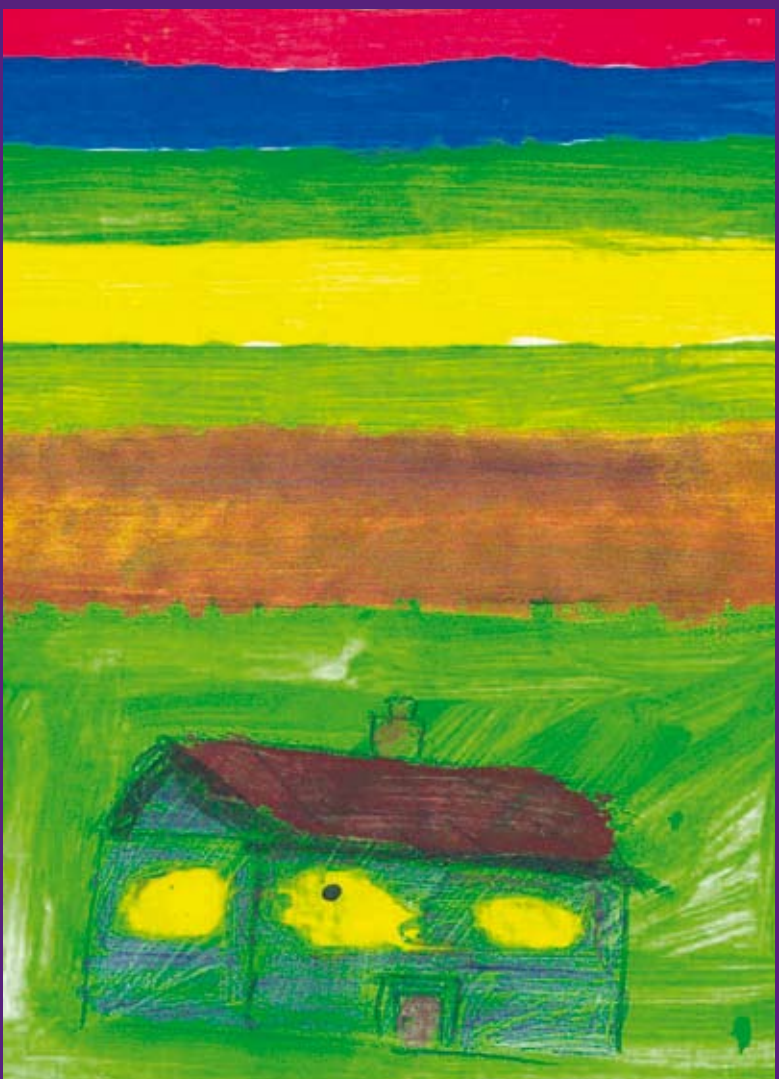


EASY READ

Supporting People

**Learning Disability
Housing and
Support Strategy
2007-2012**



Picture by Mark Ford

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WE WOULD LIKE TO ACKNOWLEDGE AND THANK PHOTO SYMBOLS FOR THE PHOTOS USED IN THIS PLAN

Foreword by Councillor Neil Bent

Getting a job or education, learning new skills, taking part in community activity, or moving house are activities most of us take for granted. There are over 800,000¹ people over the age of 20 with a learning disability and these people can find themselves cut off from the opportunities most of us enjoy.

The 'learning disability housing and support strategy 2007-2012' is all about partnership working - the need to make further progress in breaking down the barriers that exist between local councils, health service providers, voluntary organisations and most importantly people with learning disabilities and their families.

Prejudice and discrimination - whilst generally being unintentional - can lead to the world becoming smaller, opportunities more limited and time being spent only with family, people who are paid to be with them, or other people with learning disabilities.

This situation has to change, and only by giving people the opportunity to have good quality affordable housing designed to suit their needs, the right to live independently and the right to be in control of their own lives can we start to address the challenges. Simply, it is the right to have a choice.

By working together, I believe we can make the lives of many with learning disabilities, their families and carers brighter and more fulfilling and it is a challenge that Torbay Council fully supports.

Cllr Neil Bent

¹ Independence Well-being and Choice (Department of Health 2005: 22)



Summary of Housing and Support Plan

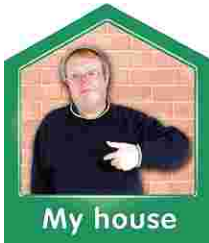
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- ◆ The plan is about housing and support for people with learning disabilities living in Torbay.
- ◆ The plan says that more work should be done to find out what housing and support people with learning disabilities want.
- ◆ The plan says that the housing group should look at information systems to find out how many people will need services in the future to support them to live independently.
- ◆ The plan says that more work is needed to give people with a learning disability choice about where and how they live.
- ◆ The plan says that the people who buy services need to make sure people with learning disabilities are in control of where they live and who supports them. The plan says that people should be able to use an Individual Budget to do this.
- ◆ The plan says that workers who support people with learning disabilities should work together to provide more joined up services.

