

## **Torbay Supporting People monitoring and performance report- physical and/or sensory disability**

**2009/10 quarter 1-2 (1 April 2009 – 30 September 2009)**

This report focuses on people who entered and/or left services in quarter's 1 and 2 of 2009/10. It focuses on people aged 16-64 years old with a physical and/or sensory disability. **It does not include figures for sheltered housing services except in section 2 outcomes monitoring.**

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## 1. Summary of main issues

Issue	Description	Page and section number
Planned move on	48% of clients moved on from services to greater independence, previous year was 69% (below Torbay's target)	Page 3, Section 2.1
Outcomes of people leaving services	Outcomes least achieved by the 28 people leaving services were: participate in training and/or education, better manage physical health. No people were recorded as needing or aiming to find paid work. Low numbers of clients were recorded with the need/aim to achieve each outcome	Page 4-5 Section 2.1
Outcomes of people leaving services	8 out of 18 outcomes showed an improvement in the achievement of outcomes since 2009/10 although numbers are small	Page 4-5 Section 2.1
People entering services	38 people entered services in the first half of 2009/10. Proportionally for the year (if figure 38 is doubled to make 76) numbers look set to be less than 2008/09 where 93 entered services	Page 6 Section 3
People entering services Disability types	Many people (16 of 38) had a disability relating to mobility	Page 7 Section 3.2
People entering services Needs	The highest additional needs of new clients with a physical/ sensory disability are needs relating to: older people, drug and alcohol problems and complex needs. In the first half of 2009/10 there is an increase in these needs since 2008/09	Page 7-8 Section 3.3
People entering services Ethnicity	Number of people of black or minority ethnicity entering services remains low	Page 8 Section 3.4
Services used	Social Inclusion Floating Support (SIFS) was accessed the most. 37 out of 38 new clients accessed floating support services	Page 9-10 Section 3.5

## 2. Outcomes

Since 2007 Supporting People service providers have recorded the outcomes (achievements) of people in their services. These show the value of the Supporting People programme and how it improves lives.

### 2.1 Outcomes of people leaving short term services

The section below shows outcomes achieved by people leaving short term services. Short term services support each client for up to 2 years and include both accommodation and floating support services. An outcome is only measured when the client has the need and aim to achieve that outcome.

**Some service providers may not yet have submitted data for 2009/10 so numbers could be higher than reflected in this report. These figures will be included in the annual report.**

The following outcomes records are for clients with a physical and/or sensory disability:

- In the first half of 2009/10 the 28 people leaving short term services were 57% female and 43% male, none had an ethnicity that was non White British
- In 2008/09 the 55 people leaving short term services were 47% female and 53% male, 2 had an ethnicity that was non White British

Fig1 People with a physical and/or sensory disability who left short term services

Time period	Number left short term services	Number moved on in planned way	% moved on in planned way	% moved on to greater independence
2008/09	55	42	73%	69%
2009/10 qtr1-2	28	20	71%	75%

Source: National Supporting People Client Record Office

Fig1 shows that 75% of the people who left short term services in the first half of 2009/10 moved on to greater independence.

Fig2



Source: National Supporting People Client Record Office

Fig3 below shows the outcomes achieved by the 28 people leaving services in the first half of 2009/10. It shows that most outcomes had high percentages of achievement. Outcomes are only measured where the client has the need and aim to achieve the outcome.

Some of the **most achieved outcomes in 2009/10** (by the highest percentages and numbers of people) were:

- Use assistive technology, aids and adaptations
- Better manage self harm issues (only 7 with the need)

In the first half of **2009/10 the least achieved outcomes** were:

- Participate in training and/or education (only 4 people involved)
- Better manage physical health

Main reasons given for non achievement by people with a physical and/or sensory disability were:

- Client unable to engage with support
- Client ceased to receive support service before outcome was achieved

Numbers are small so **comparison with 2008/09** is difficult but overall:

- 5 outcomes saw over 5% **increase** in the percentage of people achieving them
- 3 outcomes saw over 5% **decrease** in the percentage of people achieving them

In both years no people were recorded as needing or aiming to obtain paid work. There was generally low numbers of people recorded as having the need to obtain each of the outcomes.

