

Supported Housing Annual Report 2008

Housing Services
Community Based Services





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Introduction

The Supported Housing Team based within Housing Services CBS, play a key role in the prevention of homelessness. This is done through the provision of outreach support to some of the most vulnerable people within the borough of Gateshead, supporting them to remain independent within their own homes.

We work in partnership with over 27 agencies including the voluntary sector and other statutory agencies. In 2008 we supported 673 households to live independently, reducing the need for other agencies to provide support and assistance to these households.

The year 2008 for the Council's Supported Housing Service was focused around developing and expanding the service to meet demand and ensure a quality of service for supported households.



Different Service Provision within Supported Housing

Within Supported Housing, there are 5 services each providing a tailored service to meet varying and individual support needs across the borough.

Single Gateway Scheme

The Single Gateway Scheme works as an enabler to external voluntary and statutory support services across the borough. The scheme works with external support providers whose service users don't have accommodation but are ready to take on their tenancy. A Single Gateway Assistant and a Single Gateway Co-ordinator staff the scheme.

The scheme identifies accommodation for supported clients of external support providers, but also works to ensure that the proposed support package meets the needs of the individual household, working to prevent failed tenancies for vulnerable people.

Providing accommodation through this direct route of rehousing provides service users, who are engaging with support providers, the opportunity to access social housing. In some cases this client group may have been previously excluded from social housing, however the Single Gateway Scheme works to ensure that, with a comprehensive support package in place, the service user isn't marginalised and denied access to social housing. The Service currently works with 11 statutory and voluntary external support providers.

For a description of all the services signed up to the Single Gateway Scheme (see appendix 1).
Tenancy Support Service

The Tenancy Support Service consists of 3 full time posts and a Senior Support Worker. The service provides support to anyone who has their own tenancy and needs tenancy support. Support can be focused around advice and assistance with benefits, budgeting, managing bills or obtaining furniture through Community Care Grants or Voluntary Organisations.

These are just a few examples of the support provided. The Tenancy Support Service also works to ensure that households are able to gain access to a wide range of services, through referrals and signposting. These can include counselling services, educational services or health services addressing the wider needs of the household. As the service provides to anyone needing tenancy support, the client groups supported by the service cover a wide range of age, profile and need.

Domestic Violence Support Team

The Domestic Violence Support Team consist of 3 full time female members of staff and a Senior Domestic Violence Support Worker. Support is provided to households who want to escape abusive relationships or who have fled abusive relationships and who need support to move on and live independently. The support provided is of a practical and emotional nature and can consist of advice on income, advice on managing a tenancy, assistance to re-locate children into new schools or accompanying the service user to court. The Support Workers also work extensively with other agencies to address the wider needs of the household. Support is provided regardless of the type of tenure that the household resides in.

Five safe houses are also available for households fleeing abusive relationships to occupy on a temporary basis. The safe houses are fully furnished dispersed accommodation that provide an alternative to a refuge. In this way we can also assist households who may not be eligible for a refuge such as those with male children over the age of 14 and males fleeing abusive relationships.

Refugee Move on Service

This service employs 3 full time members of staff and a Senior Worker to support refugees at the point of receiving a positive decision to remain in the country to achieving full independence and integration into the local community.

At the initial stages when a refugee first receives a positive decision, support involves assistance to find accommodation, to obtain a National Insurance number and to obtain an income.

Support then continues once a refugee has obtained accommodation and is based around assistance with managing a tenancy, obtaining work or voluntary experience and with integration into the local community. This service is a cross tenure service and provides support to refugees who are accommodated in both the public and private sector.

Health and Housing Support Team

The Health and Housing Support Team work with households who are suffering from physical or non-physical medical conditions and their condition is worsened as a result of their housing circumstances. The Health and Housing Support Team consists of a Senior Health and Housing Support Worker, 4 Support Workers, 1 Support Assistant and a Senior Occupational Therapist.

Support is also provided to households who are unable to leave hospital or respite care, as their current home is unsuitable.

Support is provided to households to assist them through the assessment stage of applying for Band 1 Medical Priority to enable them to be re-housed through Homechoice. Support can then be continued depending on the outcome of the assessment or the level of unsupported need within the household.