PART 1 - Section 1
Introduction

THE VISION FOR TORBAY



Is "to support people with a learning disability to live safely in the home they choose".



The Government said that Torbay needed to set up a Partnership Board.



- ◆ This is the update to the first housing plan that was written in 2003.
- ◆ This plan is talking about housing and support for people who want to live more independently.
- ◆ The plan has been written by people from different groups including housing, people with learning disabilities, people who use services, Care Trust, carers, and service providers. These people are called the Housing Group.



It is very important that service users are involved in writing the plan and are able to say what they want.



This plan is on CD so people can listen to it.



The Housing Group have tried to make sure the plan meets the needs of people. Sometimes this is not possible because houses and flats can be difficult to get in the right place at the right time.

What words mean

Learning Disability

- ◆ There are many different types of learning disability. They can be mild, moderate or severe.
- ◆ A learning disability affects the way someone learns, communicates or does some everyday things. Someone has a learning disability all through their life.
- ◆ Some people do not need a lot of support, but other people may need help with all sorts of things.

People with learning disabilities



When we say '*people*' in this plan, we mean people with learning disabilities

Independent Living



When we say '*independent living*' we mean people '*having exactly the help they need to live a life that makes sense to them*'

Support



When we say '*support*' we mean help to run your own home. This means support that will help you live more independently.

There is a word bank at the end of this plan so you can find out what other words mean. If you do not understand any words, please let us know. The telephone numbers are at the end of this plan, in section 9.

Section 2

Aim and Objectives:



The aim of the plan is:



To give people different housing choices and support so they can decide about where they want to live.

The things we need to do to make things better are:



1. To look at the Housing plan written in the year 2003 and find out what has and has not been achieved.



2. To look at what the Government says the Housing Group should be doing to support people to live independently.



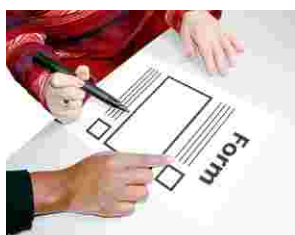
3. Find out what types of housing and support people want.



4. Find out how much housing and support is needed in Torbay to help people live independently. Find out what this housing and support should be like.



5. Find out what housing and support choices there are for people at the moment, and how good these are at helping people live independently.



6. Find out how we can make it easier for people to get the housing and support they want.



7. Find out different ways that services can be paid for, including individual budgets.

8. Find out what type of support will be paid for in the future. Find out how different agencies, like the Care Trust and Torbay Council, can work together to get money for services together.



9. Find out how we can make sure the services are good services. Find out how people who use services can help make sure people are getting the support they want.



Section 3 What people want

In the year 2007 the organisation Community Care did a survey. The survey was called 'A life like no other'. The result of the survey shows that lots of people are frustrated with where they live. 2 out of 3 people who took part in the survey said they wanted their own flat.

Introduction

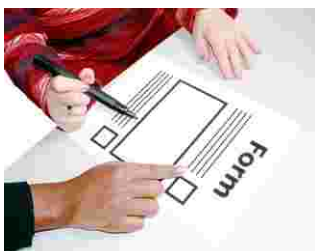


- ◆ In Torbay lots of good work is being done to find out what housing and support people want. But this information is not being shared at the moment.
- ◆ We need to know what to plan for in the future.



People need to have more choice about where they live and who they live with. They also need to be able to choose who supports them.

Questionnaire



- ◆ To find out what housing and support people want the housing group produced a questionnaire.
- ◆ The questionnaire was sent to lots of different people.

- ◆ By the end of May 2007, 42 questionnaires had been filled in.



Lots of people who filled in the questionnaire like where they are living.

- ◆ We need to make sure that people who are not happy where they live are able to fill in the questionnaire too.



- ◆ Most people who filled in the questionnaire wanted to have their own bathroom and kitchen.

- ◆ Some people who answered the questionnaire want to live on their own, and others want to live with another person, or with other people.



- ◆ We need to let people choose who they live with, as people make different choices to each other.

- ◆ We need to make sure people can get help to fill in the questionnaire if they need it.



The housing group need to use this information when they plan to buy new services.

Person centred planning



- ◆ The government says that 'each person should have the support and opportunity to be the person he or she wants to be'.
- ◆ Person centred approaches means supporting a person to be at the centre of decisions made about them.



