



Supporting People in Torbay

Annual Report 2009/10



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Foreword by Councillor Neil Bent, Deputy Mayor and Cabinet Member for Health and Wellbeing and Housing

This report represents another successful year for the Supporting People Programme in Torbay. A partnership between the Council, Care Trust and Probation, the programme aims to enable people, who may be vulnerable for many different reasons including, homelessness, disability, old age, domestic violence, youth, substance misuse, offending history, or illness, to live independent and fulfilling lives. The support offered encourages people to become active participants in their local community, access employment and training and remain healthy and safe.

This year a valuable piece of work was completed evidencing the financial benefits of the programme in avoiding the more intensive and costly interventions such as, residential or nursing care, hospital admission, delayed discharge, eviction and homelessness, re-offending and substance misuse. Remarkably, it is estimated an investment of £5.39M avoids costs of £8.19M.

Putting people at the centre with choice and control over their services has continued to be the main focus of the programme with more people receiving individual budgets, increased support for organisations led by service users and the launch of Quest: A number of people who use services who are experts by experience. They are employed by a voluntary sector organisation to provide expert advice on improving service delivery and designing new services.

Torbay is ahead of the rest of England in 18 out of 20 short term service outcomes measures and there have been substantial improvements in the management of self-harm and substance misuse. There is still room for improvement and next year priorities include, increasing the number of people in paid employment and better management of mental health. We will achieve this through increased partnership commissioning and work with the voluntary and community sector to improve services while at the same time realising efficiencies in the challenging economic environment.

Torbay Supporting People Annual Report

2009/10

This annual report celebrates the achievements and provides information on the performance of Supporting People in Torbay in 2009/10 (1 April 2009 – 31 March 2010), and the priorities for action for 2010/11 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
- **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 wellbeing of children
- **Client group-** the needs of people who use services and their reasons for vulnerability- i.e. poor mental health, learning disability, teenage parent
- **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
- **Drug, Alcohol and Sexual Health Team/ DASHT-** This team is part of Safer Communities Torbay which is part of Torbay Care Trust. It works to improve the health of the local community, relating to drugs, alcohol and sexual health
- **Floating support-** support provided to people in their own homes- without people having to live in particular accommodation to receive it
- **Joint commissioning-** see definition of commissioning above. Joint commissioning means funding and commissioning services in partnership with other agencies
- **Long term service-** Supporting People service which provides support to 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/ 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
- **Personal budgets-** allocation of money that can combine several funding sources. People can use this to design and purchase support that suits them, from the public, private or voluntary sector
- **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. Personal budgets (above) are part of personalisation
- **Procurement-** the process of buying/purchasing Supporting People services
- **Referral Hub-** the access point to all Torbay Supporting People services except sheltered housing services. The Hub finds services for people
- **Safer Communities-** part of Torbay Care Trust. This team works to improve the health and safety of the local community

- **Short term service-** Supporting People service which provides support to a person for up to 2 years
- **Torbay Strategic Partnership/ TSP-** a local multi-agency partnership which works to add value and achieve a better quality of life for the local community- it is the lead on the development and implementation of Torbay's Community Plan (the overall plan for aims of services in Torbay)
- **Unit of support-** a support placement in a Supporting People service- this could be an accommodation unit for 1 or more people, or a place in a floating support service. Once the person moves on the unit can be used by someone else

3. Achievements of Supporting People in Torbay in 2009/10

Torbay Supporting People is a successful programme with strong client involvement. The programme outperforms the rest of England in 18 out of 20 short term outcome measures and out performs our Family Group of Local Authorities in 12 out of 20 (see section 6 Outcomes). There have been improvements in all outcomes except one (percentage of those in paid work in the last 12 months) and there have been substantial improvements in management of self harm and substance misuse issues locally.

3.1 Involving people

- **Torbay Voice** is a group of people who use or have used Supporting People services. Membership has increased this year and they continue to be fully involved in the planning, buying and reviewing of services, recruiting new staff and reviewing the Referral Hub. In the last year, they have:
 - 2 members on LINKs (Local Involvement Networks which encourage and support public and patient involvement in decision making in Health and Social Care) steering group
 - 1 member on the Safeguarding Adults Board
 - Successfully bid for £1000 community research grant
 - Input to the South West personality disorder strategy for Torbay. Following this a Torbay Voice member is now applying to become a trainer to train staff about these issues
 - Been involved in a review of Council human resources procedures and ongoing development of process
 - Reviewed and commented on the Council's Communications strategy (free quality assurance we would have to pay for otherwise)
 - Been key note speakers and workshop leads at a national SITRA (organisation that provides policy, training and consultancy in housing with care and support) conference raising the profile and reputation of Torbay
 - Run a workshop for the Torbay Strategic Partnership (TSP- see What Words Mean for description above)
 - Initiated a mindful employment project resulting in Torbay Care Trust agreeing to change their employment policy and Torbay Voice continue to work with Torbay Council on this

- **Quest** is a team of people who use Supporting people services. The team was set up by Supporting People and SPOT (Speaking Out Together- a user led organisation who speak out about all issues). There are 10 people in the team and they have received training in interviewing skills, quality assessment, safeguarding, communication skills and disability awareness. The Quest team has already been involved in reviewing all the Supporting People services for homelessness, offending and substance misuse. The team interviewed people within these services and their feedback will help to improve quality within the services

Quest are also working with Devon and Cornwall Probation service to review the quality of their services, and are contributing to the development of Torbay Council's homelessness strategy

- **Torbay Together Involvement Group** is working with Torbay Voice and other service users in developing a strategy and action plan to bring together resources aimed at involving people across all TSP organisations. This will ensure a consistent approach to involvement in Torbay building on the good practice developed by Supporting People, Torbay Care Trust, Safer Communities Torbay and the Children's Trust. The group will report to the TSP

3.2 Demonstrating the benefits of Supporting People in Torbay

- A report has been produced which estimates the financial benefits of the Supporting People programme in Torbay. It uses a central Government commissioned model to estimate the money saved in other public sector services because of Supporting People. It estimates that £8.19m is saved per year through avoidance of residential care, homelessness, hospital admissions, offending, health deterioration; substance misuse and so on. The report also uses case studies to show how Supporting People improves lives through positive impact on people's welfare and future. The Government financial benefits model is being used more widely by other agencies and Supporting People services in Torbay to estimate cost savings they make. The report is being used to demonstrate the importance of Supporting People as a preventative programme