Assistance can be provided with regards to rehousing advice, assisted bidding, advice on benefits and arrears, advice on equipment within the home that eases everyday tasks and signposting to other agencies.



Service User Consultation within Supported Housing

We implemented all of the improvements suggested by our service users in 2008. Examples of improvements made as a direct result of service users suggestions include:

- Following suggestions by service users that some people don't feel ready to manage in their own tenancy when they are signed off for support because they feel lonely, an exit questionnaire was introduced. Exit questionnaires are specifically designed to ask if the service user feels lonely before they are signed off, often this is the only issue facing our service users at the point that they are signed off as all their needs have been met. The Exit questionnaire identifies suitable agencies to address the service users feelings of isolation. This ensures that the service user doesn't feel lonely at the point that support is withdrawn.
- Comment from a service user that at the point of drawing up their support plans, service users may not be able to fully contribute their own ideas, however as their confidence grows they could contribute at a later stage. Service User suggested that a Support Review carried out a few months later should ask if the service user wants to make any additional ideas to their support plan. The Support Review was amended to include this.
- Suggestion for services to provide information on dealing with stress, anxiety, depression and homophobia. This information is now included within the Welcome Pack. The welcome pack is an information pack that is provided to all of our service users when they are signed up for support.
- Suggestion to provide information on repairs and smoke alarms. This information is now included within the Welcome Pack. The welcome pack is an information pack that is provided to all of our service users when they are signed up for support.
- Suggestion to re-format the Exit Questionnaire following its introduction to make the format clearer with more explanations about the additional services and support agencies that service users can access. Exit Questionnaire format amended.



Statistical Analysis on Services within Supported Housing

Statistical information is used in this report to measure the output of the support services and to analyse the success of the services in general. However, there are potential inaccuracies or lack of reporting which could put question to any conclusions drawn. The statistical information has simply been used as a benchmark to provide some guidance to the service in terms of performance. Limits within the statistical information include:

- Use of the Census Data information. This is used to analyse the make up of the local population within Gateshead but dates back to 2001 and is therefore outdated.
- The Equality and Diversity Information relies on applicants and agencies that refer applicants to the service to complete our Equality and Diversity monitoring forms. Despite the best efforts of staff, these forms are not always completed for each and every individual household.

The Single Gateway Scheme





The Single Gateway Scheme within Supported Housing

A Year in Progress for the Single Gateway Scheme/Developments within the Service

- The creation of a Single Gateway Assistant post.
- Improving links with other support providers/new membership to the scheme.
- Probation Housing Surgery

The creation of a Single Gateway Assistant post

Following the success of the scheme in gaining Supporting People funding in 2007 and the increase in referrals, a decision to expand the Single Gateway Team was taken in 2008. It was identified that an assistant within the scheme was required to ensure the efficient running of the service. Following the identification of funding, a part time post was created. An appointment was made in June 2008 and the postholder has been in post since August 2008. With expansion of the service and increased demand, the post has now been made into a full time position

Training

The Single Gateway scheme has been involved in both facilitating and arranging training in 2008.

Training around housing and support issues has been rolled out to a number of drug treatment services in Gateshead including North East Council on Addictions (NECA), 24/7 and the care co-ordination teams.

A training and networking event was held around support issues in partnership with the DIP team (Drug Intervention Programme) and Norcare Ltd with The Gateshead Housing Company, Rent and Income Team – new tenancies. More training sessions will be held in April 2009.

The scheme arranged a training day for a number of providers linked to the Single Gateway Scheme around the Social Fund and how to maximise income for vulnerable clients. This was very well received and another event is planned for March 2009.

Improving links with other providers/new membership to the scheme surgeries

Aquila Way were approached by the scheme in 2008 and a partnership has been set up to rehouse young single women from across the Borough. Similarly, the Tyneside Cyrenians have been approached and a partnership agreement arranged to rehouse refugees.

Outpost Housing Project has also been approached and some joint work may be arranged rehousing young gay and lesbian men and women who require accommodation in the Gateshead area.

