

Torbay Supporting People monitoring information for the client group – Physical and/or sensory disability

1 April 2007 – 31 March 2008

Across all client groups, 616 new clients were recorded as entering services in this period.

1. New clients

Fig1 new clients

2006/07	2007/08
27	74

Fig1 shows the numbers of new clients with a client group of physical and/or sensory disability who accessed services. 74 accessed services in 2007/08, over double the figure in 2006/07.

2. Additional client groups

Fig2 additional client groups

Client group	2006/07	2007/08
Older people	4	29
Mental health	10	11
Complex needs	3	6
Frail elderly		6
Drugs	3	4
Single homeless	1	4
Learning disability	2	4
Young person	2	3
Alcohol	7	2
Older people mental health		2
Homeless family	3	1
Generic	1	1
HIV/AIDS		1

Fig2 shows the additional client groups of people accessing services who had a physical and/or sensory disability.

The number of older people accessing services has increased significantly.

There are decreases in the client group of alcohol.

There are duplicates between additional needs as clients can be

identified as having more than one additional need

3. Gender

Fig3 gender of new clients

2006/07			2007/08		
Male	Female	Total	Male	Female	Total
16	11	27	34	40	74

Fig3 shows that in 2007/08 more women (54%) than men accessed services.

The proportion of men however was higher in 2006/07.

4. Ethnicity

Fig4 Ethnicity of new clients

Ethnicity	2006/07	2007/08
White: British	26	72
Mixed: White and black Caribbean	0	1
Asian/Asian British: Other	0	1
White: Irish	1	0
Total: BME	1	2
% BME	3.70%	2.70%
Total: all clients	27	74

Most new clients classed themselves as white British in both 2006/07 and 2007/08.

5. Age

Fig5 age of new clients

Age	2006/07	2007/08
16-17	1	1
18-24	1	4
25-34	2	5
35-44	6	11
45-54	8	15
55-64	6	20
65+	3	18
Total	27	74

Fig5 shows that the numbers of clients in the older age groups have increased.

6. Imports and exports

In 2007/08 no clients with physical and/or sensory disability as a client group entered or left Torbay to receive a Torbay Supporting People service. This was also the case in 2006/07.

7. Services used

Fig6 shows which Supporting People services were used by people with a client group of physical and/or sensory disability in 2006/07 and 2007/08. In 2007/08 SPLASH and folks@home started operating and were accessed by a high proportion of people with a physical and/or sensory disability. In 2006/07 a number of different services were used by the client group.

Fig6 services accessed

Service name	2006/07	2007/08
SPLASH		27
folks@home		17
TASS		7
Riviera Housing Trust floating support	11	6
Westcountry HA Floating Support Torbay	2	6
Supported Independent Living Schemes floating support		2
Westcountry HA floating support 2		2
Torbay Foyer	1	2
Unknown		1
Park View Guest House		1
Penlee	2	1
Parkview Society accommodation		1
Torbay Hostel		1
Accommodation Plus	3	
Parkview Society floating support	2	
Westcountry HA floating support for B&B	2	
Quarry Court	1	
Fraser Court	1	
Steepway	1	
Langley Housing Trust floating support	1	
Total	27	74

Fig7 types of services accessed

Type of service accessed	2006/07		2007/08	
	Number	%	Number	%
Accommodation based	6	21%	6	8%
Floating support	21	78%	67	91%
Unknown	0		1	
Total	27		74	

Fig7 above shows numbers and percentages of clients accessing accommodation and floating support services. A high percentage of clients accessed floating support in both years but higher in 2007/08, showing a move towards this type of service.

8. Outcomes framework

8.1. Outcomes of people leaving short term services

From 1 June 2007, the outcomes of clients leaving short term services have been recorded. Short term services support each client for up to 2 years and include both accommodation and floating support services. The outcomes are measured against each support plan, only measuring outcomes where the client has an identified support need.

The following outcomes records include clients with physical and/or sensory disability as a client group and/or those recorded as having a disability relating to mobility, hearing, visual, or chronic.

Fig8: Clients who left short term services 1 June 2007 – 31 March 2008

Number left short term services	Number moved on in planned way	% moved on in planned way	Number moved on in a planned way and greater independence
33	22	67%	21

Fig9 below shows the outcomes that were most and least achieved by the 33 clients leaving short term services.

