

**Torbay Supporting People monitoring and performance report-
clients aged 16-64 years with a physical and/or sensory disability**

1 April – 30 September 2008

Summary of main issues from the full report

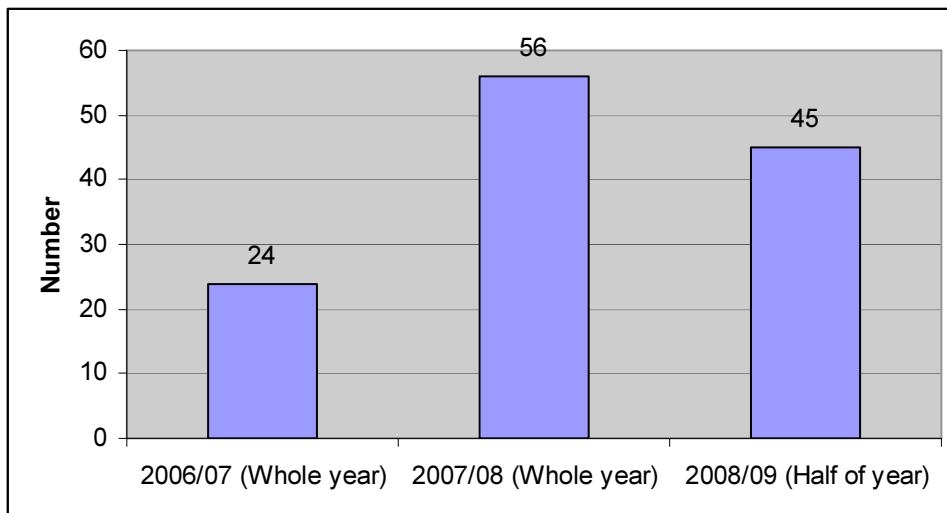
This summary highlights the main issues in the full report. The report focuses on clients identified with a physical/sensory disability.

Issue 1: Increase in number of new clients entering services with a physical/sensory disability

Fig1 in full report

45 people entered services the first half of 2008/09. Proportionally for the year (if figure doubled) there would be 90 new clients- a big increase

Chart1 New clients with a physical and/or sensory disability



Issue 2: Over half (25 out of 45) of new clients have a disability relating to mobility

Fig2 in full report

Other categories of disability are hearing, visual and chronic

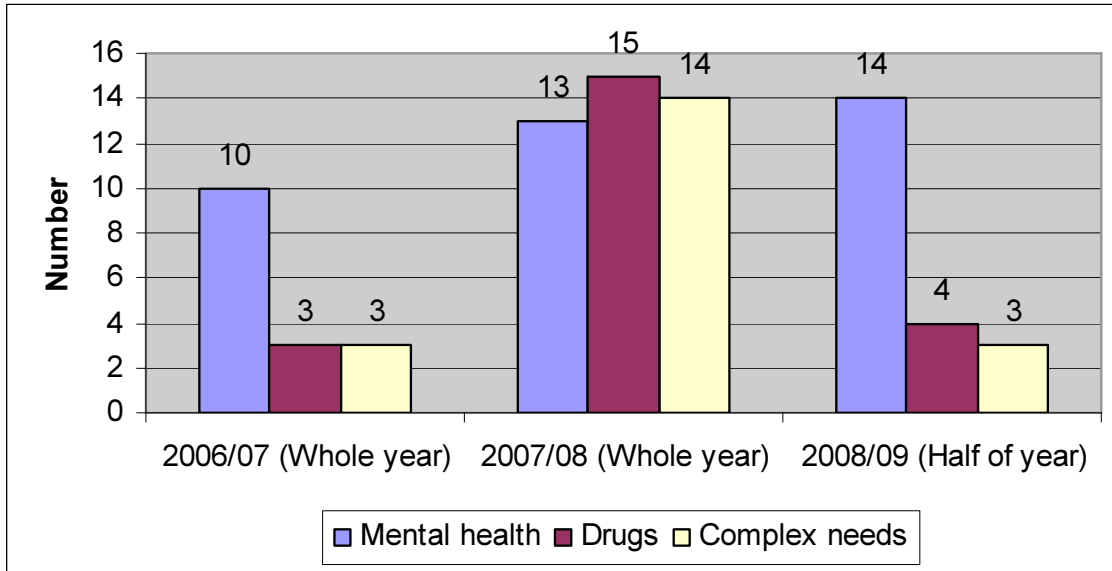
Issue 3: Mental health continues as the main additional need of new clients with a physical/sensory disability

Fig3 in full report

This is increasing significantly over the years- 14 new clients with mental health as a need in the first half of 2008/09 (compared to 13 in the whole of 2007/08) so

proportionally could double by the end of 2008/09. There are notable decreases in clients with a physical/sensory disability with needs related to drugs or with complex needs.

