work together to provide coordinated services at the right time
- Ensure all services treat people with dignity and respect taking full account of their background, values, beliefs and lifestyle
- Improve the range and availability of information and advice
- Involve people in the planning and running of housing and support services

### We would like your views ...

People First - Housing and Home is out for consultation throughout November and December. To “Have Your Say”, please contact the Supporting People Team on 208729

## Mental health support services – feedback from service users



The planning of housing and support services for people with mental health needs is being looked at by the mental health strategy sub group. This is a group of service users, service providers and other agencies who use services. They are planning services for the next 5 years. An event was held in October to find out what the users of Supporting People services think about their services and how they can be improved. The event was very successful with around 30 service users attending. This is some of the feedback received:

### **What would you change about your current service?**

**More access to support, support workers assess too much, more housing with communal rooms**

### **What could we do to make it easier for you to use services?**

**Better information, stop asking for so much information – people feel threatened, referrals made easier, more clarity**

### **If you were to move on what are the things you would want to keep?**

**Friends in the community, voluntary work and courses, a place to keep my life skills, a structure around me, access to services, security of tenancy, supportive landlord, general security, choice, nice area to live in, access to support, out of hours contact, financial independence, social venues, a sense of belonging**

### **What problems do people have moving on from their current services to live more independently?**

**Poor private sector flats, finance, being alone, stigma of mental health**

### **What would make it possible for people to live more independently?**

**Training and self management, cheaper accommodation, help with move on, confidence**

### **Is there anything else that is needed to help people live independently?**

**More access to vocational coaching and counseling, financial management, more support, helping people find the right place**

### **Where would you like to be in 5 years time?**

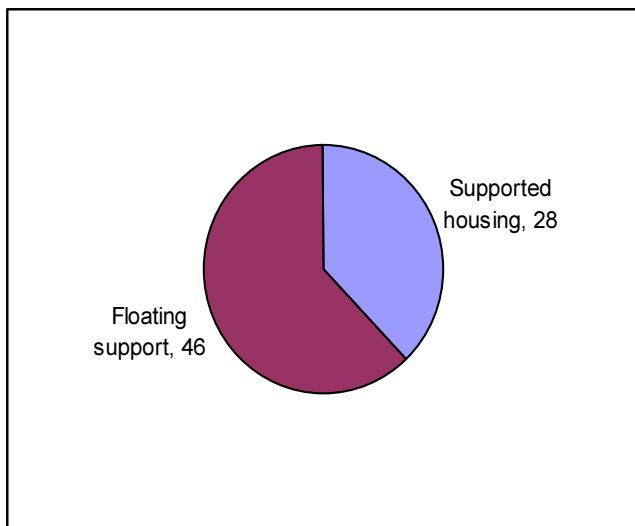
**Living independently, living without support, own flat, a secure home, with other people, in a house with a family**

The draft mental health housing and support strategy will be available for full consultation in the new year.

## Housing Support Referral Hub – the first two months!

The Housing Support Referral Hub has been operating since 3 September 2007. Everyone who needs a Supporting People service (except sheltered housing for older people) should contact the Hub. Below are some vital statistics on what has happened so far:

### Supporting People placements made by the Hub between 3 September and 31 October 2007



### People referred to the Hub between 3 September and 31 October 2007 – sorted by their primary support need

Primary client group	Number of referrals
Mental health	57
Single homeless	39
Young person	38
Incomplete- details not available	36
Alcohol/drug dependency	19
Information not available because no longer on system	19
Learning disability	17
Homeless family	16
Older person	11
Offender	10
Lone teenage parent	9
Complex needs	8
Fleeing domestic violence	5
<b>Total</b>	<b>284</b>

## New team member for service user involvement



On 10 December a 'Regional Champions Co-ordinator joins Torbay's Supporting People Team. Ruth Binny will take forward Torbay's Regional Champion status for involving service users in services. She will look at how service users are involved in other organisations and services in Torbay and work with our Service User Group and Bolton Supporting People Team to write a guide on how to involve service users. She will organise some training events. We are looking forward to welcoming Ruth into the team.

Thanks to Change picture bank for picture used



## Landlords Accreditation Scheme is launched

The Torbay Landlords Accreditation Scheme has been developed to recognise good landlords and give peace of mind to tenants. It aims to raise the standards within the private rented sector. Tenants will be able to choose a landlord who manages their tenancies well, keeps property(ies) safe and treats their tenants properly.

Landlord accreditation is a voluntary scheme where landlords sign up to a code of practice which covers both the condition and management of their property(ies) as well as their relationship with tenants. Before a landlord can become accredited each property is inspected by Torbay Council, looking for any safety problems which could endanger health and safety of the tenant. The scheme is aimed at private landlords as housing associations have their own standards set down by the Housing Corporation.

Becoming accredited is free and accredited landlords have priority access to grant funding, and discounts from a wide variety of local companies. If you are a tenant or a landlord and want further information on this scheme please contact Torbay Council on 01803 208069 or visit the website on [www.torbay.gov.uk/landlordaccreditation](http://www.torbay.gov.uk/landlordaccreditation)

## Contact details

**Housing Support Referral Hub – if you need a Supporting People service:**

Housing Services, Torbay Council,  
Pearl Assurance House, 101-107  
Union Street, Torquay, TQ1 3DW

☎ **01803 208058**

✉ [referralhub@torbay.gov.uk](mailto:referralhub@torbay.gov.uk)

**Torbay Supporting People Team – for information on development and monitoring of services, and the contact for this newsletter**

☎ **01803 208729**

✉ [supporting.people@torbay.gov.uk](mailto:supporting.people@torbay.gov.uk)

💻 [www.torbay.gov.uk/supportingpeople](http://www.torbay.gov.uk/supportingpeople)

**Supporting People Manager: Fran Mason:**

✉ [frances.mason@torbay.gov.uk](mailto:frances.mason@torbay.gov.uk)

## New greener logo!



Supporting People now has a new logo. We have changed from purple to green! This has been produced by the department for Communities and Local Government in central Government.