Probation Housing Surgery

The Housing surgery was a new concept designed to offer information and advice to staff and service users at Gateshead Probation Services. Set up in August 2008, the scheme is managed by Norcare and Single Gateway working in partnership.

The aim of the surgery is to address housing issues faced by those in the criminal justice system who are socially and economically excluded, vulnerable or disadvantaged and those at risk of losing their tenancies.

We were noticing that clients were usually only referred or seen at crisis point when they were homeless. It was envisaged that via the surgery, we may be able to see this client group before crisis point and lean more towards homeless prevention.

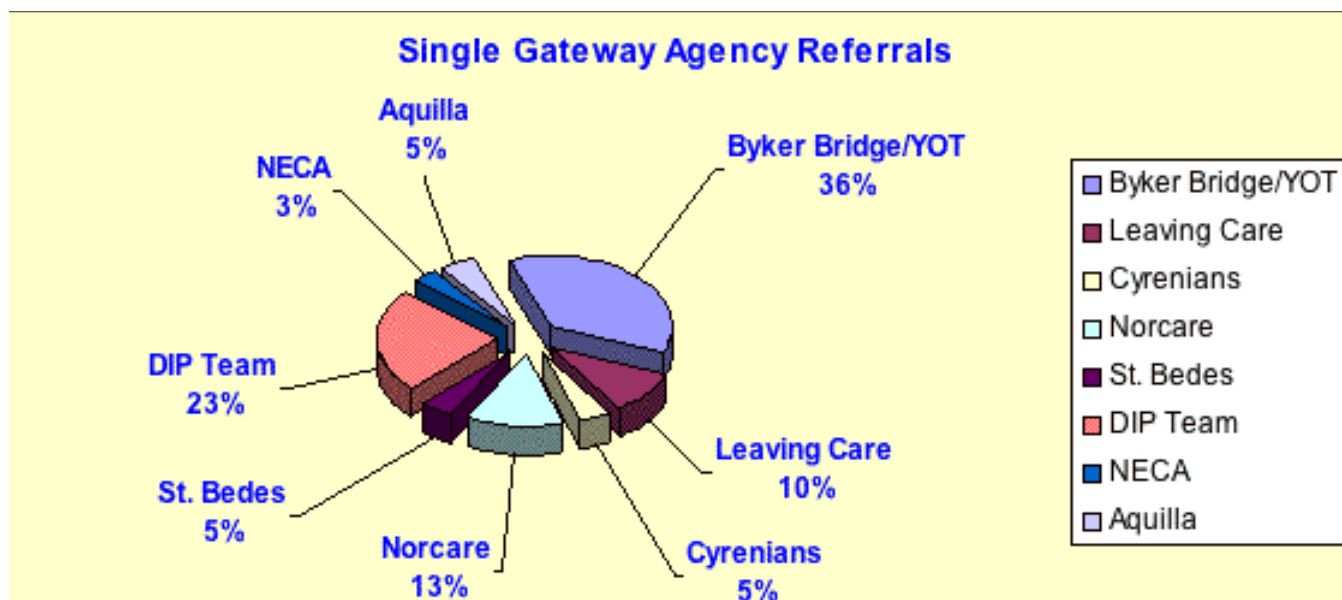
The surgery offers expert housing advice and information to a group that typically finds difficulty in accessing services.

The surgery runs on a weekly basis on Tuesdays between 2.00pm-4.00pm at Gateshead Probation using one of their interview rooms. There have been over 43 interviews so far. Overall statistics show that two thirds of service users with appropriate referrals are successful in gaining accommodation; they would otherwise have been excluded from social housing.