3.3 Joint commissioning

- Housing Link Co-ordinators are based within Social Care Teams and inform them and other professionals about housing and independent living options and how to access them. They enable better joint working between all the relevant agencies and services for the benefit of clients. Supporting People also funds 1.5 posts in Torbay Care Trust's older persons commissioning team and line manages and shares funding for a South West Supporting People co-ordinator post
- The Mental Health personalisation pilot is joint funded by Supporting People and Devon Partnership Trust. For details see section 3.4 Personalisation

- A Framework of providers is being put in place and will be used to purchase (commission) a wide range of support and care services from these providers to promote the independence and inclusion of vulnerable and disadvantaged people. One of the aims of the Framework is to increase the opportunities for joint commissioning to reduce duplication of services and achieve economies of scale
- A three way joint commissioning arrangement is established between Supporting People, the Probation service and DASHT (Drug, Alcohol and Sexual Health Team) to commission the Inside Out project. This is an emotional well-being service for offenders with the Probation service. Supporting People is the lead commissioner
- Supporting People jointly commissions the Domestic Abuse Support Service with Safer Communities. This service includes the Women's Safety Work which is funded by the Probation service. Safer Communities, The Probation service and Supporting People work together to contract manage this service
- Pending approval of the Commissioning Body, a vulnerable women's service will be piloted. The service will be a floating support model, aimed at targeting individuals who are currently frequent inappropriate callers to services, in particular South West Ambulance Service Trust. The aim is for this service to run as a one-year pilot, in which time it should demonstrate the spend to save value of the service. Future funding, post-pilot is intended to be sought from Health and other commissioners
- Torbay Supporting People is developing a jointly commissioned scheme of 45 units of Extra Care housing to provide 24 hour care and support to older people, including 10 shared ownership, and 35 affordable rented units. The building, which will be called Dunboyne Court, is due for completion in March 2011, and the first residents will be moving in from April 1st onwards, in a phased admission process
- Supporting People and Children's Services jointly commission youth homelessness prevention services, including family mediation and emergency accommodation. The joint commissioning arrangement has resulted in 100 of 118 young people remaining within their existing living arrangements and not entering the homelessness or child in need arenas (data for 1 April – 30 September 2010). Joint commissioning has resulted in added benefits of greater understanding of delivery models from both commissioning partners. The joint commissioning arrangements are underpinned by a youth homelessness prevention protocol which clearly states the process for meeting the needs of 16-17 year olds at risk of, or experiencing homelessness

3.4 Personalisation

- Torbay Council's Direct Payments Manager has been seconded into Supporting People to help progress personalisation of service provision (see 'What words mean' section for description) to give people more choice and control over their services
- A Personal Budget pilot has taken place for people with a learning disability- £50,000 was allocated for this pilot, and 11 people have been allocated a Personal Budget, to give them control of their own funding

Sam was living in a residential care home and was supported to move into supported housing. She was suffering from depression but with support she made contact with services, increased her social activities and improved her diet. Sam made great progress and got a job in a department store.

After an assessment of her support needs Sam was given a Personal Budget which has put her in control of the funding and allowed her to spend the money in creative ways to achieve certain outcomes in her life- such as getting fit.

The cost of Sam's Personal Budget is £2955.79 for a year which is a quarter of the cost of the support through her previous service. The money saved can be used to give up to 3 more people a Personal Budget for Supporting People support.

- The mental health personalisation pilot will focus on people who have a history of repeat admissions being discharged from acute hospital wards. The service will involve specialist teams across health, social care and support services in the community, using a co-ordinated approach to jointly align services and resources. The person will be at the centre of delivery and be involved in identifying the individual outcomes they want to achieve
- The personalisation pilot specification was recently presented at a SITRA conference- Health and Housing- in conjunction with Department of Health, National Mental Health Development Unit and the National Housing Federation

3.5 Achievements within each sector/ specialist area

3.5.1 Homelessness, criminal justice and substance misuse

- New services started in 2009/10 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 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
- Three way commissioning with Supporting People, DASHT (Drug, Alcohol and Sexual Health Team) and Probation service of the Inside Out project. This project provides a floating support service for offenders who are identified as needing support around emotional health and well being.

3.5.2 Domestic abuse

- Two new services started in 2009/10 providing an additional 57 units of support. Services now offer support for both men and women. Services include:
 - Torbay refuge – safe house with an additional 7 dispersed units and a children's worker
 - A new floating support service with 50 units of support. This is gender neutral and incorporates a women's safety worker

3.5.3 Physical and sensory disability, long term condition and acquired brain injury

- The SPLASH floating support service helps to resettle people from residential care into more independent housing
- Dragon's Tail long term supported accommodation for people with a physical disability has changed 2 units to short term to encourage move on and provide transitional housing for people moving to independence
- This sector's strategy sub group has been involved in the development of 'Devon Home Choice', the Devon-wide choice based lettings scheme that provides social housing for people on the housing waiting list, to ensure the needs of vulnerable people are prioritised and adapted properties are identified for disabled people
- In this sector there is a move towards Personal Budgets for people with long term conditions, joint working enables the alignment of funding and services

Nadia was born blind. She had limited social activity in her life and was isolated from the community. Nadia was attending a day centre twice a week which she felt did not fully meet her needs. The day centre was mostly used by people significantly older than her, many with dementia. Nadia was unable to shower as the shower was located over the bath and she was fearful of climbing in and out, but did not want a domiciliary care package for bathing.

Nadia and her Supporting People support worker liaised with Nadia's landlord to get a walk in shower installed. This will enable Nadia to bathe without the need for a care package. Nadia's Supporting People worker has supported her to try various social activities. She now attends Bay Walks once a week which involves her going on social walks in Torbay, enjoying herself and making friends. She also attends a self funded luncheon club. She is no longer socially isolated and her general physical and mental health has improved. She has stopped using the day centre.

