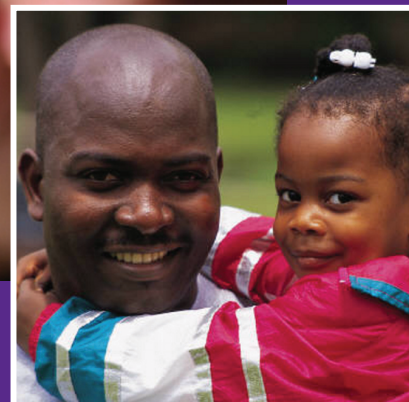


# Supporting People in Torbay

Helping people to live independently  
in the community



## Annual Report Summary 2008/09



NATIONAL PROBATION SERVICE  
for England and Wales



Torbay **NHS**  
Care Trust



**Supporting people**  
Communities and Local Government



# Torbay Supporting People Annual Report 2008/09

## Summary

This annual report celebrates the achievements and provides information on the performance of Supporting People in Torbay in 2008/09 (1 April 2008 – 31 March 2009), and the priorities for action for 2009/10 and beyond.

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## 1. Background

Supporting People services support people to live independent lives. Services include a foyer for young people, supported and sheltered housing, a women’s refuge and ‘floating support’ where people can access support without needing to live in particular accommodation.

Support is provided around five key areas:

- Economic wellbeing
- Enjoy and achieve
- Be healthy
- Stay safe
- Make a positive contribution

Supporting People in Torbay is a partnership between Torbay Council, Devon and Cornwall Probation Service and Torbay Care Trust.

## 2. What words mean

- **Accommodation based service-** accommodation is provided as part of the service. People have to live in this accommodation to receive the Supporting People service
- **Black and minority ethnic/ BME-** people who identify themselves as non White British in ethnic background
- **Client group-** the needs of people who use services and their reasons for vulnerability- i.e. poor mental health, learning disability, teenage parent
- **Care Trust-** an integrated NHS organisation responsible for providing and commissioning (buying) health and adult social care services for the local population
- **Children's Trust-** partnership of agencies who provide services for the health and well-being of children
- **Commissioning-** the buying of services- a cycle of assessing needs and priorities, reviewing current service provision and the market's ability to deliver services, planning and purchasing services, contract monitoring and reviewing performance of services
- **Floating support-** support provided to people in their own homes- without people having to live in particular accommodation to receive it
- **Individual budgets-** allocation of money that can combine several funding sources. People can use this to design and purchase support from the public, private or voluntary sector, that suits them
- **Joint commissioning-** see definition of commissioning above. Joint commissioning means funding and commissioning services in partnership with other agencies
- **Local Area Agreement/ LAA-** a 3 year agreement between a local area and central Government. The LAA contains actions for meeting local priorities by delivering local solutions. It also contributes to national priorities set out by the Government
- **Long term service-** Supporting People service working with a person for over 2 years
- **Outcome-** a result or achievement. In this report it refers to achievements of clients in Supporting People services such as better managing mental health or physical health
- **Outcomes Based Accountability-** a method of developing services to resolve community issues, looking first at the outcome/result required and the reasons for the problems. It ensures that the people affected are fully involved in the whole process and can see that action is being taken.
- **Personalisation-** process in which state provided services can be adapted to suit the individual. This means people have choice and control over the shape of the support they need along with a greater emphasis on prevention and early intervention
- **Procurement-** the process of buying/purchasing Supporting People services
- **Referral Hub-** the single access point to all Supporting People services except sheltered housing services. The Hub finds services for people
- **Short term service-** Supporting People service working with a person for up to 2 years
- **Unit of support-** a placement in a Supporting People service- an accommodation unit for 1 or more people or a place in a floating support service

### 3. Achievements of Supporting People in Torbay in 2008/09

- Torbay Voice is a group of people who use or have used Supporting People services. The group has gone from strength to strength this year. Torbay Voice members have been involved in procuring new services, reviewing the Referral Hub and recruiting new staff to the Supporting People team. A member of Torbay Voice is being employed as a Link Worker to work with the Community Engagement Officer to empower people to get involved in their services and Torbay Voice
- Services procured in 2008/09 are operational bringing 2 new service providers into Torbay. Services include:
  - Supported accommodation for drug and alcohol users who are engaged in treatment and those who are abstinent
  - Supported accommodation for vulnerable women
  - Supported accommodation and floating support for offenders
  - General needs (social inclusion) floating support
  - Floating support for people with complex needs
  - Newly refurbished engagement and resettlement accommodation service for homeless people
  - Torbay refuge– safe house with an additional 7 dispersed units and a children's worker
  - A new domestic abuse floating support service with 50 units of support for both men and women and incorporating a women's safety worker

#### Tim – The Jatis Project

Tim was a 32 year old man who had been a prolific burglar and spent the majority of the past 10 years in and out of prison establishments. He came to the Jatis Project through a referral from prison.

Tim had limited aspirations, namely to stay clean and not go back to prison, which had become a revolving door. Tim originally wanted to be a plasterer and support plans were put in place to help achieve his goals with partnership agency Progress to Work.

