

# Supporting People Torbay

Issue 19

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

## Torbay Voice and SPOT present Deal or No Deal in London!

Torbay Voice is a group of people who use or have used services and are involved in the planning and development of services. The group was invited to a conference in January on client involvement in London run by Sitra- an organisation who carry out training for the housing, care and support sector.



Torbay Voice teamed up with SPOT- Speaking Out in Torbay- a group of people with learning disabilities. Members of the two groups went to London to put on workshops for Supporting People teams and other agencies to highlight the support people need to be involved in decision making. The workshops included building a house to show elements of support people need and doing a session of 'Deal or No Deal', as in the television show but looking at how much support could be bought with the money- then deciding if it was a Deal or No Deal!

Torbay Voice member, David Young, gives his thoughts on being involved in the conference:

I am glad I put myself forward, so could take part in this event. Firstly it was great to be part of a friendly hardworking team. Secondly it was great to meet new people- mainly the people from SPOT and getting to know everyone involved in the project better. Before the conference there was a lot of work that had to be done. This was preparation, obtaining information, being creative to name a few. All of this hard work before the conference workshops that we presented to others taking part at the event, in my view paid off. I felt proud of myself for telling others around different parts of the UK about what Torbay is doing to make life better for people who need support. I am proud to live in Torbay.



The workshops were very well received and everyone joined in and enjoyed themselves. The groups are already planning to showcase the workshops around Torbay and have had requests for advice from around the country.

## Support services for victims of domestic abuse

Nearly 12 months ago Westcountry Housing started providing support for men and women, living in Torbay, who experience domestic abuse.

### What is Domestic Abuse?

Domestic Abuse is not just about violence, it is any incident of threatening behaviour, violence or abuse which includes psychological, physical, sexual, financial or emotional abuse, between adults who are or have been intimate partners or family members. It takes place regardless of gender, sexuality, race, ethnicity, religious group, class or disability.

### What Services do we offer?

Westcountry Housing provides two specialist Domestic Abuse services:

- Torbay Refuge Service- temporary, safe accommodation for up to 14 women and children across a safe house and 4 further separate units
- Domestic Abuse Support Service (DASS)- support for up to 50 clients, male and female

Both services work within a multi-agency setting to ensure that there is a comprehensive support package around the family. The support offered is tailored to the individual and includes supporting the client to build on their existing skills to keep them and their children safe.

### What can clients expect from our support service?

Support can include:

- Help with money management, dealing with debt and benefits
- Information and advice on health and well being
- Support to access other specialist agencies
- Practical help and advice on homelessness, setting up a home, applying for grants and loans
- Support and advice in addressing the dynamics of Domestic Abuse

### Making a referral

We accept referrals from any agency and self-referrals. Contact details for services are:

#### Torbay Refuge Service

Telephone 01803 524594  
[torbayrefuge@westcountryha.org.uk](mailto:torbayrefuge@westcountryha.org.uk)

#### Domestic Abuse Support Service

Telephone 01803 524594  
[DASS@westcountryha.org.uk](mailto:DASS@westcountryha.org.uk)

Written by Tanya Alford, Westcountry Housing

[www.westcountryha.org.uk](http://www.westcountryha.org.uk)

Torbay Voice is a group of people who use or have used Supporting People services. They are involved in planning and developing services. Their aim is to give a voice to people who use services.



## Introducing the Torbay Voice Link Worker

Hello everybody, I'm Justin Turner the Torbay Voice Link Worker. The job came about when the Torbay Voice group and Supporting People decided they wanted a member of Torbay Voice to work alongside Jess Sneddon, the Community Engagement Officer.

I was invited to become a member of Torbay Voice as I had been a resident of the Leonard Stocks Centre and then the Jatis Project and I am going to use my experience of supported housing not just in Torbay but in other areas and take that into my job role.

Myself and Jess are working as a link between Torbay Voice and the Supporting People Team and also looking to increase involvement in decision making on how services are developed and involvement in the commissioning of new services as well. We are also looking to improve on relationships between services and agencies and get everyone working together.

If anyone is interested in Torbay Voice or anything else related to my job I look forward to hearing from you.



Email: [justin.turner@torbay.gov.uk](mailto:justin.turner@torbay.gov.uk) Telephone: 07917 265736

Torbay Voice logo

Justin Turner 😊

## New Strategy for Mental Health services



A review of mental health services related to housing, support, accommodation and day services is currently taking place. A strategy on the shape of mental health services for the next five years is being written. The strategy will encompass the needs of people with mental health problems in Torbay, and the integration of services across Supporting People, Torbay Care Trust and Devon Partnership Trust. It is due to be completed in Spring 2010.

## Personalisation of Supporting People



Judy Grant joined Supporting People in August and is looking at how we can introduce Personal Budgets (including Direct Payments and Individual Budgets) for people who use our services. Personal Budgets aim to put the person who is supported, or given services, in control of their funding and in control of deciding what support or services they get.