3.5.4 Older people

- The work to create community hubs (which will provide information and services together in one place in the community) at some sheltered housing schemes has progressed. The first hub, at Kenneth Court in Shiphay, (a Westcountry Housing Association Scheme), was launched in November 2010. The learning from this

development will be captured so that it can inform other providers to develop further hubs over the next twelve months

- The first new build Extra Care housing scheme is on the site of Dunboyne residential home in Torquay. It will provide 24 hour care and support for older people. It is scheduled for completion in March 2011, with the first tenants moving in from April 2011. It comprises 45 units which are a mix of 1 and 2 bedroom apartments, fully wheelchair accessible, and with up to date facilities, including storage for mobility scooters. The contract for services is being operated as a one year personalisation pilot, through the Care Trust and Torbay Council (Supporting People). They have been working with Sanctuary Care, the developers, who will also provide the support and care service for the term of the pilot. The aim is that following on from a successful pilot, the scheme will be completely independent of Care Trust or Council direct funding, and the residents will have Personal Budgets to pay for services, according to individual need
- There are plans for a further Extra Care scheme in Paignton which received planning permission in December 2009. This would provide a further 66 units of Extra Care, subject to funding being identified. Options for the funding are being developed

3.5.5 Children, families and young people

- Additional funds have been provided to the children, families and young people's strategy sub group to address meeting requirements following Southwark Judgement
- Young people's services are being reconfigured to enable a pipeline model of delivery so young people can move through services
- Specialist supported accommodation for emergency use for 16/17 year olds has been commissioned
- There has been an increase in early intervention provision through family mediation and targeted floating support
- Joint commissioning arrangements for delivery of family mediation, emergency accommodation, care leavers provision and Youth Offending Team accommodation officer have been formalised
- A sector practitioners group has been developed to share good practice across the sector from front line staff
- Providers from the sector regularly attend the youth homelessness prevention panel

Jessica was a young person who ended up sleeping rough in her teens after problems at home. She got into trouble due to hanging round the streets with groups of people, drinking. She moved into supported lodgings where she established a good relationship with the landlady and landlord of mutual trust and understanding. They helped her find the best way to pay off her debts and she began volunteering with the Princes Trust and did a college course. This gave her motivation to stop drinking and provided her with some good social and support networks. The supported lodgings service also helped Jessica to rebuild her relationship with her family. Jessica has since joined the army and has had her passing out parade.

3.5.6 Learning disability

- The learning disability commissioning strategy has been adopted following wide consultation assisted by SPOT (Speaking Out Together)- a user led organisation
- A Personal Budget pilot has taken place for people with a learning disability- £50,000 was allocated for this pilot, and 11 people have been allocated a Personal Budget, to give them control of their own funding. Clients in learning disability services are being offered Personal Budgets to suit their individual needs

3.5.7 Mental health

- A review of accommodation, support and day services for people with poor mental health has informed the development of the mental health accommodation and support commissioning strategy due out for consultation in December 2010. This will influence the procurement of a range of mental health services, including emergency accommodation, in 2010/11. The strategy promotes joint commissioning and funding to achieve more personalised services, demonstrating quality and value for money

4. Priorities for 2010/11 and beyond

The independence of vulnerable and disadvantaged people is promoted

- Provide 39 additional units of extra care housing for older people and a further 30 units of floating support for older people by 2011
- Increase the rate of planned move-on into independent living options from short term housing support to 78% by 2011

The health, emotional and economic wellbeing, as well as the abilities and achievements of vulnerable people in Torbay are maximised

- Improve support to enable greater numbers of people to better manage their mental health
- Encourage service providers to increase the number of people identifying paid employment as an outcome in short term services in their support plan to 20% of all service users
- Increase the percentage of those in paid employment in the last 12 months to 36% and those currently in paid employment to 29%

People have maximum choice and control over their services

- Develop personalised services for people with poor mental health and a physical/ sensory disability. There will be 10 in receipt of a Personal Budget by April 2012
- Investigate the potential for self-directed support to improve outcomes for excluded groups linked to the review of drug treatment options
- Support the continuing development of TULIP and continue to co-produce and co-design with clients and user led groups
- Implement the Partnership and Engagement Strategy to support the roll out of personalisation and use the Quest team to review its effectiveness

Service providers deliver value for money

- Plan commissioning for re-design of services for people with poor mental health so they link to pathways of recovery, by June 2011
- Increase the percentage of people supported to better manage their mental health to 77%
- Use the Framework of service providers (see Section 3.3 for description) to secure service improvement and realise efficiencies

Service providers work collaboratively to support a multi-agency approach to commissioning

- Increase incidences of joint commissioning including, shared resources for contract management and needs assessment, with Torbay Care Trust, Public Health, Probation service, Children's Trust, Safer Communities and Devon Partnership Trust
- Implement the Torbay Together Involvement Strategy reporting into Torbay Strategic Partnership
- Use Outcomes Based Accountability in all commissioning (see 'What words mean' section for description)

Services match individual and community needs and aspirations and play a role in building and sustaining successful communities on Torbay

- Make sure service development and review is led by the people who use services- by working with Torbay Voice, Quest team and other user led groups to support people to review their services
- Increase the percentage of people supported in the private sector to 50% by April 2012

5 Supporting People services in Torbay

Fig1 below shows the supply of Supporting People services categorised by the primary client group they specialise in supporting- as at 31 March 2010. The information in this annual report is based on this service supply.

Fig1 Supporting People services in Torbay as at 31 March 2010

Primary client group of service	As at 31 March 2010- number of units			
	Short term accommodation	Long term accommodation	Floating support/ outreach	Total
Older people with support needs	0	854	70	924
Mental health	27	47	92	166
Generic (no specialist client group)	0	0	234	234
Complex needs	0	0	6	6
Learning disability	29	70	42	141
Single homeless with support needs	24	0	24	48
Homeless families	21	0	0	21
Young people at risk	60	0	8	68
Physical and/or sensory disability	0	8	46	54
Frail elderly	0	12	0	12
Drugs	25	0	0	25
Teenage parents	19	0	0	19
Offenders	10	0	53	63
Domestic abuse	14	0	50	64
Total	229	991	625	1845

Source: Torbay Supporting People Local System Extract, May 2010

6 Outcomes of services

Service providers record the outcomes (achievements) of clients in their services. These show the value of the Supporting People programme and how it improves lives.

The case study below shows how Supporting People services improve outcomes for people, such as avoiding causing harm to others and managing substance misuse issues:

Oke was 17 and came to the attention of a floating support service for young people when he had been asked to leave B&B accommodation. He had had to leave home due to drug and alcohol issues and aggressive behaviour.

Supporting People support staff worked with Oke and he received support related to drugs and alcohol through Check Point and appropriate long term housing was looked at. Although Oke claimed to have no support needs, his support worker became aware that he needed support on many levels including basic life skills; form filling; and esteem building. As he was regularly offending, the support service aided his engagement with the Youth Offending Team, which proved difficult as he kept threatening their workers.

Over 6 months Oke gradually changed. Through staff treating him with respect and encouragement, he started to feel better about himself, reduced his drug and alcohol intake and his offending behaviour.

*Outcomes information in the following 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.

6.1 Outcomes of short term services

Since June 2007 short term services have been recording the outcomes of people leaving services. Short term services include all services providing support to a person for up to 2 years and can be accommodation based or floating support services.