Source of referrals received for the Single Gateway Scheme in 2008

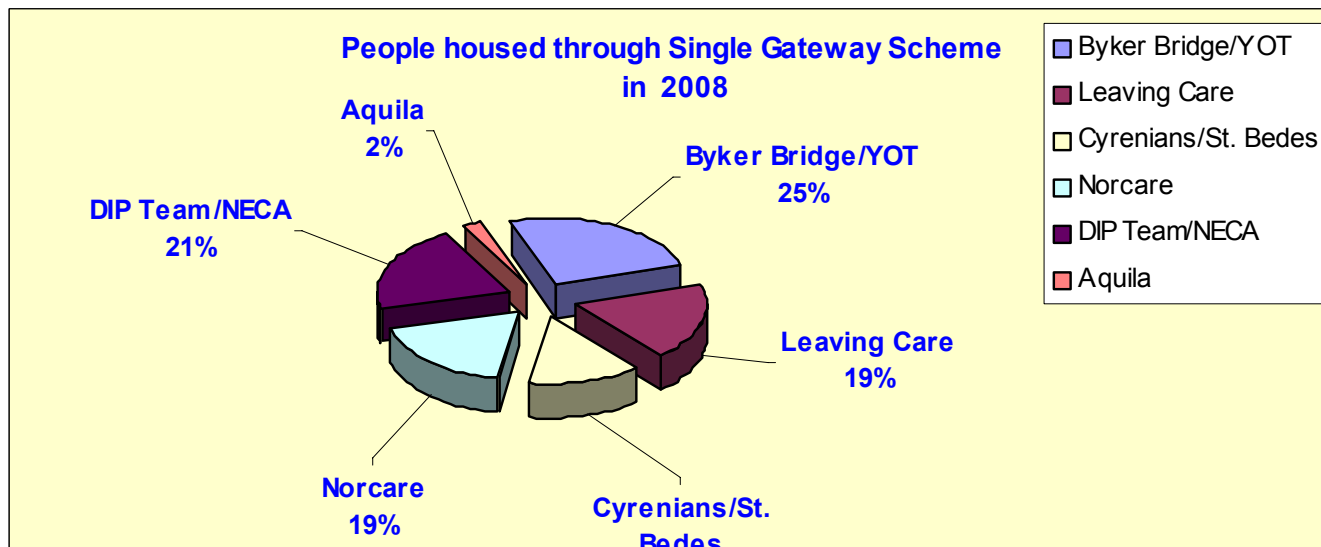
The Single Gateway Scheme received 63 applications for rehousing in 2008. The source of these referrals is broken down below.

Single Gateway Agency Referrals



In 2008, the largest referring agency to the Single Gateway Service was Byker Bridge in partnership with the Youth Offending Team. This is a change from 2007, where the Drugs Intervention Project had the largest source of referrals, however in 2008 the Drugs Intervention Project were still sending a significant amount of referrals through to the service and were the second largest source of referrals to the scheme in 2008. Aquilla and the Cyrenians were also new sources of referrals to the scheme in 2008.

Source of the referrals that were re-housed by the Single Gateway Scheme in 2008

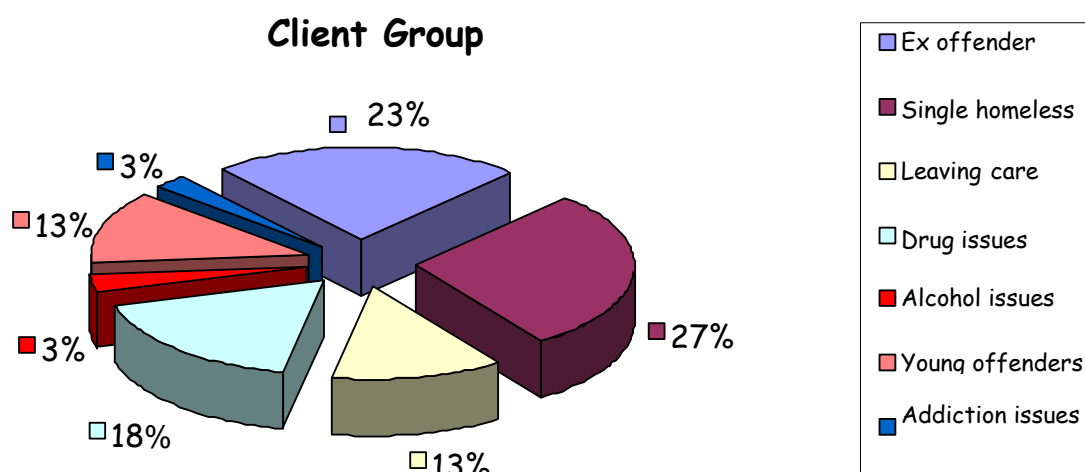


In 2008, 43 people were re-housed through the scheme. In line with the source of referrals received the majority of applicants rehoused were referred from Byker Bridge in partnership with the Youth Offending Team and the Drugs Intervention Project Team/NECA. Leaving Care and Norcare proportionally had more applicants rehoused in 2008.

