

# Supporting People Torbay

Issue 13

Winter 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.

## Homelessness, Criminal Justice and Substance Misuse Strategy consultation

The formal consultation process on the 2008-2011 strategy for the Homelessness, Criminal Justice and Substance Misuse sector began on 7 January.

The strategy has been produced in partnership, and services will be jointly commissioned.

The strategy will contribute to:

- Creating safer communities
- Reducing re-offending
- Promoting social inclusion, including increasing access to training and employment

The strategy proposes three types of 'accommodation based' (accommodation with support) services for:

- Drug and alcohol misusers to complement the existing direct access and abstinence based services
- Discharged prisoners
- Vulnerable women with or without dependents

The strategy recommends the range of generic 'floating support' services (floating support includes support but not accommodation) are integrated into one social inclusion service. This will focus on

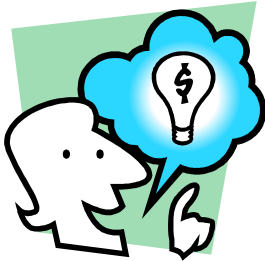
preventing homelessness through targeted resettlement and tenancy support. A further specialist offender management floating support service is also proposed.

Finally, there will be better access to services for single homeless people and rough sleepers through the creation of a new assessment and engagement centre that will replace the current Project 58 day centre. This will bring together employment, education and training initiatives with facilities such as a café, workshops and classrooms, as well as housing services, street wardens and the Police Neighbourhood Beat Manager.

There will be two service user consultation events on **Tuesday 5 February** and **Thursday 14 February** at 2.30pm at Torbay Foyer, Teignmouth Road, Torquay. These events will be led by Shekinah Mission, on behalf of Supporting People.

A further consultation event for commissioners, service providers and other agencies will take place at Torbay Foyer on **Wednesday 20 February** between 10.30am and 3.30pm.

**If you have any questions please contact Nick Day on 07971 402262**



## Consultation event on the future of services for disabled people

A consultation event was held to look at the needs of people under 65 with physical disabilities, sensory disabilities, acquired brain injury and/or long term conditions. The aim of the day was to find out what housing and support people want and need. The event took place on 11 January in Brixham and agencies and service users attended.

The day highlighted key issues in this area. Some of these include:

- Lack of suitably adapted housing
- Not enough appropriate emergency housing
- Not enough high supported housing when people move out of residential care/hospital
- Problems when people have other needs (e.g. substance misuse and offending)
- Communication and accessing services- problems particularly for the hearing impaired



The housing and support that people said they wanted included:

- Being part of a community- not segregated
- Access to support in the community
- Maintaining social networks
- Accessible properties near family and friends- not shunted off
- Choice of a range of housing types

This information will be used to develop a housing and support strategy for Torbay for this area of need. If you would like to contribute or would like further information please contact Shelley Brown on 01803 208374.



### And its goodbye from him ...

On a sad note the Supporting People Team has said goodbye to Julian Setterington who has left us for pastures new on 18 January. Julian has been a Service Development

Officer with the Team since May 2005 working with services for older young people. He is now working for Devon and Cornwall Housing Association as a Sheltered Housing Manager for six sheltered schemes for older people. We all miss Julian in the Team and wish him very well for the future.

## New service for persistent and prolific offenders



According to Home Office figures 50% of crime is caused by 10% of offenders and these offenders are known as Persistent and Prolific Offenders.

Research shows good quality accommodation is a major factor in reducing re-offending. Torbay Supporting People, Torbay Drug and Alcohol Action Team, and Devon and Cornwall Probation have funded the

Enhanced Floating Support Scheme. The scheme is for Persistent and Prolific Offenders who have been sentenced to twelve months or less in prison and on release engage with the Drug Intervention Team.

The service offers two months deposit as a guarantee to the landlord and offers intensive support, normally when people are released from prison to help them reintegrate into the community.

## New data and information on outcomes



The department for Communities and Local Government has launched the Outcomes Framework for Supporting People – a new set of monitoring which shows the benefits and outcomes being achieved by service users because of Supporting People.

From June 2007 Supporting People services have been recording the outcomes of service users leaving services. The outcomes are grouped into: Economic Wellbeing, Enjoy and Achieve, Be Healthy, Stay Safe, and Make a Positive Contribution and are measured against each support plan. Outcomes are only measured where

the service user has an identified support need.

In services which are long term or permanent then the outcomes will be recorded for a sample of current service users each year This recognises that many service users in long term services will not move on to complete independence & therefore records how well service users are sustaining their support service against their support plan.

It is early days yet but this data will be able to show us what Supporting People is actually achieving and areas to target.

Further detailed information on the Outcomes Framework can be found at [www.spclientrecord.org.uk](http://www.spclientrecord.org.uk)

## Service user involvement toolkit



Following Torbay's achievement of Regional Champion

status for service user involvement, I have joined Supporting People to prepare a good practice toolkit with service users.

A key part of the toolkit is a Service User Self-Assessment. Information gathered from the self-assessments will give Local Authorities a valuable, and measurable, insight into how well service users in their region are being involved. It will highlight examples of best practice, and areas for development. We will run a pilot exercise of the self-assessment, in Torbay, over the next couple of months, and will ask 100 service users to take part. The self-assessment should be completed by each service user in conjunction with their support worker.

The self-assessment and pilot project have been devised with significant input from service users. They feel that the most effective distribution of the self-assessments would be achieved through Supporting People service providers, because of the great link they provide between Local Authority, support workers and service users. If you are a service provider I hope you are able to give us your full support. I will be in touch with service providers in the near future to discuss the service user self-assessment and how we can all work together as a region to develop service user involvement.

**Ruth Binny**

## Supporting People Grant allocation for the next 3 years

The announcement on the amount of grant likely to be allocated for Supporting People in Torbay for the next three years has been made by the department for Communities and Local Government. The figures show Torbay's programme grant (for housing support provision) will be cut by 11.45% over the next three years. We are currently considering whether we can appeal against this decision. Torbay will also lose 5% of its administration grant for Supporting People next year but fortunately Torbay Council has agreed to make up this shortfall. We would like to take this opportunity to thank the Council for its continued commitment to the administration of the programme.

### 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)

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