667 people were recorded as leaving a short term service in Torbay in 2009/10. Outcomes are measured where the person had the need and aim to achieve the outcome. The tables and charts below show the number and percentages of these people who achieved outcomes. Outcomes are grouped according to Torbay's Community Plan priorities and show how Torbay's performance compares to that of the family group* and to England.

Key to comparisons in Fig2 on the next page:

	Torbay achieves less than England
	Torbay achieves the same as England
	Torbay achieves more than England

Fig2 Outcomes of people leaving short term services- Torbay, family group, and England in 2009/10

Outcomes grouped by Community Plan theme	No. and % achieved in Torbay compared to England	% achieved family group	% achieved England	Torbay trend since 2008/09
Stronger Communities				
Use assistive technologies/ aids and adaptations	(53 of 53) 100%	91%	90%	↑
Maximise income and collect correct benefits	(448 of 483) 93%	90%	90%	↑
Develop confidence and ability to have greater choice and/or control and/or involvement	(440 of 491) 90%	86%	86%	↑
Minimise harm/ risk of harm from others	(184 of 214) 86%	85%	83%	↑
Establish contact with external services and groups	(376 of 443) 85%	89%	87%	↑
Avoid causing harm to others	(84 of 100) 84%	74%	72%	↑
Better manage physical health	(220 of 265) 83%	82%	81%	↑
Maintain accommodation and avoid eviction	(312 of 387) 81%	73%	75%	↑
Better manage self harm issues	(61 of 75) 81%	81%	79%	↑
Obtain settled accommodation	(329 of 415) 79%	77%	74%	New in 09/10
Comply with statutory orders relating to offending behaviour	(97 of 127) 76%	80%	75%	↑
Reduce debt	(167 of 219) 76%	72%	72%	↑
Better manage mental health	(197 of 272) 72%	78%	76%	↑
Better manage substance misuse issues	(137 of 203) 67%	69%	61%	↑
Establish contact with family and friends	(282 of 443) 64%	60%	57%	↑
Learning and skills for the future				
Participate in leisure/ cultural/ faith and/or informal learning activities	(205 of 242) 85%	85%	80%	↑
Participate in training and/or education	(166 of 245) 68%	66%	61%	↑
Participate in work-like activities, e.g. unpaid work/ work experience/ work-like experience/ voluntary work	(76 of 112) 68%	66%	58%	↑
The new economy				
In paid work in the last 12 months	(38 of 116) 33%	36%	32%	↓
In paid work currently	(30 of 116) 26%	27%	24%	↑

Source: National Supporting People Client Record Office

Fig2 on the previous page shows the percentage of people who achieved outcomes in short term services– comparing Torbay with our family group* and England.

In Torbay the **most achieved outcomes** are related to using assistive technology and maximising income. This is the same as the family group and England,

The **least achieved outcomes** in Torbay are related to obtaining paid work which is the same as the family group and England.

Torbay performs the same as or better than the family group in 14 of 20 outcomes.

Torbay performs better than England in 18 of 20 outcomes. Torbay **performs over 5% better** than England in the outcomes:

- Use assistive technology, aids and adaptations
- Avoid causing harm to others
- Maintain accommodation and avoid eviction
- Better manage substance misuse issues
- Establish contact with family and friends
- Participate in training and/or education
- Participate in work-like activities

Torbay short term services **perform less well** than England in the outcomes:

- Establish contact with external services and groups
- Better manage mental health

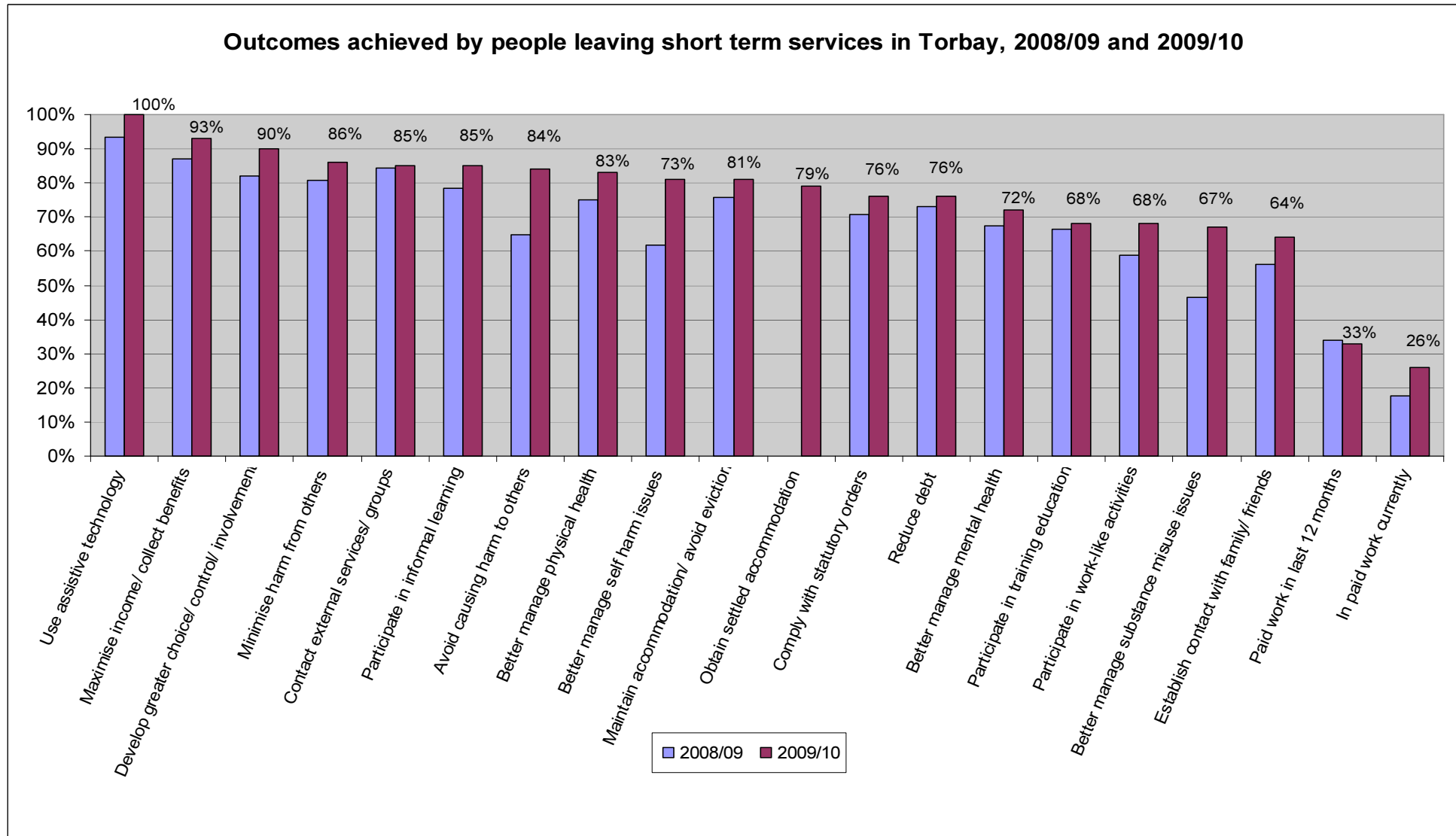
The main reasons given for non achievement of these outcomes are ‘client unwilling to engage with support’ and ‘client unable to engage with support’. There are no particular services involved.

