

Supporting People Torbay

Issue 23

Winter 2011-12

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

New Supporting People services to start from January 2012



Supporting People in Torbay is in the process of procuring (selecting and buying) new services with the first to start at the end of January. These services will replace some of the current services and will be implemented through a partnership approach.

Services where contracts have been awarded are:

Youth Homelessness Prevention Service

Contract awarded to The Children's Society.

This service aims to prevent homelessness amongst young people aged 16-17 through the provision of targeted interventions with young people, families and support networks. This service will start on 24 January 2012.

Young People's Support and Accommodation Service

Contract awarded to Independent Futures

This service will provide outreach and accommodation based support for vulnerable young people aged 16-24. The aim is to support young people to achieve sustainable living outcomes so they have the skills to continue to live independently in the community. This service will start on 21 February 2012

Young Parents Support and Accommodation Service

Contract awarded to Westcountry Housing

This service will provide outreach and accommodation based support for young parents aged 16-24. The aim is to support young parents to find suitable accommodation and to learn independent living and parenting skills so they can continue to live independently with their family in the community. This service will start on 21 February 2012.

Families Homelessness Prevention and Accommodation Service

No contract award made.

A tender will be advertised in late January to early February for the new service. The new service specification includes the provision of outreach support, emergency accommodation and supported accommodation. For further details please ensure you are registered on ProContract and contact the Supporting People Procurement Officer on 01803 208729.

Community Outreach Service

Contract awarded to Sanctuary Carr-Gomm

This service will provide a community outreach service to a range of clients. The service is a new development for Torbay as we have commissioned a service based on support hours, rather than units. This means that the service can work flexibly with clients to respond to their changing support needs. This service will start on 21 February 2012.

The services above have been procured from the Support, Care and Community Services Framework set up in Torbay which is a list of approved providers of accommodation, care and support services. The purpose of this Framework is to improve the quality and range of services, bringing together funding and provision to meet individual needs, and provide more flexible services.

People using services will continue to receive a service although their service provider may change and they will be fully supported through any changes in their service provision.

Supported Lodgings

Torbay Supporting People Team and the Care to Community Team are currently working with Plymouth City Council to design a supported lodgings service for young people. This service will include provision of emergency and longer term accommodation for young people. The service will be out for tender in January or February. A training event is planned for Friday 27 January 2012. For further details please ensure you are registered on ProContract and contact Shelley Shaw, Service Development Officer for children, young people and families on 01803 208729.

Registering on ProContract

To bid for the Families' Homelessness Prevention or Supported Lodgings services you will need to be registered on ProContract. Registration is free and can be completed through the Supplying the South West tendering portal:

<https://www.supplyingthesouthwest.org.uk/>

This regional portal gives access to contract opportunities from a large number of South West councils and by registering you will receive email notification whenever an opportunity matching your profile becomes available. If you require any further information or help with registering please contact the Supporting People Procurement Officer on 01803 208729.

Quest team has recruited new members

Quest is a group of people who have or are using supportive services in Torbay. They are employed to go into services and quality check them by talking with the people who use the services. Service users have told us that they find it easier to give their opinions to their peers rather than members of staff. In this way Quest is working to review and improve services. Quest can also be involved in group work, mystery shopping, consultation, and development of quality monitoring tools. They are experts by and through their experiences.

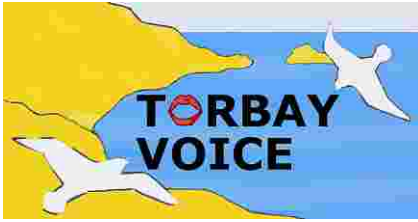
Quest has recently recruited more members for work on a sessional basis and this has proved to be very popular. Eight people from all types of services and all walks of life have been recruited to join the five previous Quest members. They have all been involved in training, which will include conducting mock interviews with clients in drug and alcohol services to give them experience of talking to people who use services.

The first job for the new Quest team will be reviewing Supporting People mental health services. This will involve going into these services in pairs and interviewing up to 19 service users. They will ask people their opinions on the services and specific questions within the areas of: Assessment and Support Planning; Security, Health and Safety; Safeguarding and Protection from Abuse; Fair Access, Diversity and Exclusion; and Client Involvement and Empowerment.

If there is work that you think the Quest team could do for you please contact the Supporting People Team on 01803 208729.