People can say what housing and support they want when they work out their person centred plan.



The information in the person centred plan needs to be kept confidential so we need to get people's permission to share their information about housing.

Older Family Carers Project



- ◆ Some people live with their families and carers.
- ◆ The aim of the project is to help older family carers plan for the future.

- ◆ Some people and their carers are using 'My Life Book' to make plans about housing and support choices for the future.



The information in 'My Life Book' needs to be kept confidential so we need to get people's permission to share their information about housing.



- ◆ Most carers want their son or daughter to live in a family setting or residential care.
- ◆ Some carers are worried that their son or daughter will be lonely if they live on their own.
- ◆ Mencap's 'Housing Timebomb' report said that Local Authorities needed to do more work to plan for people living with older family carers.



It is important that the people know what their housing and support choices are and can plan their own future.

Transitions Work



- ◆ Some work has already been done to find out what sort of housing and support young people want.
- ◆ The staff found out that people didn't know a lot about their housing and support choices.
- ◆ Staff helped people learn about their housing and support choices. The staff found out that most young people didn't want to live with their parents forever.



- ◆ Some young people wanted to live with their friends.
- ◆ Some young people said they wanted to be able to move to the place they had been using for a short break.



People have put this information in their person centred plans.



The information in people's plans needs to be kept confidential so we need to get people's permission to share their information about housing.

Advocacy groups



- ◆ There are different organisations and groups who work with people to tell them about their housing choices.
- ◆ It is important that people are told about all their housing and support choices so they can decide what services they want.
- ◆ The housing group needs to make sure people are always told about their choices.



Section 4 What people need

Introduction

In section 3 we talked about what people want.



- ◆ We also need to know how many people need housing and support now and in the future.
- ◆ This will help us to buy the right sort of housing. We will also need to make sure that there is enough housing for people who need it.
- ◆ In the last 2 years more people with a learning disability have started to use services from Torbay Care Trust.



A lot of people with learning disabilities live with their families. Some of these family carers are over 65 years of age.



- ◆ There are more younger people using services.
- ◆ There are young people who have said that they wanted to live in their own home with support.

There are people with a learning disability who have children that need good housing and support.



Other reports written by the Government tell us that the number of people with a learning disability will go up every year.



People who have looked at Torbay next to other parts of England have said that Torbay has more Supporting People places than they expected.



- ◆ All this information is telling us that lots of people need housing and support now and in the future.
- ◆ Not everyone wants the same thing. At the moment there is not enough of the right type of Supporting People services. There also needs to be more choice for people.
- ◆ We still do not know how many new places of support are needed in the future.
- ◆ The Housing group needs to do some more work to find out this information.

Hidden Homeless



- ◆ Some people who need new housing are not prioritised for support because they are not living in an unsafe place.
- ◆ These people could be living in places that are not suitable for their needs or in places that do not promote independent living.
- ◆ The Housing group needs to find out how many people are 'hidden homeless' and how many people need support to help them find new housing that they want.

Extra needs



- ◆ The housing group needs to make sure they plan and buy services that meet all the needs people have.
- ◆ Some examples of why people may need extra or different support are because:



- People also have care needs
- People are from black or minority ethnic backgrounds
- People have behaviours that challenge services

- People don't use Council or Care Trust services
- People have a dual diagnosis, for example a learning disability and mental health problem
- People will not be able to learn any more skills

The housing group needs to look at the information from the Supporting People referral hub to see if this tells us about anymore people who need housing and support.



Section 5 Service Options

Introduction

In Torbay there are different housing and support options.

- ◆ In the past, some people have not known about their options. It is important that people can choose where they live and who supports them. To make these choices, it is important that people have all the information they need.



- ◆ Some people could choose housing and support that isn't in Torbay at the moment. It is important that people can make this choice.
- ◆ In the past, when services were set up, people were not always asked what type of housing and support they wanted.
- ◆ The Housing Group needs to look at the housing and support options in Torbay, and find out if these services need to change. Services will need to change if there are better ways to support people to live independently.



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Housing and Support options today

At the moment, there are 3 main options of housing and support choices. The options are talked about here:

Housing Option 1



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Sharing a house with other people.

This could be -

- Residential home - support and sometimes care is given by paid staff
- Adult placement - living as a member of the family with your own room
- Family - Support can be given to people living with their family by a support worker. This is called floating support.

Housing Option 2



+ / -



Supporting People services.

- ◆ This can be where housing and support is given by the same organisation.
- ◆ Or people can have a floating support service. This means that the support worker can offer housing related support wherever the person lives.
- ◆ Some people may only need support for a short time to learn new skills and set up their home, while others may need ongoing support. Supporting People can offer both these services.

