

Supporting People Torbay

Issue 20

Spring 2010

Supporting People services give support to help people live independently. Services include supported and sheltered housing, a women's refuge and 'floating support' where accommodation is not included- workers visit people in their homes.



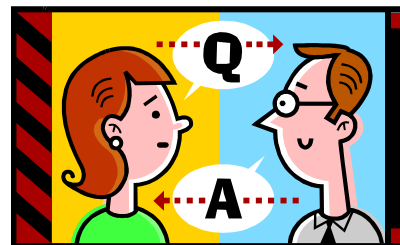
Job opportunities for clients to help review services

People who use Supporting People services or have done so in the last 2 years are invited to apply for paid jobs to check and review services. These Project Workers will help make sure that the views of clients are properly listened to in the reviewing of services. Project Workers will get 7 days training which will include training in communication skills, confidentiality, boundaries, and Supporting People reviews. In pairs, they will go into Supporting People services to talk to clients about their experiences of their service. The Project Workers will then talk to Supporting People staff about what they found out from clients about the service. This will form part of the Supporting People review of each service.

This is initially a 1 year pilot. The Project Worker posts will be paid at £6.85 an hour and the work will be occasional. Hours will be flexible so can fit around the lives and commitments people already have. Project Workers will work alongside the Torbay Supporting People team but the posts will be recruited, managed and supported by SPOT (Speaking Out in Torbay). SPOT are a user led organisation and community group and can provide a service in a way requested by clients- from peers not professionals.

To do the job a person must be:

- Able to listen to others
- Able to talk to all kinds of people
- Willing to learn
- Passionate about people being in control of their lives and being listened to
- In a Supporting People service or have been in the last 2 years
- Willing to travel around Torbay to do work either by car or public transport



Closing date is **Wednesday 19 May 2010**. For an application form please telephone SPOT on 01803 321283 or speak to a Supporting People service.



Supporting People success stories!

Supporting People helps people build independent lives. This can happen in all sorts of ways depending on people's needs and aspirations. Supporting People services have sent us some good news stories about achievements of their clients and they will be published in each edition of the newsletter. Names have been changed to maintain confidentiality.



Peter lived within SILS Learning Disability Accommodation Service for 3 years. He was lacking in social skills and had no network of friends. With support from SILS, he established weekly access to a men's network. He also started to attend a training course on computers which he completed with a qualification. He then moved on to a maths course which he is still attending. Peter then felt confident enough to be put onto the housing register and went with a support worker to view a number of properties. Even though he has always found it difficult to be decisive in making any decisions he looked at a place that was to his liking. He moved into this flat 12 months ago and has come on really well since then. His confidence has continued to grow and where he would have needed a support worker to do most things with him in the beginning, he now lives independently and is able to deal with daily living in a much better way. Within the last 5 months he has moved on from the service completely and even though he may still phone once or twice he is living well on his own.



Jenny is 17 and came to the attention of Independent Futures' Young Persons' Floating Support when she had been asked to leave B&B accommodation, she had to leave home due to drug and alcohol issues and aggressive behaviour.

Support staff worked with Jenny and she received support related to drugs and alcohol through Checkpoint and appropriate long term housing was looked at. Although Jenny claimed she had no support needs, staff became aware that she needed support at many levels. This ranged from basic life skills; form filling engagement with professionals, to esteem building and sexual health issues. As she was regularly offending, the support service aided her engagement with the Youth Offending Team, which proved difficult as she kept threatening their workers.

Over 6 months Jenny gradually changed. Through staff treating her with respect and encouragement, she started to feel better about herself, reduced her drug and alcohol intake and her offending behaviour. Jenny has now moved into a supported housing service.



Changes in the Supporting People Team

We welcome Judy Grant into her new position of Service Development Officer, working in the areas of learning disability (along with Debbie Freeman) and physical/sensory disability, long term conditions and acquired brain injury. Judy also works part time as the Personal Budgets Service Manager in Torbay Care Trust.

Shelley Brown has returned from her year's sabbatical, coming back to her role of Service Development Officer but now working with services for children, young people and families.

Lisa Smith is Service Development Officer for services relating to homelessness, criminal justice and substance misuse. She has recently also taken over the area of domestic abuse.

Supporting People contact details

Housing Support Referral Hub – The Hub is the access point to Supporting People services (except sheltered housing). If you need a Supporting People service you can contact the Hub and they can meet you where it is easiest for you, in order to assess your needs

 **01803 208723**

 referralhub@torbay.gov.uk

Torquay Connections, Town Hall, Castle Circus, Torquay, TQ1 3DS

Torbay Supporting People Team – for information on development and monitoring of services, and to contact the newsletter editor

 **01803 208729**

 supporting.people@torbay.gov.uk

 www.torbay.gov.uk/supportingpeople

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