

Supporting People Torbay

Issue 17

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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.



Physical Disability Sub Group win Gold at Blue Shield Awards

The Supporting People Physical Disability Strategy Sub Group won the gold award for partnership working at Torbay Care Trust's Blue Shield Awards ceremony. The group won the award because it is a true partnership of people who use services, service providers,

Torbay Care Trust, Torbay Council and other agencies.

The group works together to develop and monitor housing support services for people with a physical disability, sensory disability, acquired brain injury and/or long term conditions. It was the first group of its kind in Torbay for these areas of need. The group set up Westcountry Housing Association's SPLASH service which is a support service for people with these needs- another first in Torbay. It includes a specialist service for sign language users.

The group has had very positive feed back from people who use services and is very successful. The award was presented by Kriss Acabusi at the award ceremony in April. Well done to everyone involved!



New Supporting People services

Supporting People has recently commissioned (bought) services for people with needs relating to homelessness, criminal justice, substance misuse and domestic abuse. These services make up the stages in engagement, assessment and resettlement of people with these needs, with links to employment, enterprise and training. We welcome Carr Gomm and Chapter 1 as new Supporting People service providers in Torbay. They both have extensive experience of working in Supporting People elsewhere in the

country. **See pages 2 and 3 for a list of all the services...**

Launch event for new services!

24 June 2009, 10am-4pm at the Assembly Rooms, Town Hall, Torquay

The new service providers will be there with information and exhibition stands. This is an opportunity to learn more about the new services and what they can provide. Everyone is welcome to attend. Contact Shekinah Mission on 01803 214988 for further information.



Directory of new Supporting People services

New services for homelessness, criminal justice, substance misuse and domestic abuse are:

Social inclusion floating support service

Provider- **Westcountry Housing Association**

From- **April 2009**

This service replaces and adds to current generic floating support services, with 231 units of floating support (support in own home) to provide a low level support service to assist in the resettlement of homeless people, resettlement from supported housing, and provision of intensive housing support to people in social, owner occupied, and private rented housing to help people sustain their housing.

Criminal justice accommodation and floating support services

Provider- **Carr Gomm**

Floating support from- **April 2009**

Accommodation from- **Summer 2009**

These services will provide 10 units of supported accommodation and 40 units of floating support (support in own home) to offenders. The aim is to assist resettlement from custody for all homeless offenders and to assist higher risk clients in the final resettlement from supported housing. The service will also provide intensive housing support to people under the supervision of the criminal justice system. The service will be working with people to promote links to skills training and enterprise projects, and supporting people to access other services such as drug or alcohol treatment as appropriate.

Accommodation service for people with drug or alcohol problems in structured treatment

Provider- **The Jatis Project**

5 units from- **Summer 2009**

15 units of supported shared accommodation. This service aims to provide a safe, stable environment for people who are actively engaged in a structured drug or alcohol treatment.

Accommodation service for people who have had drug or alcohol problems and are now abstinent

Provider- **The Jatis Project**

Fully operational

This service is a continuation of the existing Jatis Project providing 10 units of supported accommodation. The aim is to provide a safe, stable environment for people with a history of drug and/or alcohol problems, seeking an abstinence based environment.

Engagement, assessment and resettlement service

Provider- **Chapter 1 and Shekinah Mission** From- **Summer 2009**

This service replaces current hostel provision and will be 24 units of direct access supported accommodation, to engage homeless people in breaking their cycle of homelessness and social exclusion through the provision of education, training and employment opportunities.

Complex needs floating support service

Provider- **Carr Gomm** From- **April 2009**

This new service will provide 6 units of 'enhanced' floating support (support in own home) to vulnerable people who have complex needs and who would benefit from a high intensity floating support service. Potential clients may have co-existing mental health and drug/alcohol problems.

Women's refuge service

Provider- **Westcountry Housing Association** From- **April 2009**

Replaces and develops the previous refuge provision, providing up to 14 units of safe emergency accommodation and support to women and their children fleeing domestic abuse, reducing and managing risk and facilitating appropriate move-on to independent living.

Domestic abuse floating support service

Provider- **Westcountry Housing Association** From- **April 2009**

Minimum of 50 units of floating support (support in own home) for men and women who have experienced or are experiencing domestic abuse, enabling them to prioritise their safety, live independently and access specialist support where needed.

Vulnerable women's accommodation service

Provider- **Westcountry Housing Association** From- **Summer 2009**

This innovative new service will provide 10 units of supported accommodation to provide safe, stable, supportive and developmental environment for vulnerable women. The service will also have some provision for women and their dependant children.

To access services call the Housing Support Referral Hub on 01802 208723

Don't forget the Launch Event on 24 June! See page 1 for details!

Supporting People to employ a person who uses services



Torbay Voice is a group of people who use or have used Supporting People services. Their aim is to give a voice to people who use services and they are involved in planning and developing services. They meet

regularly and enjoy being involved.

Torbay Supporting People plans to employ a person who uses or has used Supporting People services. This person will work alongside our Community Engagement Officer to support the involvement of people who use services. We are keen to gain their first hand knowledge, expertise and enthusiasm and support them as a positive peer role model for people in services. The main aims of the post are to:

- Facilitate involvement of vulnerable people who use services in Torbay in decision making: i.e. commissioning, procurement, business and community planning.
- Develop and sustain involvement of people who use services in the monitoring and review of services.
- Support and assist the Community Engagement Officer in the development of a Torbay wide joined up approach to involvement covering the Council, Torbay Care Trust and Probation service
- Ensure that all people who use services are able to voice their needs, raise issues, pursue complaints and resolve problems by empowering them

through providing support or advocating on their behalf

- Act as a link with Torbay Voice to give the group independence from the Council and encourage people to get involved.

The post will be part time and will be advertised. Depending on circumstances and eligibility criteria, the successful applicant will be able to access a 1 to 1 job coach for the first 2 -12 months of the role, a work trial where he/she can still receive benefits before committing to the post, or a permitted work scheme for up to 12 months.

The Team and Torbay Voice are looking forward to welcoming the link worker and further improving involvement of people who use Supporting People services.

Contact details

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

 01803 208723

 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

 www.torbay.gov.uk/supportingpeople

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