Housing Option 3

A flat or house of your own.



- ◆ Some people may want a home of their own. They can have a floating support service to help them to look after their home and organise their bills.

What the options show

At the moment we can see that there are lots of different housing types for people to choose from.



- ◆ Where housing and support is given by the same organisation, people can find it difficult to move into a home of their own.
- ◆ This can sometimes be because they do not want to lose their support worker.

What the options don't show

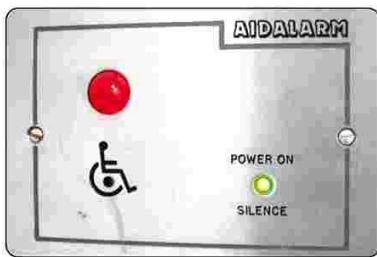
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- ◆ The options do not show what you have to do and what support you can get to move into different types of housing.
- ◆ They do not show how many places there are for each housing type.
- ◆ There are over 80 people who have chosen to live with their parents or carers. The options do not show what happens when a person inherits their parent(s) home or tenancy.



The options do not show what housing is available in other parts of the country.



The options do not show how people can be supported to live more independently by using technology and adaptations to keep them safe.

Review of housing and support options



- ◆ The Housing Group do not know what types of services are good at promoting independent living.
- ◆ The Housing Group needs to review the housing and support options that could be used in Torbay.

Section 6

Access to services



Introduction

- ◆ The Housing Group looked at how people can access housing and support.
- ◆ They found that there are lots of different ways and this makes it confusing for people.
- ◆ The group have drawn a Pathway to Housing. You can see the Pathway in Appendix 1.
- ◆ The Pathway is easier to follow if you know what type of housing you want and where you want to live. It is more confusing if you are not sure what you want.

This means that it is important for people to know about the housing and support options in Torbay, even if they do not use statutory services. People should be able to choose who they live with, where they live and who supports them. Good housing support planning can help with this.

Housing Services and the Community Learning Disability Team need to write an agreement that says what will happen when someone wants housing.



- ◆ Torbay Council are starting a new project called 'Customer First'.

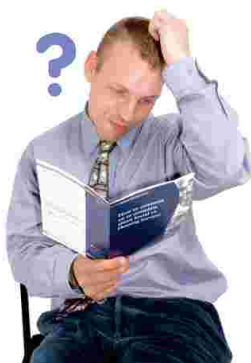
- ◆ This project is finding ways to make it easier for people to access Council services. This will include housing and support.

Barriers to accessing housing and support



- ◆ The Housing Group know that moving house is not easy for anyone.
- ◆ People with a learning disability can find it even harder to move house because they don't know how to find out what is involved and who could help.

People can choose to apply for social housing. In Torbay this is called Homefinder. There is not enough social housing for everyone on the Homefinder list and some people find the information difficult to understand.



- ◆ In 2006, a service user from Speaking Out in Torbay wrote a report on applying for social housing.
- ◆ The report said -
 1. People with learning disabilities didn't understand the form.
 2. The form needed to be on a CD so people could fill it out on the computer.
 3. There is not always someone to talk with to get help with the form.

The Housing Group are working with Riviera Housing Trust to make the application form easier to understand and fill in.

The Housing Group have talked about training staff that could help people when they are applying for social housing.

This work needs to carry on, to make sure access is made better.

Supporting People



People can now access housing related support through the referral hub. This should make it easier for people to get the services that are right for them.

Assessments



- ◆ When people want to access services, they often have to have an assessment.
- ◆ It is important that people do not have to be asked the same questions by lots of different people. Doing an assessment using a person centred approach should help to stop this happening.
- ◆ When all workers do an assessment at the same time, it is called a 'single assessment'.
- ◆ It is important that Supporting People services are part of single assessments.

Awareness and Understanding



- ◆ People with a learning disability need to understand that they have a right to live as independently as they want, and to make choices about how they live their lives.
- ◆ Staff who offer support need to recognise that people with a learning disability have the same right to good quality affordable housing as anyone living in Torbay.
- ◆ They also have a right to be supported to live as independently as they are able to.



Section 7 Buying and monitoring services

Introduction

- ◆ Supporting People services are funded by the Government.
- ◆ The amount of money they give to Torbay is shared out between different service user groups.



- ◆ The Government have written plans to say they think people should have more control over the way they live their lives.
- ◆ This includes the services that are delivered to support people to live independently.
- ◆ The Government have also said that people should be able to buy their own support services, using money from an Individual Budget.



- ◆ The Government are testing Individual Budgets to see if they help people have more choice and control about the services they use.
- ◆ The results of this test will be written in the year 2008.
- ◆ Changes to services might happen if Individual Budgets are successful.

