

Supporting People Torbay

Issue 2

October 2004

National Supporting People Grant Announcement 2005 - 2008

In August the Office of the Deputy Prime Minister (ODPM) announced the Supporting People (SP) programme grant figure for the next 3 years. England has been allocated £1.72 billion for 2005/06 which amounts to a cut of approximately 5% - and grants of 'around' £1.7 billion for both 2006/07 and 2007/08. Local authorities have not been told of their individual allocations as yet but this should be announced in the next month or two.



Lord Roker, Minister for Supporting People anticipates that in 2005/06 no authority will be required to find more than 7.5% efficiency savings, but expects the average to be well under this figure. He advises that authorities make some savings through the service review process.

Audit Commission Inspection

Torbay as an Administering Authority for Supporting People (SP) was inspected by the Audit Commission in August 2004. The inspection looked at SP within Torbay, not focussing on individual providers or the SP Team. Inspectors were on site for a week and interviewed Councillors and staff within Torbay Council, the Probation Service and Torbay Primary Care Trust. They also visited several SP service providers. The report by the inspectors is expected any day. The inspectors are visiting Torbay in November to discuss the results and make any final amendments before the report is published.

Hellos and Goodbyes

Su has joined the SP Team as Review and Monitoring Officer. Previously Su worked for Riviera Housing Trust, a Supporting People service, as Neighbourhood Services Manager. A second Review and Monitoring Officer is due to join the team in October. Donna previously worked for Walsall M B Council. We are very pleased to welcome Su and Donna to the team.

Our Finance Officer left the SP Team in August to move to the Contracts Team in Torbay Council. We wish her well. Our new Finance Officer is seconded from her post as Debt Management Officer in the Finance Team. She joined SP in September.

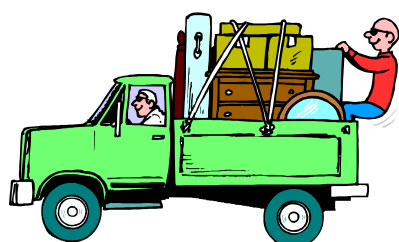
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The Resettlement project

We would like to introduce you to Denise and Jen – the resettlement team.

The Resettlement Project has recently been developed through Torbay Council. It offers a



wide ranging service in resettlement and support to clients whilst they are being accommodated under the

homeless legislation in temporary accommodation. The project is funded by Housing Services, Torbay Council and managed by Westcountry Housing Association. The resettlement team works very closely with the Housing Advice and Homeless Team in Housing Services, Torbay Council, and with the SP Team.

Services available include:

- Assist with move on into more permanent accommodation. This could be Supporting People services and the Resettlement Team are keen to refer to SP services.
- Research into housing options.
- Practical help and advice in setting up a home, such as finding furniture and applying for grants.
- Basic advice on understanding rights and responsibilities in relation to housing.
- Help with managing money, dealing with debts and benefits and maximising income.
- Advice with form filling and dealing with red tape.
- Help to find local contacts, facilities and groups.
- The opportunity to discuss problems and explore choices.

The team will always respect people's individuality and encourage clients to

make their own decisions both now and in the future.

The resettlement team will:

- Listen and involve clients in planning and reviewing support.
- Provide a friendly and reliable service which is flexible enough to meet needs.
- Help clients to understand their rights, responsibilities and opportunities.

As mentioned above the resettlement team are very keen to work with Supporting People services to place clients who need support. If you are a SP service and would like to make links with the project please contact them.

For further information about the Resettlement Project please contact:

Telephone - 01803 316349

Email – info@westcountryha.org.uk

Address – Flat 4 St Paul's Court, St Paul's Road Torquay, TQ1 3QE



Did you know...?

- **There are 58 Supporting People providers in Torbay.**
- **There are 88 services funded by Supporting People in Torbay.**
- **There are 1501 service users of Supporting People services in Torbay (October 2004)**

New Torbay SP web pages

Recently the Supporting People Team has produced new web pages on the Torbay Council website – www.torbay.gov.uk

You can access the web pages by:

- Clicking on Living - Social Care and Health - Supporting People
- Clicking on A-Z and selecting S – this will bring up a menu so click on the Supporting People links.
- Entering Supporting People in the search box at the top of the screen

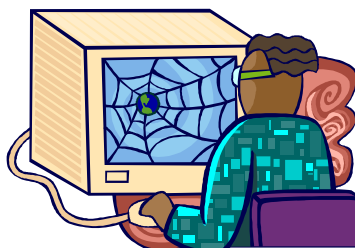
There are several web pages:

What is Supporting People?

This explains a bit about the national and local programme and the aims of the programme. It links to terms of reference for the local SP Commissioning Body and Core Strategy Group. It also links to our local quarterly newsletters.

Who can be helped by Supporting People?

This lists the types of people that SP can help.



How can SP services be accessed?

This covers access to services including SP charges. It links to Torbay Council's fairer charging policy.

Supporting People shadow strategy

This page links to Torbay's shadow strategy for SP, produced in September 2002.

Monitoring and Review of SP services

This focuses on monitoring and review of services and links to the appeals procedure for SP providers.

How can users of Supporting People services get more involved?

The SP Team are very keen for service users to get involved with implementing the programme and reviewing services. A service user forum was held in March 2004.

Complaints

There is a link to the Torbay SP complaints procedure.

How can SP providers get more involved?

The SP Team hold provider forums 2 or 3 times a year and an independent provider forum has also been set up. This is run independently of the SP Team.

Supporting People contact details

Contact details for the Team

The SP Team welcomes any comments or suggestions you may have about the web pages. You will find our contact details at the end of the newsletter.

Quarterly performance monitoring

The performance of service providers is monitored through performance indicator returns completed quarterly by each service.

Two groups of indicators are collected:

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1. Key Performance Indicators

KPI 1: Service users (SUs) who are supported to establish and maintain independent living

(collected from services with SUs who are supported long term – for over 2 years)

KPI 2: SUs who have moved on in a planned way from temporary living arrangements

(collected from services with SUs who are supported short term – for less than 2 years)

These two KPIs measure the extent to which the SP programme prevents SUs from moving into institutional care or helps service users move on to more independent living in a planned way. They provide information on what happens to SUs when they leave an SP service.

KPI 3: Fair access to people who are eligible for SP services.

This looks at referral routes and also the amount of minority ethnic SUs accessing SP services. This information is gathered by the National Client Record Office – they gather information on new SUs.

2. Service Performance Indicators

SPI 1: Service availability (collected from accommodation based services only).

SPI 2: Utilisation levels (collected from accommodation based services only).

SPI 3: Staffing levels (support hours worked)

SPI 4: Throughput

The SPIs provide information on the efficiency and effectiveness of services.

Performance monitoring is used to measure services as part of the service review process.

TORBAY SUPPORTING PEOPLE TEAM

The Supporting People Team is part of Torbay Council and the role of the team is to administer payments to providers and monitor and review services for quality.

CONTACT DETAILS

The Team is based at:

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Contact details for the Team are:

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SP Review and Monitoring Officer from October 2004

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