Fig9 Outcomes of clients leaving short term services

Identified support need	Achieved	Not achieved	% achieved	Total
Using assistive technology/aids and adaptations	14	0	100%	14
Reduce debt	7	0	100%	7
Complying with statutory orders	1	0	100%	1
Maximise income & collect correct benefits	24	2	92%	26
Minimise harm/risk of harm from others	6	1	86%	7
Establish contact with external services/ groups/ family/ friends	15	3	83%	18
Maintain their accommodation and avoid eviction	12	3	80%	15
Developing confidence and ability to have greater choice and/or control and/or involvement	14	5	74%	19
Participate in leisure/cultural/faith and/or informal learning activities	8	4	67%	12
Manage better physical health	14	7	67%	21
Managing self harm	2	1	67%	3
Manage better their mental health	4	6	40%	10
Managing better their substance misuse	2	5	29%	7
Avoiding causing harm to others	0	1	0%	1
Participate in training and/or education	0	1	0%	1
Participate in work-like activities, e.g. unpaid work/ work experience/ work-like experience/ voluntary work	0	2	0%	2
Obtain paid work	0	1	0%	1

Outcomes proportionally least achieved, and the reasons, were:

- **Obtain paid work** – reason was:
 - Client unable to work due to health problems
- **Participate in work-like activities** – reasons were:
 - Client ceased to receive support before outcome achieved
 - Client unable to participate due to health problems

- **Participate in training and/or education** – reason was:
 - Factors relating to overall staffing levels
- **Avoid causing harm to others** – reasons were:
 - Client unwilling to engage with support
- **Manage better their substance misuse** – reason was:
 - Client unwilling to engage with support
 - Problems accessing alcohol services
- **Manage better their mental health** – reasons were:
 - Client unable to engage with support
 - Client unwilling to engage with support
 - Mental health services unwilling to provide services for the client

8.2. Outcomes of people in long term services

Long term services record outcomes for clients who leave services and they also record a sample of current clients each year. Long term services support each client for 2 years or more and include both accommodation and floating support services. This records how well clients are sustaining independent living against their support plan, only measuring outcomes where the client has an identified support need.

The following outcomes records include clients with physical and/or sensory disability as a client group and/or those recorded as having a disability relating to mobility, hearing, visual, or chronic.

Fig10 below shows the outcomes that were most and least achieved by the 59 clients who were sampled or left long term services.

Outcomes proportionally least achieved in long term services, and the reasons, were:

- **Obtaining paid work on leaving service** – reasons given were:
 - Client unable to obtain paid work
- **Participate in work-like activities** – reasons given were:
 - Client only recently begun to receive support (in the last 3 months)
 - Client unable to participate due to health problems
- **Participation in training/education** – reasons given were:
 - Course of training/education not started yet
 - Problems with training/local education services
 - Client unable to participate due to health problems

Fig10 outcomes of clients in long term services

Identified support need	Achieved	Not achieved	% achieved	Total
Complying with statutory orders	1	0	100%	1
Establish contact with external services/ groups/ family/ friends	20	0	100%	20
Minimise harm/risk of harm from others	2	0	100%	2
Maintain their accommodation and avoid eviction	26	0	100%	26
Managing self harm	2	0	100%	2
Managing better their substance misuse	4	0	100%	4
Avoiding causing harm to others	1	0	100%	1
Obtain paid work during service	1	0	100%	1
Using assistive technology/aids and adaptations	41	1	98%	42
Maximise income & collect correct benefits	30	1	97%	31
Developing confidence and ability to have greater choice and/or control and/or involvement	22	1	96%	23
Reduce debt	11	1	92%	12
Manage better their mental health	11	1	92%	12
Manage better physical health	42	4	91%	46
Participate in leisure/cultural/faith and/or informal learning activities	13	4	76%	17
Participate in training and/or education	2	5	29%	7
Participate in work-like activities, e.g. unpaid work/ work experience/ work-like experience/ voluntary work	0	3	0%	3
Obtain paid work on leaving service	0	1	0%	1

9. Referral Hub statistics

The Housing Support Referral Hub began operating on 1 September 2007. Between 1 September and 31 March 2008, according to Hub statistics, there were 64 referrals to the Hub for people with the client group physical and/or sensory disability

Out of these referrals there were 15 refusals of Supporting People services by a service or a client. This involved 13 clients as some clients refused or were refused more than once.

Fig11 below shows whether the service refused the client or the client refused the service.

Fig11 who refused

Service refused client	Client refused service
9	6

Fig12 client groups of the refusals

Client groups of refusals	Number of refusals	Number of clients refused
Physical disability and mental health	4	3
Physical disability and complex needs	3	3
Physical disability and learning disability	2	2
Physical disability and drugs	2	1
Physical disability	2	2
Physical disability and homeless family	1	1
Physical disability and domestic violence	1	1
Total	15	13

Fig12 above shows that more refusals were of people with a physical disability and mental health issues or complex needs. The 'numbers of clients refused' column shows that 2 clients were refused more than once.

Fig13 reasons for refusals

Refusal reason	Number
Client Refused	3
Client Did Not Engage/Lost Contact	2
Living Arrangements Not Suitable	2
Other	2
Support Not Needed	2
Wrong Client Group	2
Blank	2
Total	15

Fig14 Ethnicity of refusals

	Other
Physical disability and mental health	1

Fig14 shows the ethnicity of a client who was refused who was of a BME origin