Gateshead Volunteers

The Single Gateway continues to contribute to Vision 2030 by acting as an enabler to the third sector ensuring a thriving environment for both statutory and non-statutory agencies.

Profile of the service user group re-housed 2008



Single Homeless people were the largest client group to be rehoused through the Single Gateway Scheme. This is followed by ex-offenders and service users with previous drug issues.

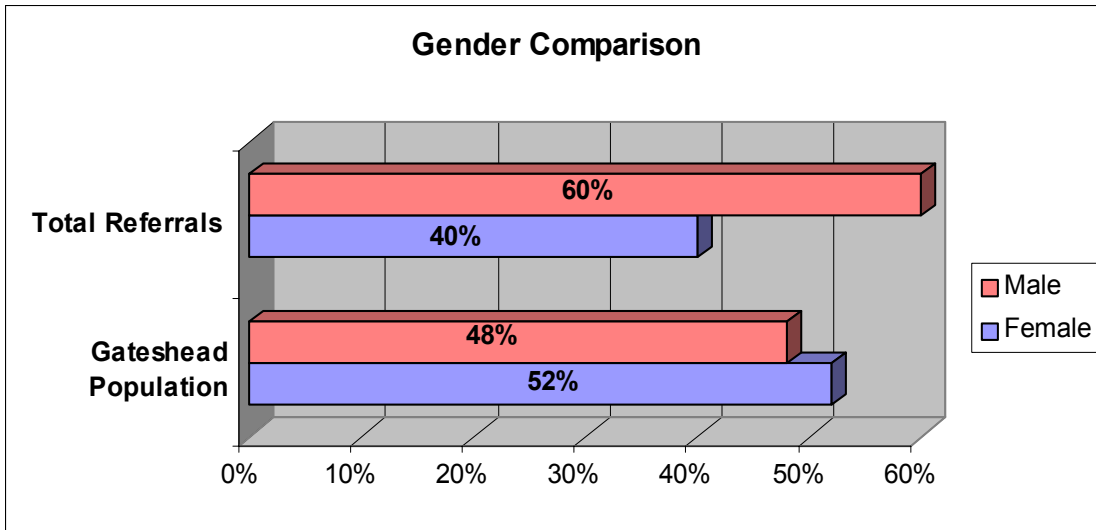
The Single Gateway Scheme continues to promote sustainable communities by ensuring a package of support for those clients who may be typically excluded from social housing in order for them to become sustainable tenants.

Ethnic Profile of the referrals received by the Single Gateway Scheme in 2008

Ethnicity	% of total population within Gateshead	% of referrals received within Single Gateway Scheme
White British	96.8%	100%
White Other	0.3%	0%
White Irish	1.2%	0%
Mixed White and Black Caribbean	0.13%	0%
Mixed White and Black African	0.04%	0%
Mixed White and Asian	0.15%	0%
Other mixed	0.08%	0%
Asian or Asian British Indian	0.25%	0%
Asian or Asian British Bangladeshi	0.06%	0%
Asian or Asian British Pakistani	0.26%	0%
Asian or Asian British Other Asian	0.09%	0%
Black or Black British Black Caribbean	0.02%	0%
Black or Black British African	0.10%	0%
Black or Black British Other Black	0.01%	0%
Chinese or other ethnic group Chinese	0.15%	0%
Chinese or other ethnic group	0.20%	0%