Funding for services



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- ◆ At the moment, Supporting People have contracts with service providers to deliver housing support.
- ◆ Some contracts are for housing and support to be delivered together, and some are for floating support.
- ◆ Supporting People want providers of services to be able to increase support hours if people need this to stop them having a housing crisis.
- ◆ We do not know how much money the learning disability sector will get for services in the future.
- ◆ The Housing Group need to let the people who buy services know what people want and what they do not want when it comes to housing and support.
- ◆ Person Centred Housing plans can be used to do this.



The Supporting People Commissioning Body will make a decision on how much money can be spent on services for people with a learning disability.

1. Assessment



So it looks like I can get £15,000.

- ◆ Torbay Care Trust is planning to start using individual budgets in the year 2007.
- ◆ They are doing a test to find out if individual budgets help people have more choice and control about the services they use.
- ◆ Supporting People want their funding for learning disability services to be used for individual budgets.
- ◆ Both organisations are working together to try and make this happen.

Ordinary Residence



- ◆ This is about who pays for care when people move out of the area they used to live in.
- ◆ It is important that the Care Trust agrees who should pay for a persons care when they move in or out of Torbay. The Care Trust needs to write a plan that says this.
- ◆ People should not be stopped from living independently because of money arguments.

Buying support services



- ◆ It is important that the people who buy services work together to meet the needs of people in the best way; this is called partnership working.
- ◆ It is very important that people who use services are involved in making decisions about which services to buy.



- ◆ It is important that other people and groups in Torbay know about decisions that are being made.
- ◆ The Housing Group needs to make a plan that says how we will talk to other people and groups to find out what they think.
- ◆ This plan needs to link with other plans being written by workers in Torbay Council and Torbay Care Trust.

Service User Choice



- ◆ It is important that people who use services are involved in all decisions about buying services.
- ◆ The housing group has said they will use different ways to find out what services people want.



- ◆ In Torbay lots of people live in residential care.
- ◆ Some of these people could live in the community if they wanted to.
- ◆ The Care Trust will be telling people who live in residential homes about their housing choices and supporting people to move on if they want.
- ◆ The Care Trust will be using 'individual budgets' to give people more choice and control about where and how they live.

Monitoring Services



- ◆ The Housing Group need to make sure that the services people get are good quality.
- ◆ If the services are not good people may need support to complain.



- ◆ It is important that workers from different organisations work in partnership to monitor services.
- ◆ This will make it better for the person receiving services.



- ◆ Every Supporting People service has a plan that is followed to monitor the service.
- ◆ The people who monitor these are called Contract Managers.



Training

- ◆ It is important that staff who provide support are trained well.
 - ◆ Training could include workers going to college to gain qualifications, or workers attending courses.
-
- ◆ It is also important that people who take part in reviewing services have training and support to help them understand what to do.
 - ◆ The Housing Group needs to make sure that the right training is available to staff and people.

Protection from Abuse



- ◆ In the year 2000 the Government wrote some guidelines on Protection from Abuse called 'No Secrets'. These guidelines were written to protect vulnerable people from every type of abuse, including physical, emotional, and financial.

- ◆ In the year 2006, Cornwall NHS was investigated over allegations of abuse. The Healthcare Commission found that abuse was happening in Cornwall.
- ◆ Torbay Council and Torbay Care Trust do not want any abuse happening in Torbay.
- ◆ The Learning Disability Partnership Board have written an action plan to follow all guidelines set by the Government to try and stop abuse happening.
- ◆ It is very important that people who need support to live independently do not suffer any abuse.
- ◆ In 2007 the Mental Capacity Act came into force. This says that wherever possible people need to decide where they want to live and who they want to live with.
- ◆ If it is thought that the person is not capable of making that decision it is the responsibility of their social worker to make an assessment of capacity.

- ◆ If the assessment says that the person does not have the capacity to decide where they want to live, a referral can be made for an Independent Mental Capacity Advocate (IMCA) to get involved.



- ◆ The Housing Group needs to make sure abuse does not happen.
 - ◆ One way to do this is at service review meetings.
-
- ◆ When reviews take place, contract managers will check that staff understand the No Secrets guidelines, and are trained in the Protection of Vulnerable Adults.

Section 8 - 'WORD BANK'

Advocacy

Advocacy is speaking up for, or acting on behalf of, yourself or another person.

Advocacy can help people to:

- make clear their own views and wishes;
- express and present their views effectively and faithfully;
- obtaining independent advice and accurate information;
- negotiate and resolve of conflict.

Commission

Commission means to buy a service. This can include the need to make decisions on where and how money should be spent.