Tim spent time mentoring others and his vision changed. He talked to his support worker of his desire to support others. Liaison took place between the relevant agencies and he enrolled on the appropriate college course. Tim for the first time had found something he was passionate and enthusiastic about. Prior to this he had always felt unable to make his own choices and found himself led by his peers. He felt empowered and able to plot his own course. He has since become a floating support worker for another Supporting People service.

- Several services have been jointly commissioned including a new supported lodgings scheme for 16-17 year olds in emergency need. This has been jointly commissioned with Torbay Council's Housing Services.

- Housing Link Workers are based with Social Care Teams and inform them and other professionals about housing and independent living options and how to access them.
- Torbay Council's Direct Payments Manager has been seconded into Supporting People to help progress Personalisation (see 'What words mean' for description' of service provision to give people more choice and control over their services
- An Individual Budgets pilot has taken place for people with a learning disability- £50,000 was allocated for this pilot, and 7 people have been allocated an individual budget, to give them control of their own funding
- Consultation has taken place on the future of services for older people to ensure support is available regardless of tenure. The consultation culminated in a conference for older people. Over 100 people attended and shared their ideas and opinions
- The first new build Extra Care housing scheme is now on site at the Dunboyne site, Torquay, and will be completed in January 2011, providing 45 units of extra care housing. In addition there is a plan for a further scheme in Paignton which goes to planning in December 2009 which will provide a further 66 units by 2012

### David - Folks@home

Folks@home floating support service were introduced to David, an older gentleman living in a social housing flat who has lived alone for the past 6 years after his wife was taken into residential care. David has several medical conditions and was choosing to access help via Accident and Emergency rather than his doctor. Alcohol misuse was also present and he was struggling to manage his finances and has a history of debt issues.

The condition of the flat when we first visited was poor. Every room was littered to depth with empty food and drink containers, abandoned and leftover food, newspapers, clothes and general living detritus from the past 6 years. After involvement from folks@home the flat has been cleared of the majority of the rubbish and as a result of joint working with his housing association, the kitchen and bathroom have been completely re-furnished. David's support worker managed to secure funding to purchase a fridge and has also helped him learn the skills to cook meals for the first time in his life. He now cleans down food preparation surfaces, cooks, washes dishes, sweeps the floors, clears his fridge of out of date food, and opens windows daily.

With support from folks@home debt issues have been tackled and resolved through payment plans. David is now looking after himself, is reducing his alcohol intake and is mindful of his income and improving his budgeting skills.

- Work is being done around developing Community Hubs which can provide information and services together in one place in the community
- Plans are in place to remodel Torbay Foyer to provide 4 units of emergency accommodation for young people. There are plans for this service to be jointly commissioned with the Children's Trust by 2010

- A mediation worker has been jointly commissioned, providing a family mediation service for 16-17 year olds
- The Learning Disability commissioning strategy has been adopted following wide consultation assisted by SPOT (Speaking Out in Torbay) who are a community group of people with a learning disability
- A review of accommodation support and day services for people with poor mental health will inform the development of the mental health accommodation and support strategy, producing a more integrated approach to care and support

#### **4. Priorities for 2009/10 and beyond**

##### **Make sure service development and review is led by the people who use services**

- Provide learning and development opportunities to support people to review their services
- Use Outcomes Based Accountability in all commissioning
- Implementation of the One Torbay Involvement Strategy on how to involve people in developing and commissioning services

##### **Make sure all services deliver positive outcomes for people increasing choice and control**

- Develop Personalisation of services to give people more choice and control over their services

##### **Improve access to and move on from support services to increase independence of vulnerable people**


- Increase the rate of planned move-on into independent living options from short term housing support to 78% by 2011.
- Increase numbers of adapted housing and new builds that meet the needs of people with a physical disability
- Consider further integration of service development and commissioning with agencies




##### **Improve quality and value for money by taking forward plans to design and buy services for people with different needs**





- Apply Outcomes Based Accountability in the setting of priorities and contract review
- Re-design services for people with poor mental health so they link to pathways of recovery by March 2010.
- Develop Personalisation and Individual Budgets for people with a physical/sensory disability
- Deliver further training for service providers on the Quality Assessment Framework which is used to review and assess services, and Outcomes Based Accountability



## 5. Supporting People Torbay– performance summary 2008/09

\*Where indicated, information in this section has been compared with our family group of local authorities who have a similar profile to Torbay. These are North Tyneside, Plymouth, Poole, Blackpool, York, Southend on Sea, Bournemouth, Darlington, Redcar and Cleveland, East Riding of Yorkshire, Bath and North East Somerset, North Somerset, Isle of Wight, Wirral, and Sefton.

