

Supporting People Torbay

Issue 18

Summer 2009

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



New purpose built hostel opens in Torquay

The new hostel for homeless people in Factory Row, Torquay, has been completed. The Leonard Stocks Centre opened for business on Friday August 14th, and provides accommodation and support for up to 24 people.

The new centre is managed by Chapter 1 in partnership with the Shekinah Mission (a homeless charity working in South Devon), working closely with the owners of the building, the Langley House Trust as well as being part of a collaborative group that includes the Jatis Project (a Supporting People service for people with drug/alcohol problems)

Chapter 1 is the new trading name of Christian Alliance Housing (CAHA), a registered charity based on Christian principles which helps vulnerable people change and enjoy a fulfilled life through its work, which focuses on accommodation and related support services. Services are offered to anyone in need irrespective of their faith, culture and social background. Currently Chapter 1 works in partnership with 28 local authorities and has a growing network of over 30 projects across the UK.

The new centre plays a vital role. The team engages with people who are living on the streets, assesses their needs, and works with them towards resettlement in permanent accommodation, accessing training and seeking work. To deliver these services, Chapter 1 and Shekinah are looking to work with a range of other agencies and community organisations.

Some of the services on offer are much the same as in the old centre, but there will be some new additions. For instance, there is space in the new centre for GPs and health professionals to work on the premises. The engagement service that has been operating out of Project 58 will also take place from within the new hostel bringing all aspects of working with street homeless under one roof.

We will be building on the good work of the past few years, but also developing services to meet the needs of today's clients and the diverse wider community into which we hope they will ultimately be integrated. Of course, this means some things will change and we look forward to developing innovative and creative ways of working with all our partners and stakeholders.

Written by Chapter 1 www.ch1.org.uk

Carr-Gomm start up new services in Torbay

New Carr-Gomm services are:

- **Criminal Justice Floating Support**
- **Complex Needs Floating Support**
- **Accommodation service for offenders**

Over the past few months we have been setting up the above services in Torbay, working closely with Probation and basing staff at Thurlow House in Torquay.

We have identified the first set of accommodation which will be opening shortly providing accommodation for 4 people and we are looking for more accommodation. These housing units will be for the short term while we develop our own accommodation within Torbay.

Carr-Gomm is a national charity providing high quality support and housing services that place individuals at the centre of planning and decision making, enabling them to have control over their lives. Carr-Gomm offers the support that people need to be able to live independently and achieve their personal goals – whether this is to get a job, have their own flat or engage within their local community.

Carr-Gomm plays an important part in helping people to improve their wellbeing and to tackle the issues which prevent them from leading happy and healthy lives. We provide specialist services for people who are homeless, with mental health problems or who have a history of offending or drug and alcohol misuse. We also offer opportunities for people to improve their fitness and diet. Every year we support over 4,000 people across England.

Carr-Gomm provides a number of floating support services (support without accommodation included) in Devon working with clients with complex needs, young people, and those affected by domestic abuse, working with over 250 clients a week. We work very closely with Devon and Cornwall Probation service and run Probation accommodation surgeries in Exeter and Barnstaple. The services in Devon are managed through close partnership working.



Written by David Pepper, Carr Gomm,
www.carrgomm.org.uk

Supporting People 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

Supporting People Manager:

Fran Mason:

 frances.mason@torbay.gov.uk



A new service for young people

A new service is being delivered by Check Point in partnership with Supporting People. The service will be dedicated to young people aged 16 and 17 years old, who are at

risk of becoming homeless or who have become homeless.

The service will focus on Family Mediation. Research tells us that 'good family relationships' are at the core of a young person's needs being met; hence this service will endeavour to enable young people to secure the best possible quality of relationships with their family members.

Through Family Mediation, it is hoped that:

- Each family member will gain a better understanding of each other's perspective and an awareness of each other's needs
- A total breakdown in their relationships will be prevented
- Sources of support will be explored, established or re-established

- The young person will be enabled to return home or remain within the family's own social/ family network wherever appropriate
- Extended family or other significant people who may also be able to offer them support, be it a home or a helping hand will be identified
- Knowledge about how to improve the relationship will be gained and efforts to improve relationships will be supported
- Necessary moves will be planned and executed with family involvement
- Absolute rejection of relationships will be less likely

If you are working with 16 and 17 year olds and have concerns about their ability to continue to live at home, or know of any 16 or 17 year old who has become homeless, please let them know that they can be supported by Check Point or call 01803 200100 yourself to make a referral.

Written by Kate Watkin, Family Mediation Project Worker

kate.watkin@childrenssociety.org.uk

Review of the Housing Needs service and Referral Hub



The Supporting People and Housing Partnerships Teams are carrying out a review of the Supporting People Referral Hub and the Housing Needs service. These services are currently being delivered by Torbay Council's Customer Contact section and we want to find out how well this is working and how services can be further improved. The Referral Hub refers people

into Supporting People services- finding the best service to meet people's needs. The Housing Needs service (of which the Referral Hub is a part) offers housing advice and options to customers with a primary focus on preventing homelessness.

If you have any feedback about these services please contact Ben Thairs on 07775 827480 or ben.thairs@torbay.gov.uk

Update on Torbay Voice Link Worker role



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.

Interviews are taking place in September for the Torbay Voice Link Worker. This role will work alongside our Community Engagement Officer to support the involvement of people who use services. The role will go to a person who uses or has used Supporting People 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. Some of the objectives of the post are to:

- 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
- 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
- Develop and sustain involvement of people who use services in the monitoring and review of services



Torbay older people's conference and celebration event.

Torbay Council Supporting People Team and Torbay Care Trust Communities Commissioning Team are undertaking a public consultation, about the future shape of support and care services.

We have been holding Focus groups, sending out questionnaires, as well as talking to people in the Council's Connect Caravan. Further questionnaires will be sent out which ask about people's experience of support and care, what they value, and what they would like to see happen in the future.

There will be an Event on 1st October 2009, which is International Older Peoples Day. This will be held at the Grand Hotel, Torquay, 10am - 4pm (lunch provided). There is an exciting Keynote Speaker, and talks from other regions about their services. On the day we will re-launch the Older People's Partnership Board, and seek to get more people involved in forming plans for the Bay, and participating at their chosen level.

As space is limited this is by invitation only. To request an invite phone the Care Trust Customer Service Centre on 01803 219700 by 18th September, so we can get invites out in good time.

If you would like a questionnaire, these can also be obtained from the customer service centre on the above number.