Chart 2 Three of the additional needs of new clients with a physical/sensory disability



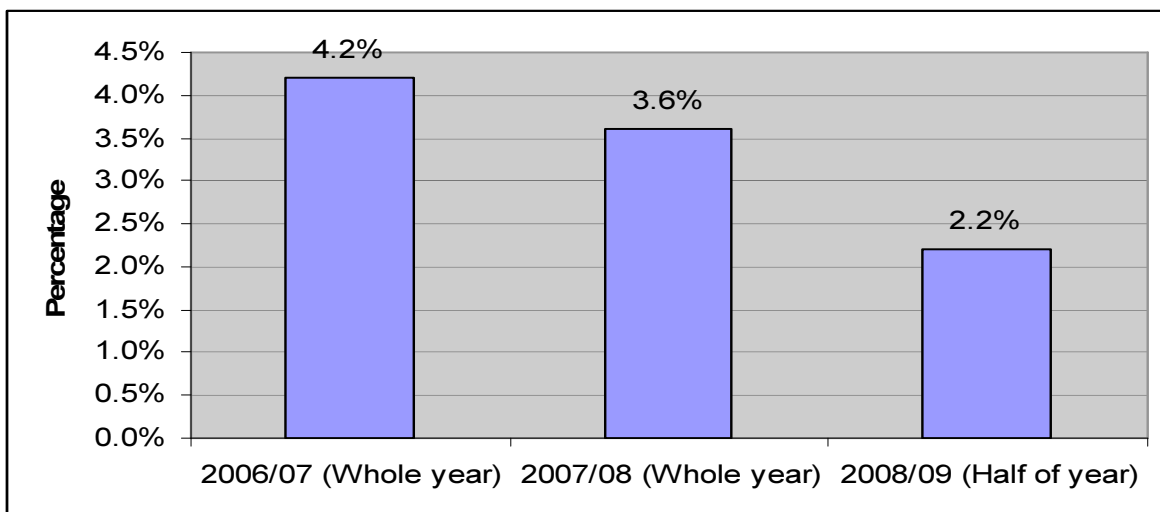
For other additional needs see Fig3 in the full report.

Issue4: Decreasing number and percentage of clients of a black or minority ethnicity

Fig6 in full report

This follows a general trend of decrease across all Torbay Supporting People clients, as well as for clients with a physical/sensory disability

Chart3 Ethnicity of new clients with a physical/sensory disability



Issue 5: 91% of new clients accessed floating support services (support without accommodation provided) rather than accommodation services
Fig10 in full report

91% accessed floating support in both 2007/08 and in the first half of 2008/09. This follows a general trend of increased access to this type of service which is true across all clients in Supporting People. However this report does not include clients accessing sheltered housing schemes for older people.

Issue 6: 25% of referrals of clients with a physical/sensory disability refused a service or were refused by a service
Fig11 in full report

Out of 28 referrals between 1 April and 14 September 2008, 7 (25%) of clients refused/were refused by a service. This compares to 21.7% of clients refused in the previous 6 months.

Issue 7- More services refused clients than clients refused services
Fig12 in full report

Table1: Who refused (clients with physical/sensory disability)

	1 Sept 2007 – 31 March 2008	1 April 2008 – 14 September 2008
Service refused client	9	5
Client refused service	6	3
Not recorded	0	2
Total	15	10

This shows numbers of refusals rather than numbers of clients (some clients refused or were refused more than once)

Issue 8- Mental health is the top additional need of clients with a physical/sensory disability who refused/were refused services
Fig13 in full report

5 refusals out of 10 were of clients with a physical/sensory disability and also a mental health need between 1 April and 14 September 2008. This involved 2 clients as 1 client was refused 4 times.

Issue 9: Only 59% of the 17 clients with a physical/sensory disability who left short term services moved on in a planned way

Fig15 in full report

17 clients with a physical/sensory disability left short term services (services which support each client for up to 2 years) in the period. 1 out of 3 clients (33%) with a chronic disability moved on from services in a planned way. This was the lowest proportion out of all types of physical/sensory disability.

Issue10: Outcomes least achieved by clients were managing substance misuse or self harm

Fig18 of full report

The outcomes/achievements of clients leaving short term services are measured where the outcome was identified as something the client needed support to achieve. Few clients, in any of the disability categories, managed to achieve better management of self harm or substance misuse. However, numbers are low

Table2: The least achieved outcomes by clients with a physical/sensory disability, split into types of disability, 1 April – 30 September 2008

Outcomes least achieved	Percentage of clients achieving outcomes		
	Mobility	Other- (1. Brain injury 2. Cognitive and speech impairment)	Chronic
Managing better self harm issues	0% (0 of 1)	0% (0 of 1)	0% (0 of 1)
Managing better substance misuse issues	33% (1 of 3)	0% (0 of 1)	50%(1 of 2)

There are duplicates between disability categories as some clients are identified with more than 1 disability category

Issue 11: Reason most often given for non achievement of outcomes was 'Client unwilling to engage with support'

After Fig18 in full report

Issue12: More women than men left services in a planned way. 50% of men (6 out of 12) and 80% of women (4 out of 5) left services in a planned way. A higher percentage of women achieved the outcomes they needed to achieve than men

Fig21 and Fig22 of full report