Individual Budgets

This is a new way of making sure people have more control over their money.

Floating Support

This is housing related support that is given to people in their homes. It doesn't matter where people live, they can have access to floating support services (except if someone lives in a residential home).

Learning Disability Housing Group

This is the group of people who have helped to write this plan. The group includes people who use services, workers from housing, workers from the Care Trust, workers from Supporting People, carers, and workers who provide housing and support services. In this plan, the Learning Disability Housing Group is called the Housing Group.

Learning Disability Partnership Board

This is a group of people who make sure the right work is being done for the sub groups, including housing. In this plan, the Learning Disability Partnership Board is called the 'Partnership Board'.

Outcomes

Outcomes are goals people set themselves. Outcomes could include; being better at managing money, being better at cooking, to meet with friends once a week.

Ordinary Residence

This is about who funds a persons care when they move out of the area they used to live in.

Statutory Services

Services that have to be delivered because the Government tells us to.

Supporting People

This is a Government programme that provides support to people to help them run their own home.

Supporting People Commissioning Body

The Commissioning Body is made up of all Supporting People partner organisations (these are Torbay Care Trust, Torbay Council, and Torbay Probation Service). These are the main other Government organisations whose work will be helped by good Supporting People services. The Commissioning Body makes decisions about money and priorities for work.

Valuing People

Valuing People is a plan written that was written by the Government in the year 2001. The plan said that people with learning disabilities should be supported to live the lives they want.

Section 9 - Contacts for further information

If you want to talk about this plan with someone, you can contact anyone at the organisations listed below:

Supporting People Team

Pearl Assurance House

101-107 Union Street

Torquay

TQ1 3DW

Email: supporting.people@torbay.gov.uk

Telephone: 01803 208729

Learning Disability Commissioning and Development Team

Torbay Care Trust

Unit 3

Riviera Park

Torquay

TQ2 7TD

Telephone: 01803 210500

Torbay Council Housing Services

Pearl Assurance House

101-107 Union Street

Torquay

TQ1 3DW

Email: housing.partnership@torbay.gov.uk

Telephone: 01803 208353

Fax: 01803 208348

PART 2

Part 2 shows what work will be done by the Housing Group in the next 5 years to make sure the aim of the Housing and Support Plan are achieved.

Ideas for action from sections 1 and 2:

1. Make sure the action list is linked to the 2007 Housing and Support plan and actions are followed by the Housing Group.
2. Write a newsletter once a year in April to show what work has been achieved and what changes have happened.
3. Make sure members of the Housing Group are able to do the work needed to follow the action list.
4. Make sure members of the Housing Group are taking part in doing the work to follow the action list. This should include making sure service users are involved.
5. Make sure the Housing and Support plan is updated if the Government writes new plans that could make a difference to the work the Housing Group needs to do.
6. Monitor feedback from people about this plan.
7. Make sure the Housing Group follows guidelines from the Partnership Board on how to include service users.
8. Monitor how service users are involved in doing the work on the action list.
9. Make sure the words used by the Housing Group in plans are up to date.

Ideas for action from section 3:

1. Make sure that people who use services help plan what housing and support choices there should be in the future.
2. Find a way to collect all the information from plans and questionnaires together. Keep the information confidential.
3. Find out who else the housing group can send the questionnaire to. Make sure support is given to people to help them fill out the questionnaire if they want to.
4. Check the questionnaires tell the Housing Group what they need to know to plan for the future.

5. Check the questionnaire is easy for people to understand and fill in.
6. Make sure when the Housing Group and Commissioning Body buy new services that providers use a person centred approach to planning.
7. Tell more people about their housing and support choices, including older family carers.
8. Make sure people living with carers can access advocacy to find out about their choices.
9. Tell people about the housing handbook so they can find out about their housing and support choices.
10. Support young people to include housing and support in their person centred plans.
11. Make sure people who don't use statutory services know about their housing and support choices.

Ideas for action from section 4:

1. The housing group look at the needs report and follow the ideas for action it says. It important that workers write down if people have housing support needs.
2. The housing group needs to find out more information about the needs of people in transition, older family carers, parents with learning disabilities, and hidden homeless.
3. The housing group needs to make sure that people who need care to live independently are able to. The group need to talk about buying services for people with care needs, this could include Care Trust and Supporting People money being used together.
4. The housing group needs to check how many people using Supporting People services also use Care Trust services and how many people do not. The Housing Group needs to use this information to plan housing and support for the future.
5. The housing group needs to work with voluntary groups to tell them about housing and how people can be supported to live independently.