Torbay Voice update



Torbay Voice is a dynamic group of volunteers who use or have used support services in Torbay. They give a voice to people who use services. They represent service users at all stages in the development and review of services. Torbay Voice members have put together a video about the group and are visiting Supporting People services and community groups to promote Torbay Voice and recruit new members.

New people have joined in recent months due to the promotion of the group and we hope this will continue. Torbay Voice is a diverse group from all walks of life but at the moment is missing representation from young people aged 16-24 years so people of this age group who have experience of support services are particularly welcome. Meetings are held every 2 months within Torbay and the group is very friendly and welcoming. Members have the opportunity to express their views and to work on specific projects and issues that interest them. Group members say they have become more confident, have made friends in the group, and enjoy helping people and making a difference.

For further information on Torbay Voice contact 01803 208729, email torbayvoice@hotmail.co.uk or visit the new web site at www.torbayvoice.co.uk



A long term member of Torbay Voice was Mark Ford who tragically passed away in September, aged 37. Mark was one of the most loyal members and attended almost every meeting. He was always keen to take part in everything, particularly if art was involved. Examples of Mark's involvement include: presenting workshops at a London conference, designing the Torbay Voice newsletter, helping produce a toolkit on how to involve people in their services, and applying for a grant that has paid for T-Shirts and pens to promote Torbay Voice.

We remember that Mark was often a quiet presence in meetings, and then would suddenly produce just the right solution- for instance it was Mark who thought of the name Torbay Voice. Mark will be remembered for his dedication and determination, and as a bright, cheerful and intelligent young man.

In October we also lost Steve Rae who passed away suddenly aged 43. Steve designed and produced the new Torbay Voice logo at the top of this article. Steve was well known for his artistic abilities and his kind nature, and ran several art classes at the Cool House, working with people affected by mental health issues.

Leonard Stocks Centre is 'highly commended'



I was extremely pleased to have received the award from Chapter 1 (the organisation that runs Leonard Stocks Centre) with regard to the work that we do at Leonard Stocks Centre. I think that it has been brought about by the sheer level of commitment of the staff here and the understanding of the needs of the client group that come to the project for accommodation and support.

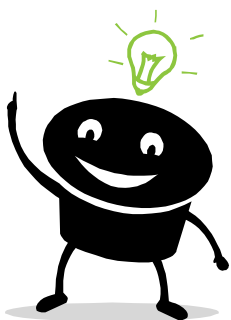
It is of course all about teamwork which includes the support that we receive from Supporting People and the various outside agencies which we depend upon to deliver our best possible service to our client group. I am always searching for fresh ideas to put in place, some of which have already been formed such as the Leonard Stocks Inter Agency Panel. This panel is increasing in the number of agencies that are wishing to become involved and sits on a monthly basis. It gives the opportunity to explore potential solutions to the various issues that we are confronted with.

We have also provided initial support for rough sleepers in the area and their situations are investigated by our outreach worker in an effort to combat rough sleeping and providing advice and guidance in order to address their situations. It has been recognised that people visiting the centre have always been made welcome and treated with dignity and respect.

Chapter 1 have recognised the work that we do and hence the award but it is an award which should be regarded as a recognition of all involved with the work of the Leonard Stocks Centre to which I wish, together with the members of my team, to thank.

Project Manager, Leonard Stocks Centre

Consultation with young people about services



The Housing Group for children, young people and families have agreed their plan for the services we need in Torbay in the future. To read the full plan please visit:

www.torbay.gov.uk/cfypcommissioningstrategy.pdf

The Supporting People Team visited 7 different organisations (schools and supported housing projects) in April and May 2011. We

asked a total of 131 young people (aged 15-24) what they thought about homelessness. We used a 'who wants to be a millionaire' question style with every person having a voting keypad.

Young people told us that if they had a problem with their housing they would talk to their friends, and they would ideally like to stay with friends in an emergency situation. Young people said if they were having problems at home they would like support to improve relationships and to have a break.

We are using this information to plan services in the future.

The full results can be found at the end of the commissioning strategy at:
www.torbay.gov.uk/cfypcommissioningstrategy.pdf

We are going to keep consulting with young people and will do this together with the youth homelessness prevention service. If you want more information about the consultation please get in touch with Shelley on 01803 208136.

Supporting People has bought new services for children, families and young people, as described on the front two pages of this newsletter, and these will be starting in January and February next year

Shelley Shaw, Service Development Officer

Supporting People contact details

Referral Hub - Access point to Supporting People services (except sheltered housing)

 **01803 208723**

 referralhub@torbay.gov.uk

Address: 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