

Supporting People Torbay

Issue 4

May 2005

A Five Year Strategy for Torbay

Torbay's Supporting People (SP) five year strategy for 2005 – 2010 has been completed and submitted to the Office of Deputy Prime Minister for approval.



The key objectives in the strategy are to:

- Work effectively in partnership with service users and all stakeholders;
- Provide services based on needs and identified priorities; and
- Provide high quality support services through effective monitoring and review.

The key priorities of the Torbay SP programme will be to:

- Improve user involvement;
- Improve access to and move on from SP services;
- Develop more floating support ;
- Develop services to tackle homelessness;
- Reconfigure services for older people, prioritising the need of frail elderly people;
- Develop services for young people (including teenage parents and care leavers);
- Develop services for people with chaotic lifestyles;

- Establish the needs of black and minority ethnic groups, people with HIV and AIDS, refugees and travellers;
- Improve commissioning and procurement (including joint commissioning and addressing market capacity issues);
- Mainstream the SP programme into the activities of the Council and the Adult Care Trust; and
- Balance the programme and finance new service development.

The strategy is with Torbay Council's Design Studio for formatting and will be on the Torbay Council website shortly. There will be a launch this summer so watch this space...

If you would like a copy of this strategy posted to you when it is complete please call the SP Team on 01803 208729.

INSIDE THIS ISSUE

- Page 1 A five year strategy for Torbay
- Page 2 Hellos and Goodbyes
- Choice based lettings comes to Torbay
- Services for the homeless
- Page 3 Audit Commission re-inspection & SP Recovery Plan
- Service Review update
- Page 4 The role of the SP Team
- Tender for teenage parents service is awarded
- Torbay Supporting People Team



Hellos and Goodbyes

In April the SP Team said goodbye to one of our Review and Monitoring Officers who has left the team for pastures new. She is now working for the Motor Neurone Disease Association as a co-ordinator of volunteers across the South West. We wish her well in

her new role and thank her for her valuable work for SP.

April also saw the arrival of a new Administrative Assistant post. Our new administrator was previously the voice at the end of the phone at Westcountry Housing Association, working on the switchboard there.

The two positions of Review and Monitoring Officer in the Team have been filled. They will be starting with the Team at the end of May.

Choice based lettings come to Torbay



People on Torbay's housing waiting list are being given a greater say in choosing where they live under a new scheme being launched by Torbay Council in June 2005.

Until now, applicants have been awarded points linked to their individual and family circumstances. However, under the new choice based lettings service known as Homefinder Torbay, they will be able to apply for a house of their choice.

Registered applicants will be allocated to gold, silver or bronze band, based on an assessment of their needs, in order to determine their priority for allocation of a property. They will be able to review accommodation advertised in the local press, and take an active part in choosing their home.

There are currently around 2,500 people on Torbay's waiting list for social housing, with around 480 properties each year that become available to rent.

The Riviera Housing Trust will continue to run the register, with Homefinder Torbay advertisements being co-ordinated by Ocean Housing, a specialist consultancy with a proven track record in Cornwall.

An information pack has been produced and training for all professionals who will have links with choice based letting is currently taking place.

Services for the homeless

The SP Team in partnership with agencies is creating a service specification for a range of homeless services within Torbay. These will be tendered early next year. This is an opportunity to develop more innovative, creative and effective services to promote the independence of homeless people. For further information contact 01803 208729.

Audit Commission re-inspection and SP Recovery Plan

The Audit Commission will be returning to re-inspect SP in Torbay at the end of November 2005. Following the poor inspection result from August 2004's inspection they will be returning to monitor improvement.

A recovery and improvement plan was written in order to move forward the local SP programme. So far, developments from this plan include:

- Improved Governance of the programme including changes to the membership and roles of the Commissioning Body and Core Strategy Group;
- Training of the Commissioning Body and development of a new Terms of Reference;
- Improved financial monitoring and planning of the local programme;
- Completion of Torbay's SP five year strategy;
- Tackling quality and development of SP services - almost half of service reviews are in progress or complete with decisions being made regarding decommissioning, re-commissioning and re-tendering, which will impact on the quality and strategic reference of services;
- Working on developing service user involvement and participation;
- Developing better communication and information on SP for service users, stakeholders and the general public; and
- Working towards integrating SP into a joint commissioning strategy for Torbay.



Service review update

In Torbay, reviews of SP services are steaming ahead.

Out of 85 services, almost half are undergoing review at present or have had a review decision made by the Commissioning Body.

2 services have a final decision made of decommissioning.

Once the SP Commissioning Body have made their decision the service provider has 14 days in which to appeal against the decision. Some providers are currently appealing against decisions made for their services. A final decision is not made until the appeals process has been worked through.

The service review decision can be to:

- Decommission the service (i.e. withdraw SP funding);

- Extend the interim contract with an action plan for improvement agreed by the service provider and SP officers. Service providers work to this plan with support and monitoring from the SP Team.

Reviews of all SP services have to be completed by March 2006. This is a ruling by the Office of the Deputy Prime Minister.

Reviews look at policies and procedures and evidence that these are being applied, the need for the service in relation to the SP strategy, and value for money. A crucial part of the review is talking to stakeholders, staff in the service and service users about their experiences and what has worked best for them. Recommendations by the Review and Monitoring Officers are then taken to the Commissioning Body for a decision.

The role of the SP Team

The SP Team works with SP services and stakeholders in a strategic, commissioning, and monitoring role. Its role does not include assessing service users or placing people into SP services. The SP Team follows up the complaints and concerns of service users but they should use the complaints process of the SP service in question first.

The role of Torbay SP Team is to:

- Administer SP Grant payments to service providers on a 4 weekly basis
- Manage the SP Grant for Torbay
- Review all SP services by March 2006
- Monitor all SP services quarterly
- Work in partnership with agencies and stakeholders in all sectors to develop and action the local five year strategy
- Develop services and invite tenders for new services in liaison with stakeholders
- Complete all paperwork as required by the Office of the Deputy Prime Minister
- Maintain the local database of services, properties, and service users
- Develop service user involvement and participation in the local programme
- Pay SP Grant to eligible leaseholders
- Support and advise SP service providers via post, email, telephone and forums
- Produce quarterly newsletters and fact sheets
- Create a directory of local SP services

Tender for teenage parents service is awarded

Tenders were invited for an accommodation based SP service for lone teenage parents / prospective parents in Torbay. The service will provide 6 units of accommodation and support. Westcountry Housing Association was successful and this service is currently being developed.

TORBAY SUPPORTING PEOPLE TEAM

The Supporting People Team is part of Torbay Council

CONTACT DETAILS

Pearl Assurance House

101-107 Union Street

Torquay, TQ1 3DW

01803 208729

supporting.people@torbay.gov.uk

www.torbay.gov.uk/supportingpeople

Contact details for the Team are:

Fran Mason – SP Manager

01803 208424

frances.mason@torbay.gov.uk

SP Service Development Manager

01803 208706

SP Research Administrator

01803 208377

SP Review and Monitoring Officer

01803 208370

SP Review and Monitoring Officer x 2, to start end of May 2005

SP Administrative Assistant

01803 208729

SP Finance Officer

01803 208447

Analyst Programmer

01803 208729