| What we are measuring  | How well did we do?  | Trend   | Reason  | Possible Solution   |
|--|--|---|---|---|
| Outcomes of people leaving short term services<br>Comparison with our family group* of local authorities and England       | In comparison Torbay is not performing as well in many outcomes- i.e. avoiding harming others, managing substance misuse, managing self harm, and obtaining paid work  | No trend  | Main reason given for non achievement is 'client unwilling to engage with support'<br><br>No particular services involved | Contract management.<br><br>Examination of individual services.<br><br>Procurement of services to meet need |
| Outcomes of people leaving Torbay short term services, comparing 2007/08 and 2008/09                                       | Improvement in achievement of most outcomes since 2007/08. Big increase in achieving learning related outcomes<br><br>Least achieved outcomes and decrease since 2007/08- work related outcomes and managing substance misuse          |  |   |   |
| Outcomes of people using long term/ permanent services. Comparison with our family group* of local authorities and England | In comparison Torbay is not performing as well in many outcomes.<br><br>Torbay performs significantly less well in the outcomes of managing mental health, physical health, self harm, substance misuse and participating in training. | No trend  | Significantly increased reporting by 1 or 2 services with low achievement   | Contract management.<br><br>Examination of individual services  |

| What we are measuring   | How well did we do?  | Trend   | Reason  | Possible Solution   |
|---|--|---|---|---|
| Outcomes of clients in Torbay long term services, comparing 2007/08 and 2008/09   | Decrease in achievement of many outcomes since 2007/08<br><br>Big decrease in many outcomes including managing mental health, self harm and substance misuse<br><br>Big increase in training and work related outcomes   |    | Significantly increased reporting by 1 or 2 services with a low performance | Contract management of particular services with low achievements                                  |
| NI 141: % of people achieving independent living<br>Planned move on of people from short term accommodation and outreach services   | On an upward trend since 2006/07<br>Above target<br><br>Compared to the family group* of local authorities, Torbay in 2008/09 is in the 3 <sup>rd</sup> quartile (1 <sup>st</sup> quartile is top)<br><br>Compared to the English unitary authorities Torbay in 2008/09 is on average in the 3 <sup>rd</sup> quartile                                      |    |   | Use outcomes based commissioning<br><br>Increase training of providers<br><br>Contract management |
| NI 142: % of people supported to maintain independent living<br>Long term accommodation and floating support services – clients sustaining the service and positive move on | Significant increase since 2007/08.<br>Below target<br><br>Compared to the family group* of local authorities, Torbay in 2008/09 is in the 1 <sup>st</sup> quartile (top quartile)- 2 <sup>nd</sup> out of 16 authorities<br><br>Compared to English unitary authorities Torbay in 2008/09 is on average in the 4 <sup>th</sup> quartile (bottom quartile) |  |   | New network of short term services<br><br>Implement recommendations of evaluation of Referral Hub |

| What we are measuring   | How well did we do?  | Trend   | Reason  | Possible Solution   |
|---|--|---|---|---|
| SPI 2a: % utilisation levels (short term accommodation based services)                | Decreased in 2008/09   |  | This is due to some new services not filling up straight away and low utilisation of particular services linked to Referral Hub waiting lists | Procurement of new services for 2009/10 should increase utilisation.  |
| SPI 2a: % utilisation levels (long term accommodation based services)                 | On an upward trend since 2006/07   |  |   |   |
| SPI 2b: % utilisation levels (floating support services)                              | Fluctuated during the period but increased in 2008/09  |  |   |   |
| Numbers and % of people accessing (starting with) services (except sheltered housing) | Torbay has an overall increase of 39% since 2003/04- much higher than the South West and England. Increase of 14% between 2007/08 and 2008/09  |  | More services and units of support operating. Improved reporting of new clients by services   |   |
| Client groups/needs of people accessing services (except sheltered housing)           | Largest client groups in 2008/09 were mental health and single homeless<br>Significant increases in client groups of young people, physical/ sensory disability, offenders, drug problems, domestic violence and learning disability | No specific trend   | Large increase in access to services overall. Increase in floating support units during 2008/09   | Strategy Sub Groups examine access and need for services for their client group areas<br>Procurement to target need |

| What we are measuring   | How well did we do?  | Trend   | Reason  | Possible Solution  |
|---|--|---|---|--|
| Primary client groups of people accessing (starting with) services (except sheltered housing) compared with our family group* of comparable local authorities and England | In comparison Torbay has higher percentages of clients accessing with primary needs of mental health, young people, and physical disability.<br>Lower percentages are drug needs and offenders | No trend  | The 2007 Torbay housing support needs assessment showed higher mental health need in Torbay<br>Increase in 16-17 year olds accessing housing services in last 2 years<br>Increase in services for physical disability | Strategy Sub Groups examine access and need for services for their client groups<br>Procurement to target need                                   |
| Numbers of offenders accessing services (LAA target)  | Increase of nearly threefold   |    | Increase in services for this client group<br>Improvement in recording needs of clients   |  |
| KPI 3: Number of clients accessing services from black and minority ethnic (BME) communities  | Numbers remained similar<br>Decrease in percentage of new clients accessing services. Well below family group* and England<br>Well below target  |  | Needs further investigation   | Further examination of BME clients and how the Hub process is for them. Hub could target BME clients<br>Contract monitoring of specific services |