The far right hand column in Fig2 shows the trend/ direction of travel in achievement in Torbay since 2008/09. The percentage of clients achieving outcomes has increased for all but 1 outcome. Fig3 on the next page shows this in detail.

Fig3 compares the achievement of outcomes of people leaving short term services in Torbay in 2008/09 and 2009/10.

Please note- the outcome of ‘obtaining settled accommodation’ was not measured in 2008/09.

Fig3 (2009/10 columns are labelled)



Source: National Supporting People Client Record Office

Fig3 on the previous page compares the outcomes of people leaving short term services in 2008/09 and 2009/10. All outcomes except one show increased achievement in 2009/10 with **significant increases** (10% or more) in the percentage of clients achieving outcomes in:

- Avoid causing harm to others
- Better manage self harm issues
- Participate in work-like activities

The only decrease is in the outcome:

- In paid work in the last 12 months

The percentage of clients achieving this outcome was low previously (in 2008/09). Reasons given for non achievement in 2009/10 are 'client ceased to receive support service before outcome was achieved' and 'client unwilling to engage with support'.

Outcomes relating to work and training see the lowest achievement of all outcomes so accessing employment and training are areas for services to focus improvement.

6.2 Outcomes of long term services

Since July 2007 long term services have been recording the outcomes of a sample of people using services. This is because people use these services for longer so there is less move on of people from services. Long term services are those providing support to a person for 2 years or more and include accommodation based and floating support services.

128 clients were sampled in 2009/10. Outcomes are measured where people had the need and aim to achieve the outcome. The tables and charts below show the number and percentage of these people who achieved outcomes. Outcomes are grouped according to Torbay's Community Plan priority areas and show how Torbay's performance compares to that of the family group* and to England as a whole.

Key to comparisons in Fig4 on the next page:

	Torbay achieves less than England
	Torbay achieves the same as England
	Torbay achieves more than England

Fig4 Outcomes of people using long term services in Torbay, family group* and England, 2009/10

Outcomes grouped by Community Plan theme	No. and % achieved in Torbay compared to England	% achieved family group	% achieved England	Torbay trend since 2008/09
Stronger Communities				
Use assistive technologies/ aids and adaptations	(71 of 71) 100%	99%	99%	↔
Maximise income and collect correct benefits	(71 of 72) 99%	95%	96%	↑
Develop confidence and ability to have greater choice and/or control and/or involvement	(55 of 57) 96%	94%	96%	↑
Establish contact with external services and groups	(57 of 60) 95%	93%	94%	↑
Better manage physical health	(78 of 86) 91%	93%	93%	↑
Better manage mental health	(44 of 51) 86%	94%	93%	↑
Better manage self harm issues	(12 of 14) 86%	94%	91%	↑
Establish contact with family/friends	(51 of 60) 85%	80%	81%	↑
Maintain accommodation and avoid eviction	(44 of 52) 85%	98%	98%	↓
Reduce debt	(30 of 36) 83%	89%	84%	↓
Minimise harm/ risk of harm from others	(22 of 27) 81%	95%	97%	↓
Avoid causing harm to others	(11 of 14) 79%	93%	91%	↓
Obtain settled accommodation	(30 of 40) 75%	94%	91%	New in 09/10
Better manage substance misuse issues	(14 of 20) 70%	73%	73%	↑
Comply with statutory orders relating to offending behaviour	(5 of 9) 56%	92%	90%	↓
Learning and skills for the future				
Participate in leisure/ cultural/ faith and/or informal learning activities	(50 of 53) 94%	91%	91%	↑
Participate in training and/or education	(16 of 21) 76%	73%	71%	↑
Participate in work-like activities, e.g. unpaid work/ work experience/ work-like experience/ voluntary work	(13 of 21) 62%	67%	66%	↑
The new economy				
In paid work in the last 12 months	(1 of 2) 50%	28%	27%	↑
In paid work currently	(1 of 2) 50%	25%	21%	↑

Source: National Supporting People Client Record Office

The achievement of outcomes in long term services is shown in Fig4 on the previous page, comparing Torbay with our family group* and England.

As in short term services the **least achieved outcomes** in Torbay are work related, but unlike short term services there is low achievement in the outcome of complying with statutory orders. However, numbers are very low which can have a significant effect on percentages.

Similarly to short term services the **most achieved outcomes** in Torbay long term services are

- Use assistive technology/ aids and adaptations
- Maximise income and collect correct benefits
- Develop confidence and ability to have greater choice and/or control and/or involvement

Torbay has performed less well than the family group and England in many outcomes.

However the actual percentages of achievement of long term services are mostly higher than the percentages of achievement of short term services.

Torbay exceeds performance of the family group in 9 of 20 outcomes, and exceeds England in 8 of 20 outcomes.

Compared with the family group and England, Torbay long term services perform **significantly less well** (10% or less) in the outcomes:

- Maintain accommodation and avoid eviction
- Minimise harm/ risk of harm from others
- Avoid causing harm to others (only 14 clients in the quorum)
- Obtain settled accommodation
- Comply with statutory orders relating to offending behaviour (only 9 clients in the quorum)