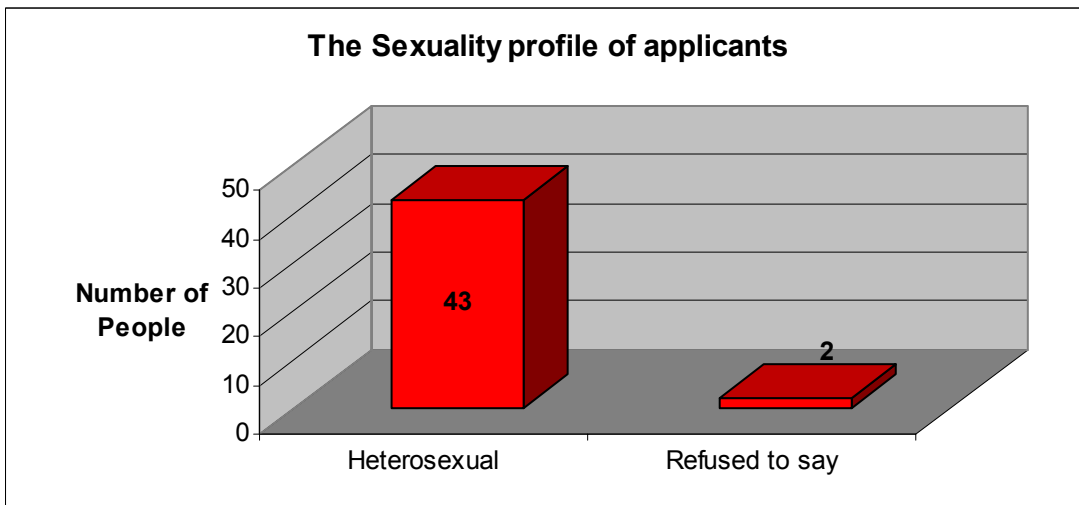
Since 2007, the Single Gateway Service appears to have become less accessible to other ethnic groups. In contrast to 2007 where there was a wider ethnic diversity in the referrals received, all of the applications received in 2008 were from White British applicants (See Action Plan).

Gender Profile of the referrals received by the Single Gateway Scheme



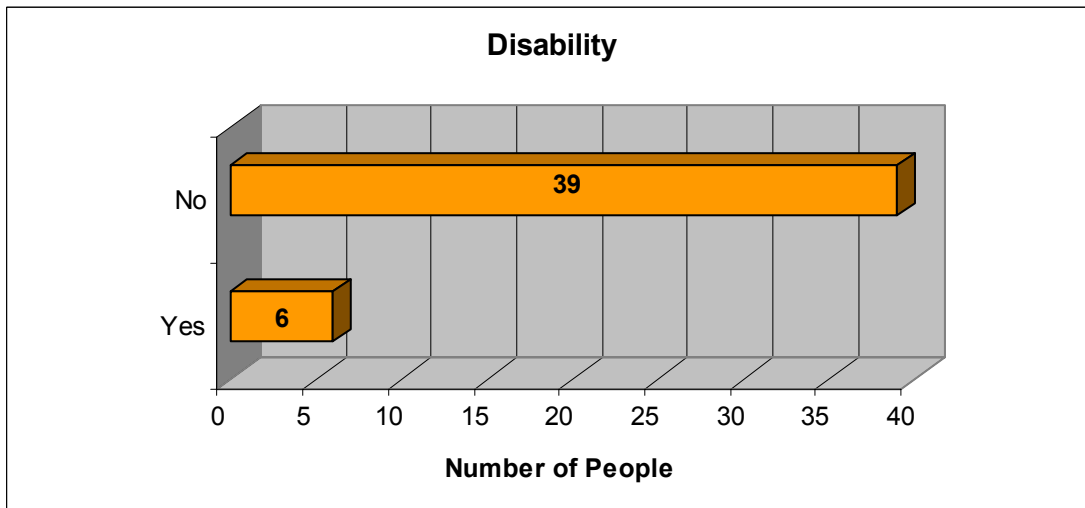
Males continue to dominate the referrals received by the Single Gateway Scheme, compared to the makeup of the local community there is a disproportionate representation of referrals for males. However, as a result of the service targeting female applicants, 2008 saw a 10% increase in the number of applications received from females since 2007. The service will continue to promote equality of access for females.