6. The housing group needs to check information from the referral hub to make sure people are using the service to get help, and to find out what type of support people need. This information should be used to plan what housing and support services are needed in the future.
7. The housing group needs to plan how to work with people from black and minority ethnic groups so they can live independently too.
8. The Chair person of the housing group needs to meet with other people in the Supporting People groups. This will help make sure we meet all the needs of people.
9. The housing group needs to find out more information on behaviour that challenges services. The housing group needs to know how many people in Torbay have behaviour that could challenge services because this will help plan for the future.
10. The housing group needs to find out how people with very low support needs can be supported to live independently.
11. The housing group needs to make sure that needs information includes people who do not use Council or Care Trust services. The housing group needs to work with voluntary groups to find out if they can help find out this information.
12. The housing group needs to make sure people who do not use Council or Care Trust services are able to use support services if they want to. The housing group needs to make sure access for these people is made better.
13. The housing group needs to make sure that groups working with people who use drugs that are not legal, or alcohol, are able to support people with a learning disability.
14. The housing group needs to make sure that groups working with people who commit crimes or have committed crimes in the past, are able to support people with a learning disability.
15. Housing group has to make sure it is up to date with Government reports and plans.

Ideas for action from section 5:

1. The housing group needs to talk about the 'further work' part of this section.
2. The housing group needs to talk about the housing and support answers and decide if it is possible to take action. The housing group needs to think about what would make it possible or not possible to follow the answers.
3. The housing group needs to look at the taster flat at Baytree and find out if this service supports people to live independently. If it does, the housing group need to decide if more money is needed for this type of housing.
4. The housing group needs to look at the Supporting People choices in Torbay to find out if they promote independent living. If they do not promote independent living, the housing group needs to do work to change this.
5. The housing group needs to tell more people about their housing and support choices, and what independent living means. This should include the things that are not so good about moving house.
6. The housing group needs to promote housing services in the future that people can choose from. Housing choices could include people buying their own homes, and renting from a private landlord.
7. The housing group needs to find out what the Telecare feedback was on the work done in older people's services.
8. The housing group should work with other people to find out how the Home Improvement Service helps people live independently.
9. The housing group needs to promote support services to people and workers, to help them find out about their housing and support choices and how people can live independently.
10. The housing group needs to find out what housing and support people with complex needs want and need, and plan services for them.
11. The housing group needs to review the housing and support choices in Torbay at the moment to find out if they promote independent living.

Ideas for action from section 6:

1. The housing group should see what work is done by the 'customer first' project and tell people so they know how to access Council services.
2. Housing Services and the Community Learning Disability Team to write an agreement that says what will happen when someone wants housing.
3. The housing group should update the housing handbook.
4. The housing group should find out how access to different housing choices can be made easier.
5. The housing group should work with Riviera Housing Trust to make social housing easier to access.
6. The housing group should make a plan to raise awareness of housing and support choices to people, families, carers and workers who support them.
7. The housing group should make sure the Supporting People referral hub is accessible to people. If there are problems, take action to make things better.
8. The housing group should support people, families and carers to plan for housing and support in the future.
9. The housing group should promote floating support to people who want support to plan for the future.
10. The Housing Group should make sure Supporting People services are part of the single assessment process.

Ideas for action from section 7:

1. The Housing Group need to do more work to find out what the needs for housing and support are for people.
2. The Housing Group need to learn from other Supporting People services what makes it easier for people to re-access support services quickly.
3. When the evaluation of the Individual Budget pilots is done, the Housing Group need to decide how Supporting People should use Individual Budgets in the future.

4. The Housing Group need to decide how to fund services and write a plan to show what services are needed and when.
5. Torbay Care Trust to write a policy about Ordinary Residence.
6. The Housing Group needs to review the membership to make sure the right people attend.
7. The Housing Group need to write a plan that shows how they will consult with other people on decision making.
8. The Housing Group need to do the work from this plan to make sure they are able to make the right decisions about what services to buy in the future.
9. If the Housing Group decides they will only pay for services using Individual Budgets, the Supporting People team will have to develop an action plan of how this will work.
10. The Housing Group need to look at opportunities to buy services together in the future.
11. The Housing Group need to work together to monitor and review services.
12. Members of the Housing Group need to agree to work together to review services.
13. The Housing Group need to support people who use services to help with reviewing services.
14. The Housing Group needs to make sure workers are trained well to support people to live independently. The housing group need to make sure training and learning opportunities are available in Torbay.
15. The Housing Group needs to make sure there is advocacy support available to help people complain about services.
16. Every service review should include looking at protection from abuse issues. The Housing Group should follow all guidelines set by Torbay Council and Torbay Care Trust on Protection from Abuse.
17. All Supporting People partners, which includes Torbay Council, Torbay Care Trust, and the Probation service, should work together to make sure work is done to Protect Vulnerable Adults.