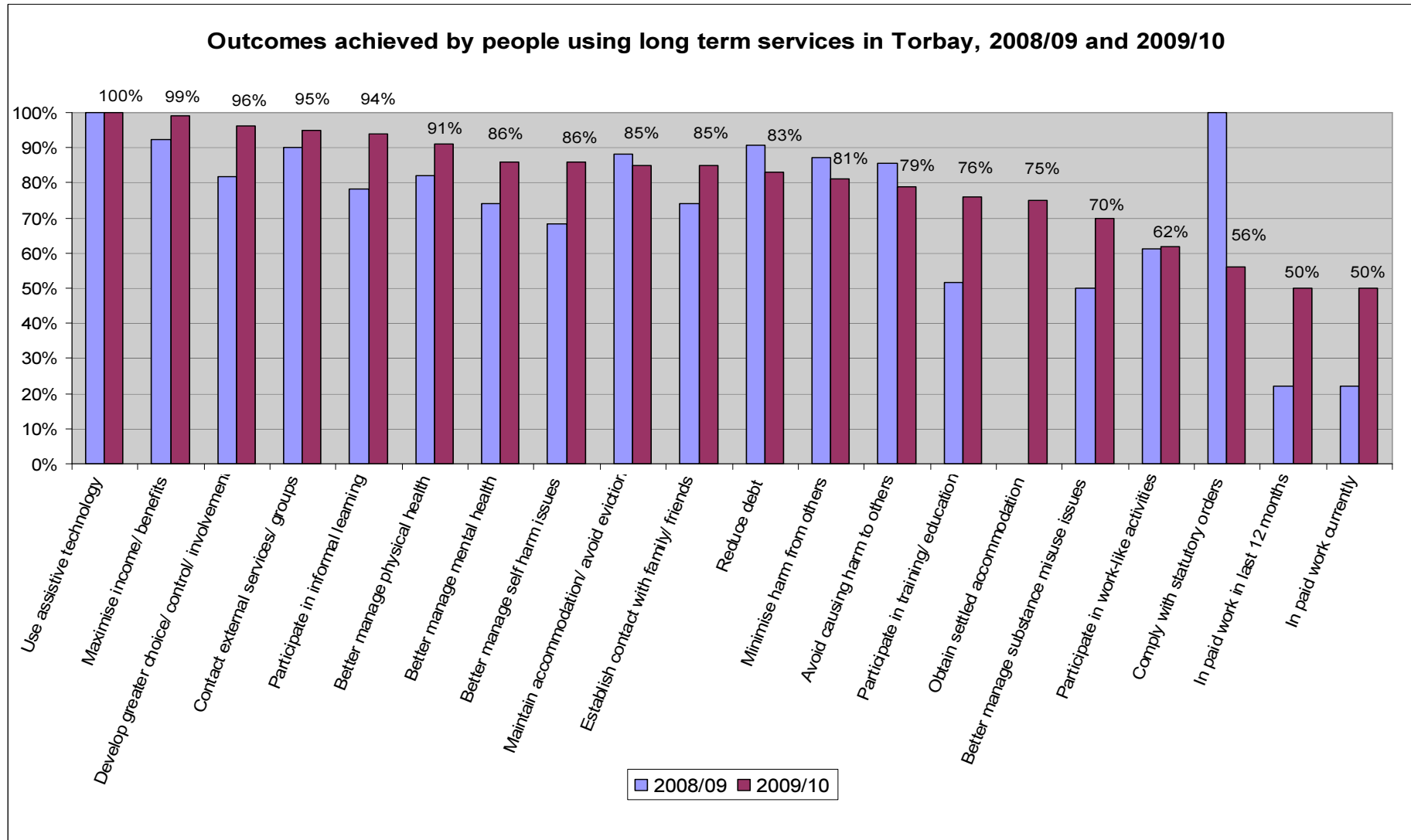
Low achievement is largely due to lower performance by one or two services. It needs to be noted that numbers are low overall so can make a large difference in percentages.

Actions for improvement should focus on particular services which are showing lower achievement of outcomes but should also look to improve outcomes in all long term services. Implementation of the mental health commissioning strategy will have a positive impact on the performance of long term services.

The far right hand column in Fig4 shows the trend/ direction of travel in achievement in Torbay since 2008/09. The percentage of clients achieving outcomes has increased for 13 of 20 outcomes, remained the same for 1 outcome and decreased for 5 outcomes. (The outcome of 'obtaining settled accommodation' was not measured in 2008/09.) Fig5 on the next page shows this in detail

Fig5 compares achievement of outcomes in long term services in Torbay in 2008/09 and 2009/10.

Fig5
(2009/10 columns are labelled)



Source: National Supporting People Client Record Office

Fig5 on the previous page compares the outcomes of people in long term services in 2008/09 and 2009/10. Achievement in 2009/10 has increased in the majority of outcomes, one has stayed the same and five have decreased.

Numbers are low which can have a significant effect on percentages.

There are **significant increases** (of 10% or more) in the percentage of people achieving outcomes in:

- Develop confidence and ability to have greater choice and/or control and/or involvement
- Participate in leisure/ cultural/ faith and/or informal learning activities
- Better manage mental health
- Better manage self harm issues
- Establish contact with family/ friends
- Participate in training and/or education
- Better manage substance misuse issues (low numbers in quorum)
- Paid work outcomes (very low numbers in quorum)

There are **significant decreases** (of 10% or more) in the percentage of people achieving outcomes in:

- Comply with statutory orders relating to offending behaviour (very low numbers in quorum)

The low numbers in the quorums (8 in 2008/09 and 9 in 2009/10) for the above outcome make a meaningful comparison impossible. The non achievement was in one particular service that achieved low outcomes throughout.

7. Move on of clients from services

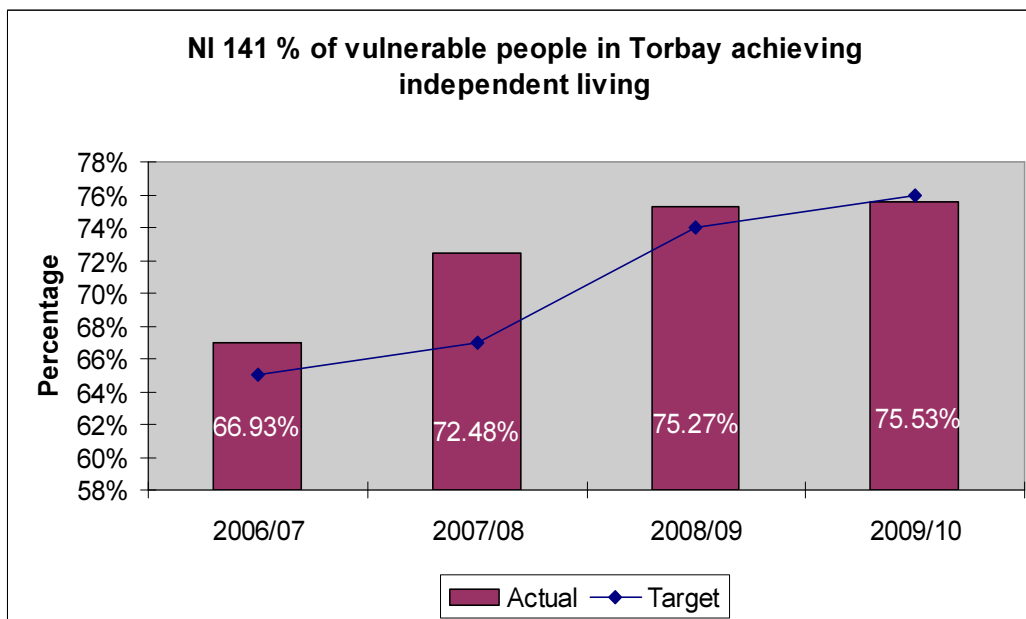
The overarching aim of Supporting People is to support people to move on to further independence in a planned and positive way. The achievement of this aim is measured by the two Government National Indicators below.

