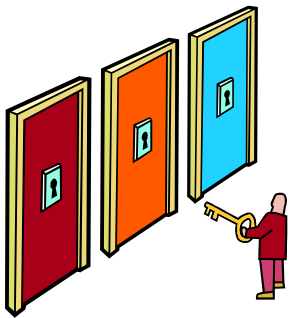


# Supporting People Torbay

Issue 16

Winter 2008/09

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 homes.



## Individual Budgets- putting people in control of their services

Supporting People has started its Individual Budgets pilot for people with a learning disability. Individual Budgets are a new way for people to buy their own services and aims to put the person who is supported, or given services, in control of deciding what support or services they get. This recognises that they are the person best placed to understand their own needs and how to meet them.

### Individual Budgets:

- Bring together different kinds of support or funding from more than one agency
- Give people a clear, up-front idea about how much money there is for their support
- Make assessment quicker and easier
- Let people use the money in a way that best suits their own needs and situation, in line with a support plan

Supporting People is working with Torbay Care Trust to run the Individual Budget pilot. The person fills in a questionnaire to show what areas of their life they need support with (such as managing money, finding a new house, keeping safe). Supporting People officers score this questionnaire and tell the person how much money they can have each year to buy services to help them meet their needs. The person writes a support plan with help from family, staff, and/or friends. The person is supported to choose who provides the services they need. Supporting People officers carry out reviews to make sure the person receives the services they included in their support plan.

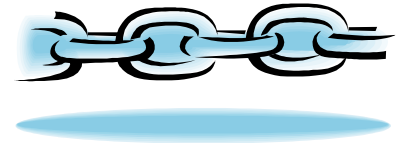
So far, 1 person has services using an Individual Budget, and Supporting People is looking forward to helping more people do the same. If you would like more information, telephone the Care Trust's Commissioning Team on 01803 210422.

## Housing Link Workers- to link people to housing options

Torbay Care Trust and Supporting People are funding the employment of 3 Housing Link Workers.

The workers will work across the learning disability, physical disability and mental health sectors. The workers will be based with Social Care Teams and will inform them and other professionals about housing and independent living options and how to access them. This will help make independent living more possible for vulnerable clients. The Housing Link

Workers aim to enable better joint



working between all the relevant agencies and services for the benefit of clients.

The interviews were in early January and the new people will be in post from mid February 2009. For more information contact the Supporting People Team on 01803 208729.



## Inside Out - new service for offenders

Inside Out is a new pilot service which started on 1 October 2008. It provides

floating support (support not tied to any particular accommodation) to promote the emotional well-being of offenders under supervision of the Probation Service. It is jointly funded by Supporting People and the Boosting Community Sentences Fund for one year, and is delivered by Rethink.

The service was set up in response to consistent findings from assessments showing that 60% of offenders under supervision in Torbay had emotional coping difficulties, but the absence of appropriate interventions meant only

20% of sentence plans contained a strategy to deal with this issue. This new service is targeted at offenders already in a tenancy, and offers a 10-week structured intervention (after a 3 week assessment period) around lifestyles (nutrition, fitness, smoking) and, where linked to well-being, debt management. The aim is to ensure that by improving well-being the tenancy is not put in jeopardy. The support plan is reviewed after the 10 week intervention and can be continued for a further period if needed.

There is 1 full time and 1 part-time staff member based at Rethink's Abbey Road offices, but with a workstation in Probation's offices at Thurlow House.

## An update on developing services for older people



Supporting People and Torbay Care Trust are developing a joint approach to delivering Older People's Services. To help this process along, a Supporting People officer is on secondment to the Care Trust to work on joining up housing support with a range of other services.

The Supporting People Older Persons' Strategy Sub-Group is overseeing the changes. This a group of agencies involved with older people's services, service providers and clients. The group is working towards developing services in line with the Council's People First strategy.

The focus is to make sure that:

- People's home are as useable as possible whatever their circumstances - the right physical arrangements may mean the difference between home care and residential care.
- People have local community facilities where they can link up to other services if they need them, have a break from caring, meet people, and do things they enjoy.
- People have support and care that meets their individual needs. Some people may need 24 hour flexible care or may not need care, only a small amount of support.

Activities so far include:

- Development of the idea of 'Virtual Extra Care' so that people can have a full assessment of their needs in terms of staying independent at home – the important difference now is a renewed focus on adaptations, enhanced use of Telecare (use of telecommunications based services to support and monitor people in their own homes to ensure wellbeing), and the development of Community Hubs (see last bullet point) to meet local needs, as well as joining up care and support.
- Development of 44 units of Extra Care housing (giving joined up care and support to people with care needs so they can remain as independent as possible) has commenced at the old Dunboyne site. This is due for occupation in October 2009.
- Enhancement to funding for the Handyperson's Service through joined up funding from Supporting People.
- Service providers on the Strategy Sub-Group have been working together to look at how to implement changes. They are also involved in developing existing sheltered services as Community Hubs that would be accessible to every older person whatever their housing situation and give people social activities and services locally. Our first Community Hub development is being led by Westcountry Housing Association at Kenneth Court. The idea has had an enthusiastic reception and generated excellent client involvement to begin developing the concept.

## Recruitment to the Supporting People Team

Supporting People is interviewing for several posts in the Team in February.

This includes interviews for a Community Engagement Officer who will work with our client group Torbay Voice to develop and further improve the involvement of clients in the planning and development of Supporting People services.

We are also interviewing for 3 Service Development Officer posts. These new people should be starting with the team by the time the next newsletter is issued so will be introduced then.

## Family Mediation Service

An exciting new service for families and young people will be launched in Spring 2009. The joint venture between Supporting People and Checkpoint will provide a full time worker to act as a Family Mediator. The new worker will liaise with families about all types of issues affecting them including agreeing acceptable behaviour, relationship building and support for young people who are thinking about leaving home. Interviews for the new Family Mediation Worker are taking place at the beginning of February and the new service should be up and running by April 2009.

If you have any questions about this service please contact Emma Good from Supporting People on 01803 208370 or Checkpoint on 01803 200100.

## New team member!

Tracey Field has started as a Contracts and Procurement Officer specialising in the procurement of Supporting People services. She will also help with the management of Supporting People contracts. We are very pleased to welcome her

## New on website

New on the Supporting People web pages [www.torbay.gov.uk/supportingpeople](http://www.torbay.gov.uk/supportingpeople) are detailed reports on numbers of clients entering and leaving services in 2007/08. These are on the Strategy Sub Group pages. Minutes of Strategy Sub Group meetings are also available for viewing.

## 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 newsletter editor**

 01803 208729

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

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

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