APPENDIX 1 - Housing Pathway

Start here

Given a named Social worker

Look at housing choices



Housing Advice Team interview

Shared assessment process

Family & Friends

Housing plan book

Look at money - to work out what you can afford



Housing related support needed? Yes

SP Assessment and Referral form completed and sent to Hub (if self referral, Sp Hub will do assessment and referral form)

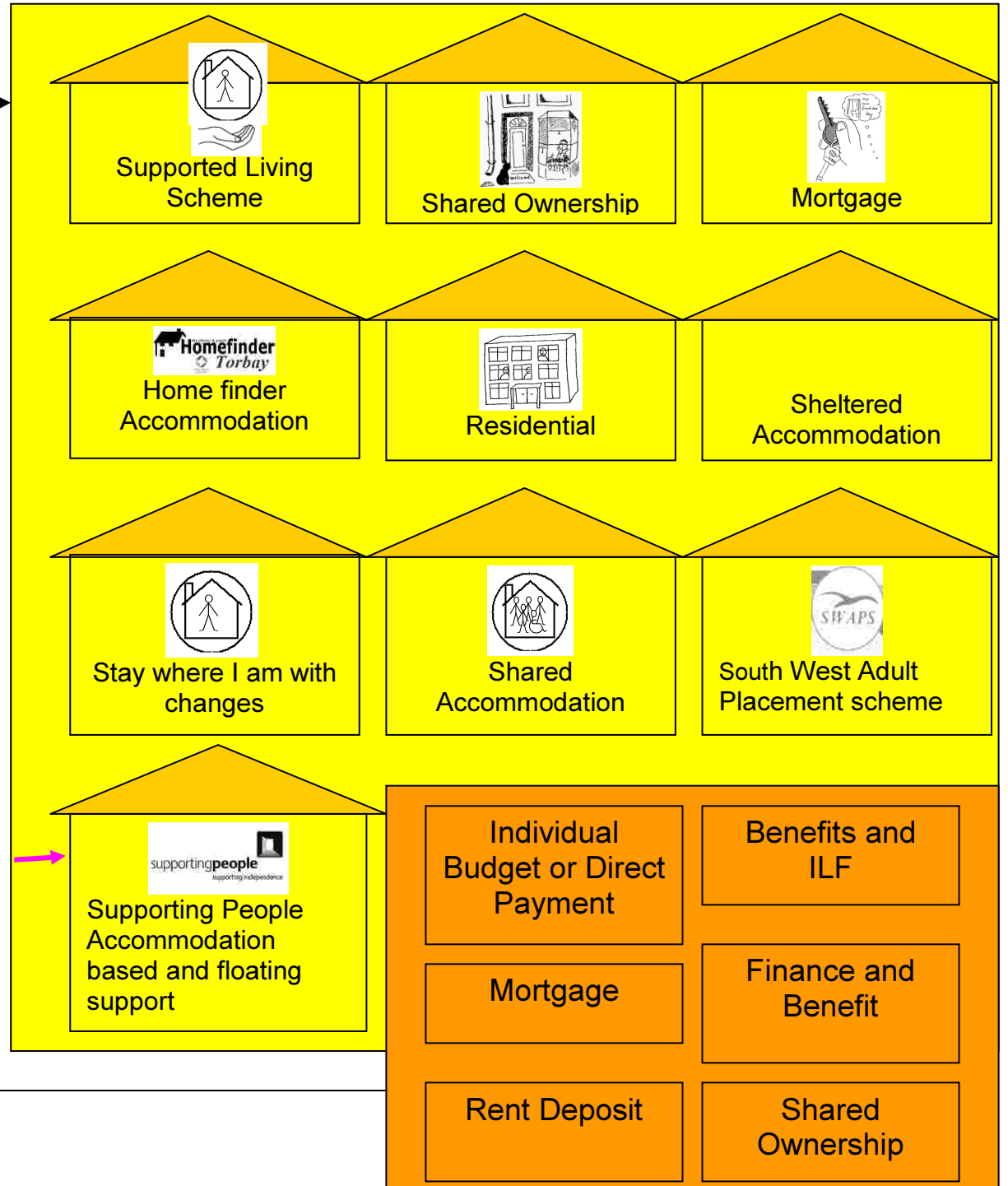
Hub makes referral to SP Project

Client referred to Care Trust

Support needs are too high for SP / additional support required

Client accepted

Client not accepted



Alternative languages and versions



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Telephone - 01803 208729

Email – supporting.people@torbay.gov.uk

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