National Indicator	Corresponding previous Supporting People key performance indicator
NI 141: Percentage of vulnerable people achieving independent living	KPI 2 - Clients who have moved on in a planned way from temporary living arrangements (short term accommodation based services)
NI 142 Percentage of vulnerable people who are supported to maintain independent living	KPI 1 - Clients who are supported to establish and maintain independent living (in long term/floating support services)

7.1 NI 141: Percentage of vulnerable people achieving independent living

This measures the extent to which Supporting People helps people move on in a planned way to more independent living. It measures the percentage of people who have left short term accommodation based or outreach services.

Fig6



Achievement of NI 141 has remained similar in 2009/10 but is still rising. However it is just below the target of 76%

Source: Supporting People services, Torbay

Fig7 on the next page compares Torbay's performance with our family group of local authorities who have a similar profile to Torbay. These figures have been gathered from each Local Authority in the family group directly or from the Price Waterhouse Cooper benchmarking tool, as the Government has not released annual figures for this indicator at the time of writing. Local Authorities included are those from which data could be collected (those shown in Fig7). Not included are: Bournemouth, Redcar and Cleveland, Bath and North East Somerset, and Isle of Wight.

Fig7

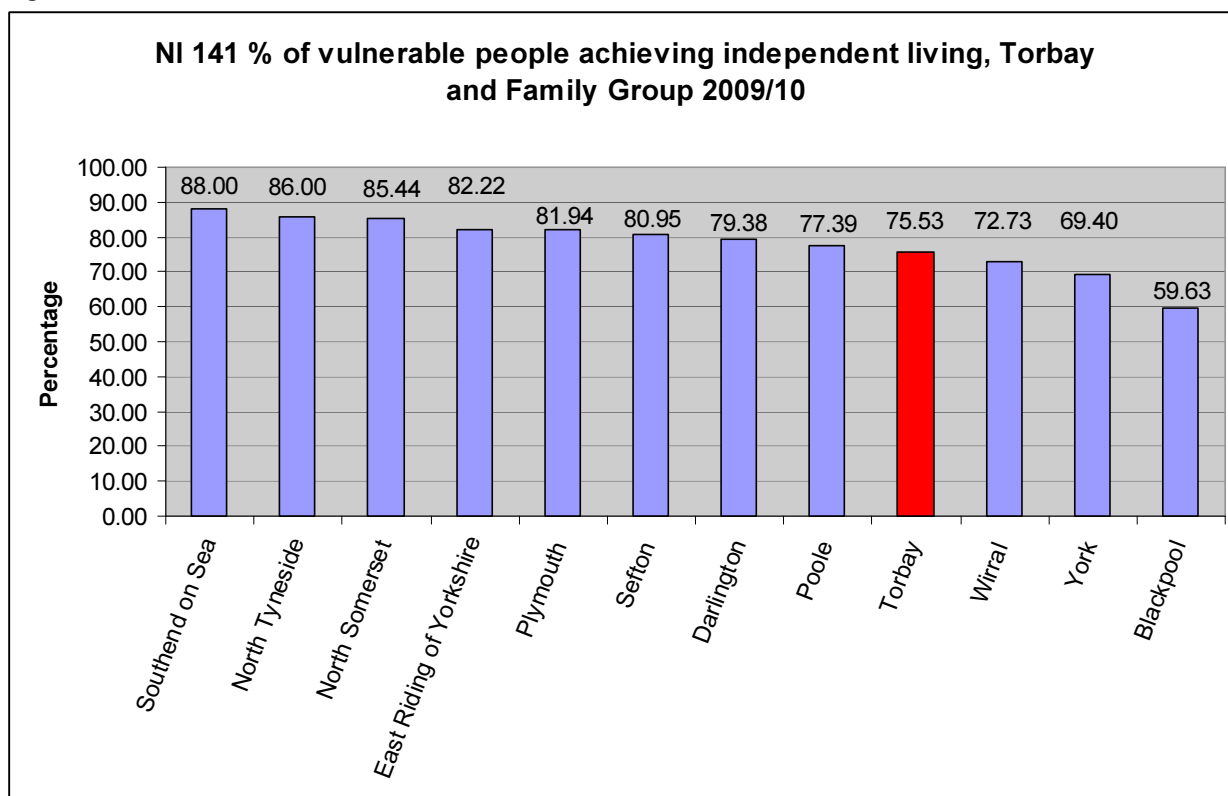


Fig7 above compares Torbay's 2009/10 figure for NI 141 with our family group of comparator Local Authorities. Torbay's figure of 75.53% ranks us as 9th out of 12 in the family group– placing Torbay in the 3rd quartile (4th is the lowest quartile). This is the same as 2008/09 where Torbay was also in the 3rd quartile when compared to the family group.