Fig3 Outcomes of clients with a physical and/or sensory disability who moved on from short term services

	2008/09	2009/10 qtr1-2
<b>Number moved on from services</b>	55	28
<b>Outcome</b>	<b>Number and % of people achieving outcomes</b>	
Use assistive technology/ aids and adaptations	(22 of 24) 92%	(8 of 8) 100%
Better manage self harm issues	(2 of 6) 33%	(7 of 7) 100%
Avoid causing harm to others	(2 of 2) 100%	(4 of 4) 100%
Maximise income and collect the correct benefits	(40 of 41) 97.6%	(22 of 23) 96%
Establish contact with external services/ groups/ family/ friends	(24 of 27) 89%	(20 of 22) 91%
Reduce debt	(15 of 17) 88%	(10 of 11) 91%
Develop confidence and ability to have greater choice and/or control and/or involvement	(35 of 42) 83%	(18 of 20) 90%
Maintain accommodation and avoid eviction	(24 of 26) 92%	(9 of 10) 90%
Obtain settled accommodation	Not measured	(6 of 7) 86%
Participate in leisure/ cultural/ faith and/or informal learning activities	(12 of 14) 86%	(7 of 9) 78%
Better manage mental health	(21 of 28) 75%	(9 of 12) 75%
Better manage substance misuse issues	(5 of 10) 50%	(6 of 9) 67%
Participate in work-like activities, e.g. unpaid work/ work experience/ work-like experience/ voluntary work	(3 of 7) 43%	(6 of 9) 67%
Minimise harm/ risk of harm from others	(12 of 16) 75%	(6 of 9) 67%
Better manage physical health	(28 of 36) 78%	(12 of 19) 63%
Participate in training and/or education	(5 of 10) 50%	(1 of 4) 25%
Obtain paid work	(1 of 3) 33%	None with need
Comply with statutory orders and related processes in relation to offending behaviour	(1 of 1) 100%	None with need

Source: National Supporting People Client Record Office

### 3. People accessing services

This section gives information on the people accessing services. Supporting People service providers (except sheltered housing services for older people) send information on new clients to the national Client Record Office who then sends this data to Supporting People Teams.

**The following information about new clients includes all people who entered services in each year, not those already using a service from previous years.**

**Some service providers may not yet have submitted data for 2009/10 yet so numbers could be higher than reflected in this report. These figures will be included in the annual report.**

Fig4 People with a physical and/or sensory disability entering services

2006/07	2007/08	2008/09	2009/10 qtr1-2
24	56	93	38

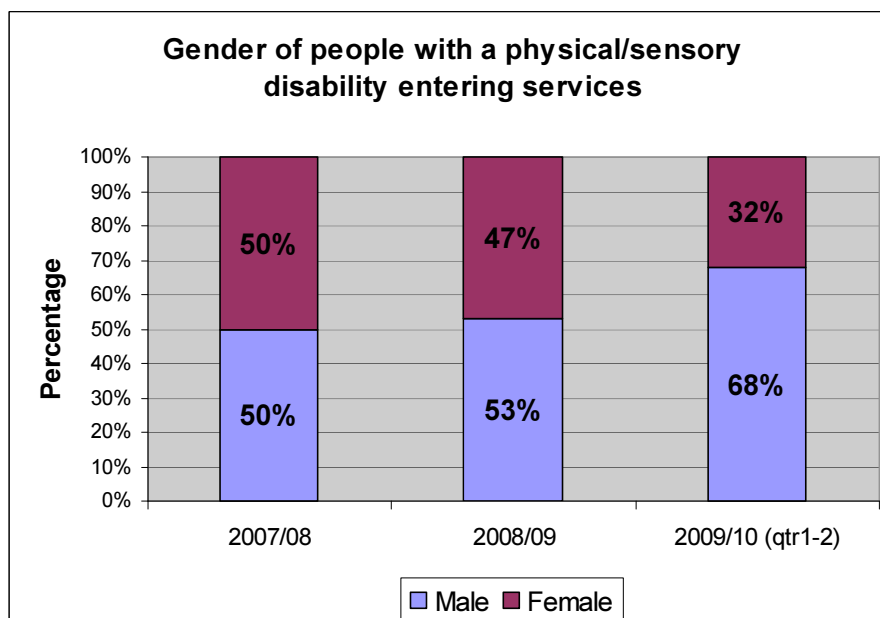
Source: National Supporting People Client Record Office

**Numbers for the first half of 2009/10 need to be doubled to make them proportional for the whole year.** This gives a comparison with previous years.

Fig4 shows the numbers of new clients with a physical and/or sensory disability who accessed services. Proportionally for the year (if figure 38 is doubled to make 76) numbers look set to be less than 2008/09.

