

# Supporting People Torbay

Issue 14

Spring 2008

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.



## Future Supporting People services Plans out for consultation

Supporting People sub groups have produced strategies for future housing and support services. Please send us your views.

The Torbay Strategy Against Domestic Abuse is out for consultation. The strategy sets out how Torbay will tackle domestic abuse. The aim is to give people confidence to seek help and advice from services across Torbay and to ensure that these services are able to provide the support needed.

A strategy for housing and housing support services for people with physical disability, sensory disability, acquired brain injury and long term conditions is out for consultation until July 2008.

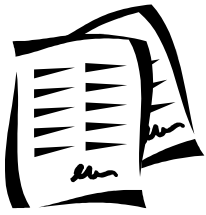
Please tell us what you think about these strategies, they can be found at [www.torbay.gov.uk/sppoliciesstrategieplans](http://www.torbay.gov.uk/sppoliciesstrategieplans) or we can send out paper copies.

The above link will also take you to strategies for future Supporting People services for:

- People with mental health needs
- Children, young people and families
- Older people
- People with a learning disability
- Homeless people, (ex)offenders and people with substance misuse issues

Supporting People is in exciting times with new services being developed over the next few years. The next set of services going out to tender (at the end of May) are for homeless people, (ex) offenders, domestic abuse and for people with substance misuse issues. If you are interested in tendering for any of these services please register on the [www.devontenders.gov.uk](http://www.devontenders.gov.uk) website to view tenders available and apply online.

See page 2 for information a Meet The Buyer event about tendering.



## Are you interested in tendering for Supporting People Services in Torbay?

On Monday 9 June 2008 Supporting People are hosting a **'Meet the Buyer'** event at Torbay Foyer, 1 Teignmouth Road, Torquay, TQ1 4DZ for organisations who may wish to tender for services.

This will focus on services going out for tender for **homeless people, domestic abuse, (ex) offenders, and people with substance misuse issues**. It will be an opportunity to find

out more about the tenders on offer and learn about the process of procurement (the buying of services). Staff in the Torbay Council Procurement Team and the Supporting People Team will be at the event to answer questions.

The day will start at 10am in the Space 4 Torre hall and finish with lunch at 1.30pm. If you would like to come along please contact Pat on 208729.

## Client Access and Involvement Event

Torbay Supporting People Team hosted an event at the Grand Hotel, on 25<sup>th</sup> April, to celebrate good practice in client access and involvement.

Clients, service providers and Local Authority members came from Birmingham southwards!

Some Torbay clients and staff from Torbay Council, Supporting People Team, Referral Hub, and Probation Service talked about how important client access and involvement is in Torbay.

Tom Surrey, from the Communities and Local Government department talked about how the Government plans to keep clients at the heart of the Supporting People programme.

Chris and John, from Hillingdon in London, talked about how they work

with other councils to offer training courses for clients, and how well it has worked.



Workshops were held, and the afternoon started with a Who Wants to be a Millionaire Quiz – with Torbay client Ian as Quizmaster!

Everyone said how much they had enjoyed the event – and Torbay Supporting People Team learned lots of interesting things from the workshops.

So a big **THANK YOU** to everyone who attended for making it such a great event!

**Ruth Binny**



## Torbay's new approach to move on from services

Torbay has developed a new approach to help people move on from Supporting People services and access appropriate accommodation. Lack of people moving on can block up services meaning less vacancies for others who need them.

When people have successfully completed a programme of support in accommodation based services they are often ready to move on into more independent accommodation. Support providers will have planned for this, with clients. Support providers are expected to consider all options for finding new accommodation but often this proves difficult.

Torbay has developed practical solutions to help people move on to more independent housing.

- Some housing in the private sector will be made available each year by landlords in receipt of grant funding
- An enhanced floating support service (support provided without accommodation) for ex-offenders and people with substance misuse issues gives targeted support and advice to landlords and tenants. This service is helping to improve access to private tenancies.
- Support providers can notify Homefinder Torbay when clients are ready to move-on into independent accommodation. Their application will then be gold banded (given higher priority) and backdated to the date they moved into supported accommodation.

In some cases the supported accommodation occupied by a person waiting to move may be required urgently by someone on the Supporting People Referral Hub waiting list for services. In these cases, the Hub can refer this person to the Homefinder Assessment Panel. They will check the provider has exhausted all potential avenues for moving the person on successfully and may award an "emergency card" to activate an urgent move-on for this person. This then frees the Supporting People accommodation unit for the person on the waiting list who urgently needs it.

The Policy for Strategic Move On From Supported Accommodation can be viewed at [www.torbay.gov.uk/sppoliciesstrategiesplans](http://www.torbay.gov.uk/sppoliciesstrategiesplans)



## New Housing Strategy

The new Housing Strategy 2008–2011 has been written. Supporting People actions are in the Assisting Independent Living section. There are the following key priorities for action:

1. Develop stronger partnerships with stakeholders, clients and the community to improve service delivery to vulnerable people
2. Implement commissioning plans for new services
3. Influence the joint commissioning of services by continuing to work in partnership with clients, carers, service providers, Torbay Care Trust, Probation and other local agencies
4. Further improve the quality and value for money of housing related support through effective contract management and procurement
5. Increase the percentage of people moving on in a planned way from Supporting People services
6. Ensure the commissioning of Supporting People services is integrated with other commissioning structures
7. Ensure appropriate housing related support is in place for black and minority ethnic groups and other socially excluded groups

Please let us know what you think of this strategy. If you would like copies of the full document please telephone us on 01803 208729 or email on [supporting.people@torbay.gov.uk](mailto:supporting.people@torbay.gov.uk).

## Performance reports on the web



Quarterly monitoring reports are produced for the Supporting People Commissioning Body. They include

information on Supporting People services' performance against targets relating to use of services, throughput and move on from services. Reports give details of the types of people accessing services and the outcomes and achievements of those leaving services. Reports can be viewed at

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

## Contact details

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

 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:**

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