Fig8 NI 141 Torbay compared to other Unitary Authorities

Torbay ranking	24 th of 34
Quartile- Torbay	3 rd quartile

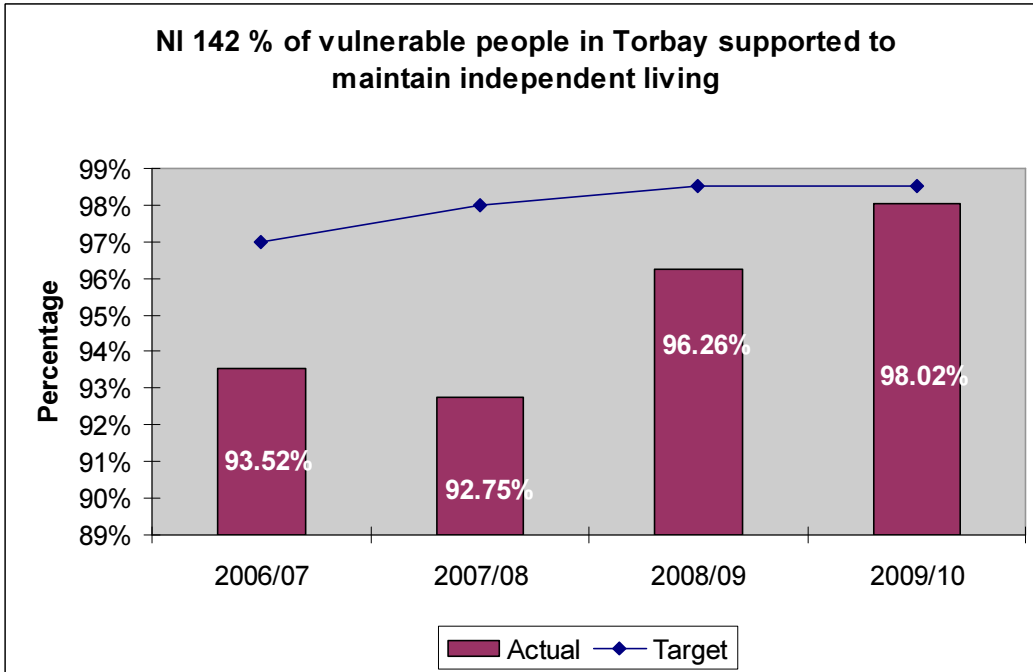
Torbay is in the 3rd quartile (4th is lowest) when compared to other Unitary Authorities. This was also the case in 2008/09. As is the case for Fig7 these

figures have been gathered from each Local Authority either directly or from the Price Waterhouse Cooper benchmarking tool, as the Government has not released annual figures for this indicator at the time of writing. Local Authorities included are those from which data could be collected.

7.2 NI 142: Percentage of vulnerable people who are supported to maintain independent living

This measures the extent to which Supporting People helps people maintain their support service and/or move on to independent living. This measures the percentage of people using or moving on from floating support services (without accommodation included) and long term accommodation based services. Long term services provide over 2 years support. This recognises that not all people will move on to complete independence so maintaining their support service and/or moving on in a positive way is seen as a positive outcome.

Fig9



Achievement of NI 142 has increased steadily since 2007/08 but is still below target.

Source: Supporting People services, Torbay

Fig10

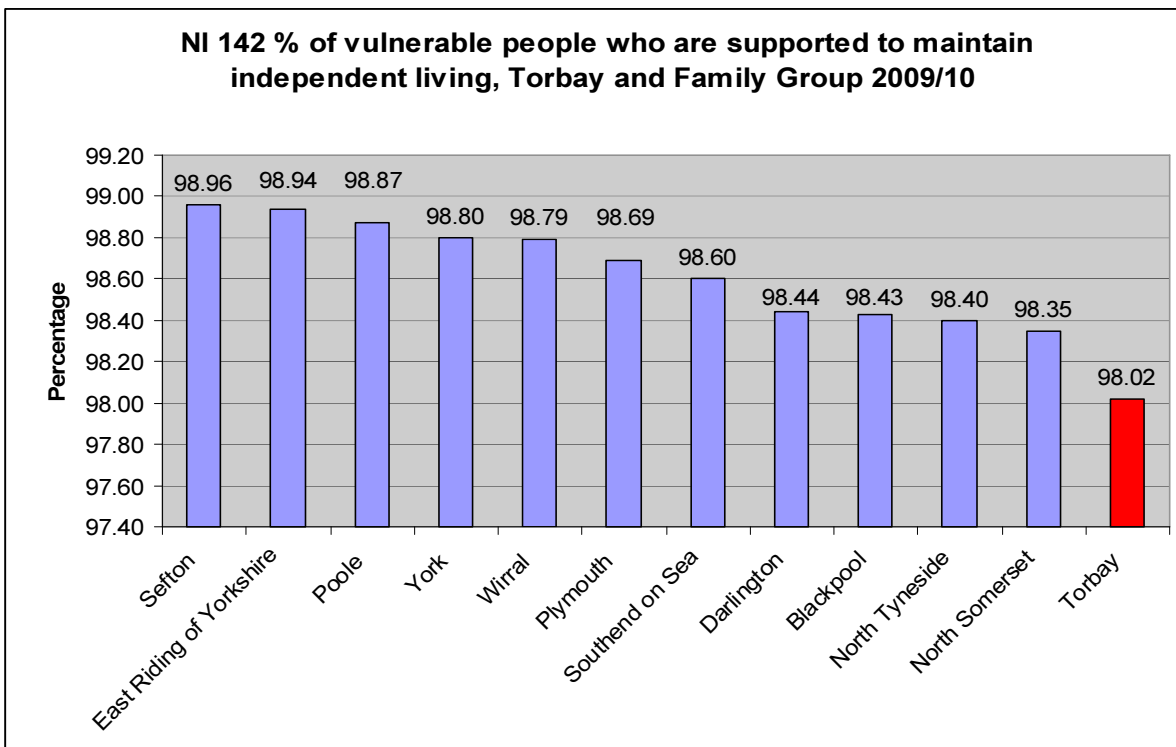


Fig10 above compares Torbay's performance with our family group of Local Authorities who have a similar profile to Torbay. As above, these figures have been gathered from each Local Authority directly or from the Price Waterhouse Cooper benchmarking tool, as the Government has not released annual figures for this indicator at the time of writing. Local Authorities included are those from which data could be collected (shown in Fig10)

above). Not included are: Bournemouth, Redcar and Cleveland, Bath and North East Somerset, and Isle of Wight

Fig10 above compares Torbay's 2009/10 figure for NI 142 with our family group of comparator Local Authorities. Torbay's figure of 98.02% ranks us as 12th out of 12 in the family group— placing Torbay in the 4th (lowest) quartile. In 2008/09 however, Torbay was in the 1st quartile (highest quartile) when compared to the family group. However, the percentage for Torbay has increased since 2008/09 even though the quartile ranking has gone down.

Fig11 NI 142 Torbay compared to other Unitary Authorities

Torbay ranking	33 rd of 35
Quartile- Torbay	4 th quartile

Torbay is in the 4th (lowest) quartile when compared to other Unitary Authorities. This was also the case in 2008/09. As is the case for Fig10 these figures have

been gathered from each Local Authority either directly or from the Price Waterhouse Cooper benchmarking tool, as the Government has not released annual figures for this indicator at the time of writing. Local Authorities included are those from which data could be collected

7.3 Work to improve planned and positive move on of clients

- Development of an evictions protocol to prevent evictions from services where possible
- Prior notification to Supporting People Team by service providers of potential unplanned and negative moves of clients. Supporting People Service Development Officers work with services to try to prevent these moves from being unplanned/ negative
- Improvement of recording by services
- Further integration of joint commissioning which will develop and commission services to meet need
- Development of a Framework of providers to provide services that will promote independence and inclusion of vulnerable and disadvantaged people