#### 3.1 People entering services, by gender

Fig5

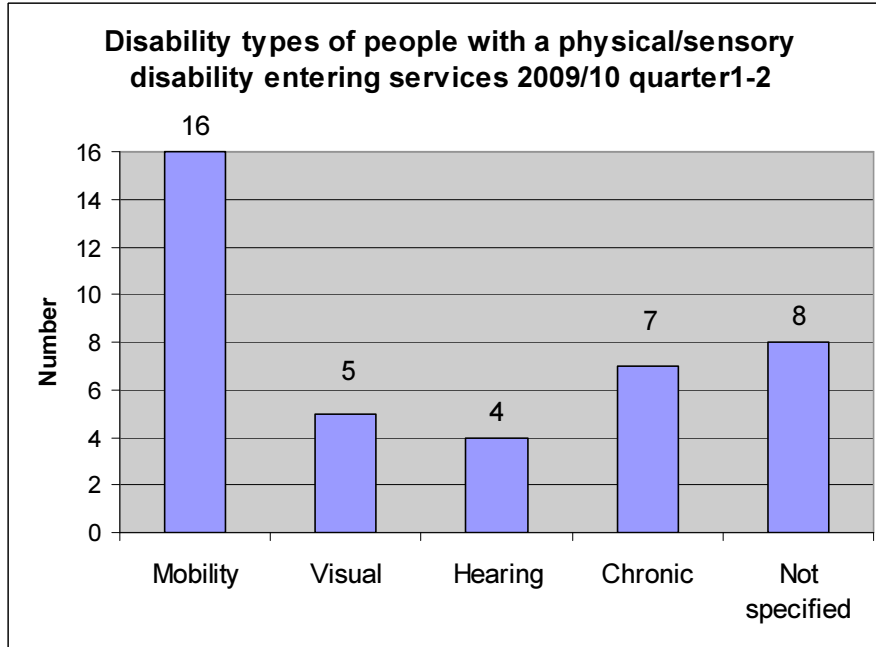


Source: National Supporting People Client Record Office

The percentage of women entering services has decreased slightly in the first half of 2009/10 but numbers are small.

### 3.2 People entering services, by disability type

Fig6

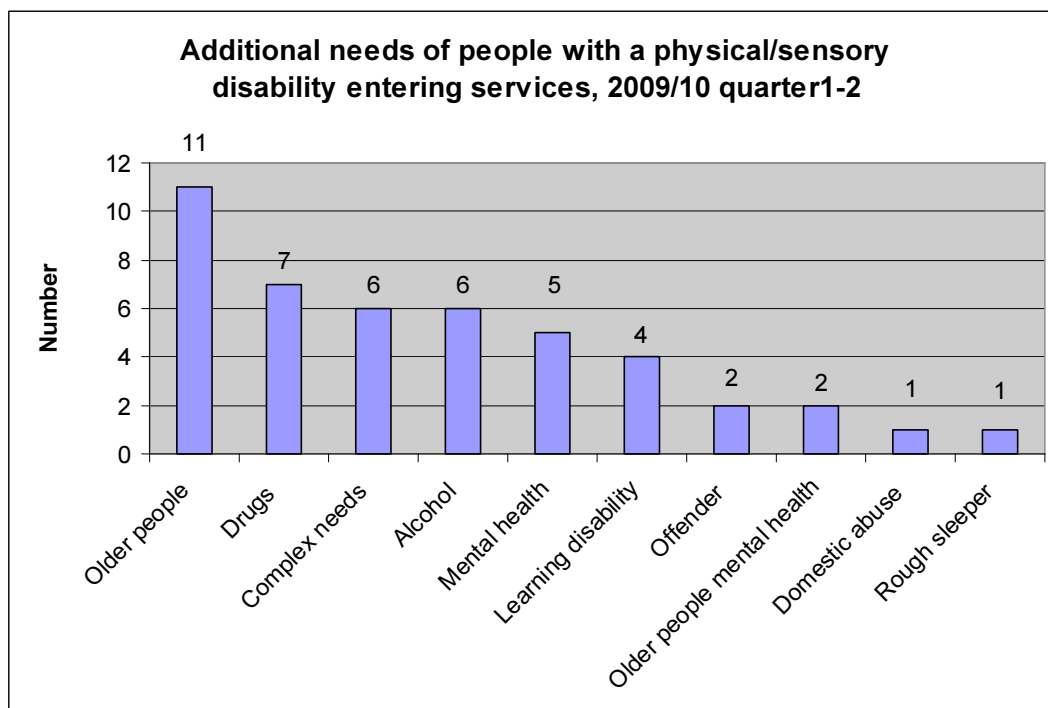


Source: National Supporting People Client Record Office

The main disability recorded is mobility, as in previous years.

### 3.3 People entering services- by additional needs

Fig7



Source: National Supporting People Client Record Office

Fig7 above shows the additional needs of people with a physical and/or sensory disability. The main additional needs (apart from a physical and/or sensory disability) are:

- Older people with support needs
- Drug problems
- Complex needs
- Alcohol problems

Since 2008/09 there has been an increase in the following additional needs:

- Older people with support needs
- Drug problems
- Complex needs

**There are duplicates between these additional needs as people can have more than one additional need**

### 3.4 People entering services- by ethnicity

Fig8 Ethnicity of new clients with a physical and/or sensory disability entering services

Ethnicity	2006/07	2007/08	2008/09	2009/10 qtr1-2
White: British	23	54	92	37
<b>Total: BME (black or minority ethnicity)</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>
<b>Total: all clients</b>	<b>24</b>	<b>56</b>	<b>93</b>	<b>38</b>

Source: National Supporting People Client Record Office

The number of people with a non White British ethnicity has remained low over the period.