Judy also works for Torbay Care Trust and is employed by them as a Personal Budgets Service Manager where part of her role is to develop a Direct Payments Advisory and Support Service specifically with User Led Organisations.

Work is progressing with the Coalition of Disabled People in South Devon to provide employment support for people who want to recruit their own Personal Assistant (PA- also known as paid carers and/ or enablers) through their support service. The Coalition supports in all aspects of employing a PA and is developing a portfolio listing PAs available for work.

We also work with Disability Focus, an organisation which helps people manage their Direct Payment and Individual Budget money. Disability Focus offers a Money Matters service and assists people with budgeting, providing a payroll service if they employ a PA and/or managing all the money through an individual account.

If anyone would like more information or clarity Judy will visit people in their own homes and attend any team meetings, she can be contacted on 01803 208370.

## Providers' Independent Forum (PIF)



The PIF meets quarterly to discuss best practice amongst Providers of Supporting People services across the Bay.

A member of the Supporting People Team attends to update the PIF on any upcoming changes and take back any enquiries on their behalf.

There is feedback from strategy groups on possible changes planned for services and guest speakers are also invited to meetings.

If you are a Supporting People service provider and would like to attend or would like to be included on the email list please contact Lorraine Baillie at [lorraine.baillie@sanctuary-housing.co.uk](mailto:lorraine.baillie@sanctuary-housing.co.uk)

Future meeting dates are: 13 April, 6 July and 12 October 2010



## Evaluation of Housing Link Co-ordinator's roles

The Housing Link Co-ordinators have now been in post for almost a year. The purpose of the role is to improve housing outcomes for vulnerable people who need to secure and maintain appropriate housing and housing related support. The Housing Link Co-ordinators have been doing this through a number of ways, including:

- giving advice, information and raising awareness of housing options and how to access them to health and social care teams, clients, families, carers, and referring agencies, to increase access opportunities
- promoting the inclusion of vulnerable people in mainstream housing, including the private sector
- promoting, developing and supporting implementation of joint working arrangements between client services and mainstream housing and support services

If you have had any involvement with the Link Co-ordinators or received assistance from them, we would be grateful if you could complete a short questionnaire. This will help us evaluate the posts and assess their effectiveness. You can obtain a questionnaire from [claire.truscott@torbay.gov.uk](mailto:claire.truscott@torbay.gov.uk) and return to her when completed.



### Supporting People contact details

**Housing Support Referral Hub** – The Hub is the access point to Supporting People services (except sheltered housing). If you need a Supporting People service you can contact the Hub and they can meet you where it is easiest for you, in order to assess your needs

 **01803 208723**

 [referralhub@torbay.gov.uk](mailto:referralhub@torbay.gov.uk)

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](mailto:supporting.people@torbay.gov.uk)

 [www.torbay.gov.uk/supportingpeople](http://www.torbay.gov.uk/supportingpeople)

**Supporting People Manager: Fran Mason**

 [frances.mason@torbay.gov.uk](mailto:frances.mason@torbay.gov.uk)

## Developing enterprise in Torbay's deprived communities



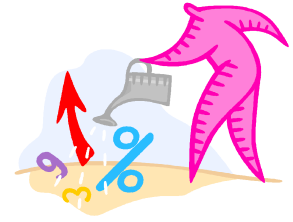
Torbay has secured £7.5 million from the European Union Competitiveness Programme to help support the

development of an enterprise culture in Torbay. This project will help generate economic activity in Torbay's deprived areas and provide opportunity, support and advice for those who are considering self employment. It will help local people develop business ideas and support the establishment and growth of new businesses. The project will focus on:

- Developing small scale infrastructure
- Creating new commercial/social enterprises within under represented groups
- Accessing finance
- Accessing business support services
- Opportunities from environmental improvements

Whilst Torbay is recognised as having an enterprise spirit, many new businesses fail to survive. Through a range of advice and training, mentoring, support, access to finance and appropriate infrastructure the Torbay Development Agency intends to develop a culture of enterprise and further develop the local economy.

For further information contact Carl Wyard on 01803 208491



### Business Boost Workshops

A series of business support programmes will be delivered across the Bay in Spring 2010 on subjects such as:

- ICT, marketing and e-commerce
- Exporting and international markets
- Business law
- Leadership and management
- Creative thinking
- Social media
- Public sector procurement
- Margins and mark up
- Cash flow

Each business support programme will be subsidised for Torbay businesses, and will be £10 for a half day course and £20 for a full day course.

Businesses outside of the Bay are welcome to attend but the price will be higher. The full programme of business support programmes will appear on the Torbay Development Agency website soon.

For further information visit the website [www.torbaydevelopmentagency.co.uk](http://www.torbaydevelopmentagency.co.uk) and click on the business boost section.