### 3.5 Services accessed

Fig9 below shows the services accessed in the first half of 2009/10 by people with a physical and/or sensory disability. **It must be noted that these figures only include those accessing services in each year, not those already using a service from previous years. Sheltered housing is not included in these figures.**

Key to service names below:

SILS Supported Independent Living Schemes  
 SPLASH Sensory Physical Long term conditions and Acquired brain injury Support for Housing  
 Floating support Support provided without particular accommodation attached to the service.

Fig9 Services accessed by people with a physical and/or sensory disability, 2009/10 quarter1-2

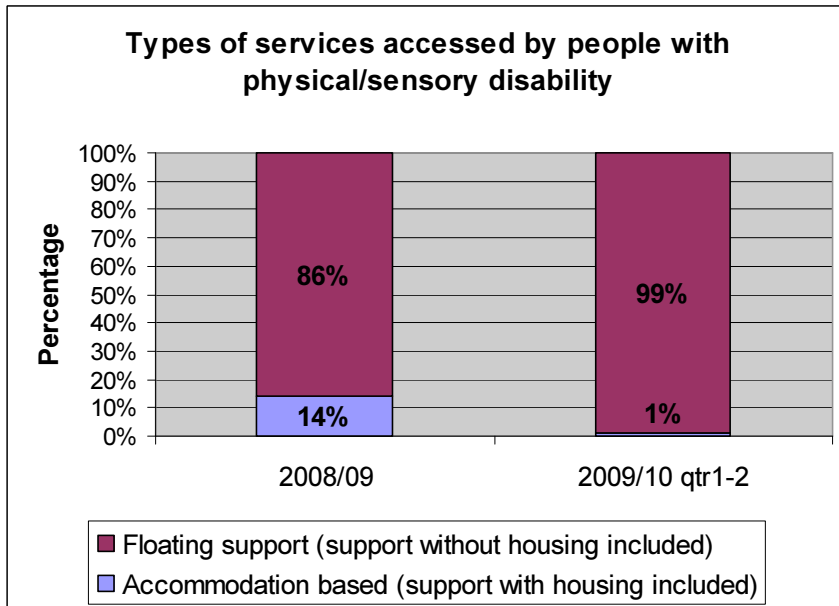
Provider	Service Name	Primary client group	Number of new clients
Westcountry Housing Association	Social Inclusion Floating Support	Generic (no specialist group)	12
Folks@Home	Folks@Home	Older people with support needs	8
Westcountry Housing Association	SPLASH	Physical/ sensory disability	8
Rethink	Inside Out	Offenders	3
Carr Gomm	Criminal Justice Floating Support	Offenders	3
SILS	Learning Disability Floating Support	Learning disability	2
Westcountry Housing Association	Domestic Abuse Support Service	Domestic abuse	1
SILS	Learning Disability Accommodation Service	Learning disability	1
<b>Total</b>			<b>38</b>

Source: National Supporting People Client Record Office

Fig9 above shows that in the first half of 2009/10 Social Inclusion Floating Support (SIFS) had the most new clients with a physical/ sensory disability accessing services.

The primary client group of each service shows the need that each service primarily specialises in supporting. Most access was seen to services which primarily support people with the needs of generic (no specialist group), physical disability or older people with support needs.

Fig10



Source: National Supporting People Client Record Office

Fig10 shows the percentage of new clients accessing accommodation based and floating support services. The majority of clients accessed floating support in both years. This shows the popularity and need for this type of service.

#### 4. Other monitoring relating to physical and/or sensory disability

Indicator/ target	2006/07	2007/08	2008/09	2009/10 qtr1-2	Trend	Source
<b>NI 124</b> People with a long-term condition supported to be independent and in control of their condition	N/A	N/A	N/A	N/A	Annual from 2009/10	% of people supported by health and social care services
Number of households making homeless applications, found to be eligible, unintentionally homeless and in priority need				Below figs are half year		Torbay Council, Housing Needs Service
Priority need: Aged 16/17 years	22	18	21	10	↔	Numbers in each priority need category.  Not included are figures for those priority due to: emergency, dependent children, pregnancy, former asylum seeker, serviced in HM Forces, threat of violence or other
Priority need: Physical disability	16	8	7	6	↑	
Priority need: Domestic violence	3	2	7	9	↑	
Priority need: Old age	1	2	3	3	↑	
Priority need: Mental health	13	4	2	5	↑	
Priority need: Formerly in care, aged 18-20	1	1	1	2	↔	
Priority need: Been in custody/ on remand	0	1	0	0	↔	
Priority need: Drug/alcohol dependency	2	0	0	1	↑	
Priority need: Been in care	0	0	0	0	↔	