Sexuality profile of the referrals received by the Single Gateway Scheme



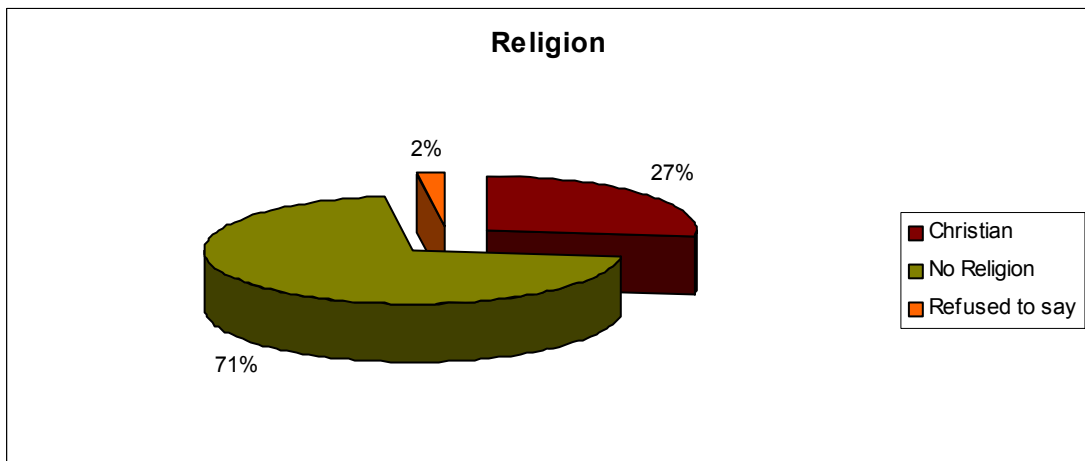
The Single Gateway Service didn't receive any gay or lesbian applicants for the scheme. The service will work with local gay and lesbian support groups to identify any potential barriers to the service ensuring the service is promoted for gay and lesbian people who may have been excluded from Social Housing and need support to access Social Housing (See Action Plan).

Disability Profile of the referrals received by the Single Gateway Scheme



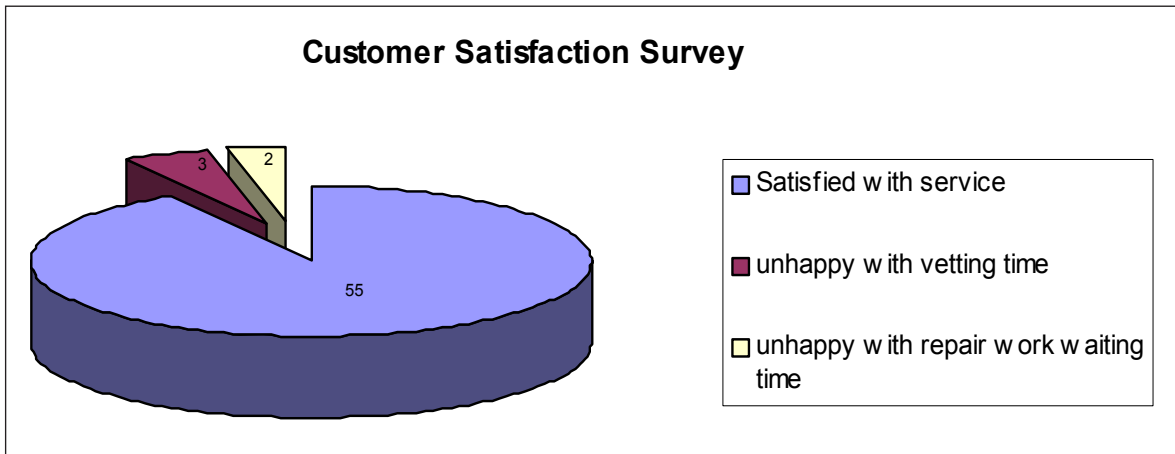
The majority of referrals to the Single Gateway Scheme had no disabilities, however 15% of applicants had a disability demonstrating that the service is accessible to disabled applicants.

Religious profile of the referrals received by the Single Gateway Scheme



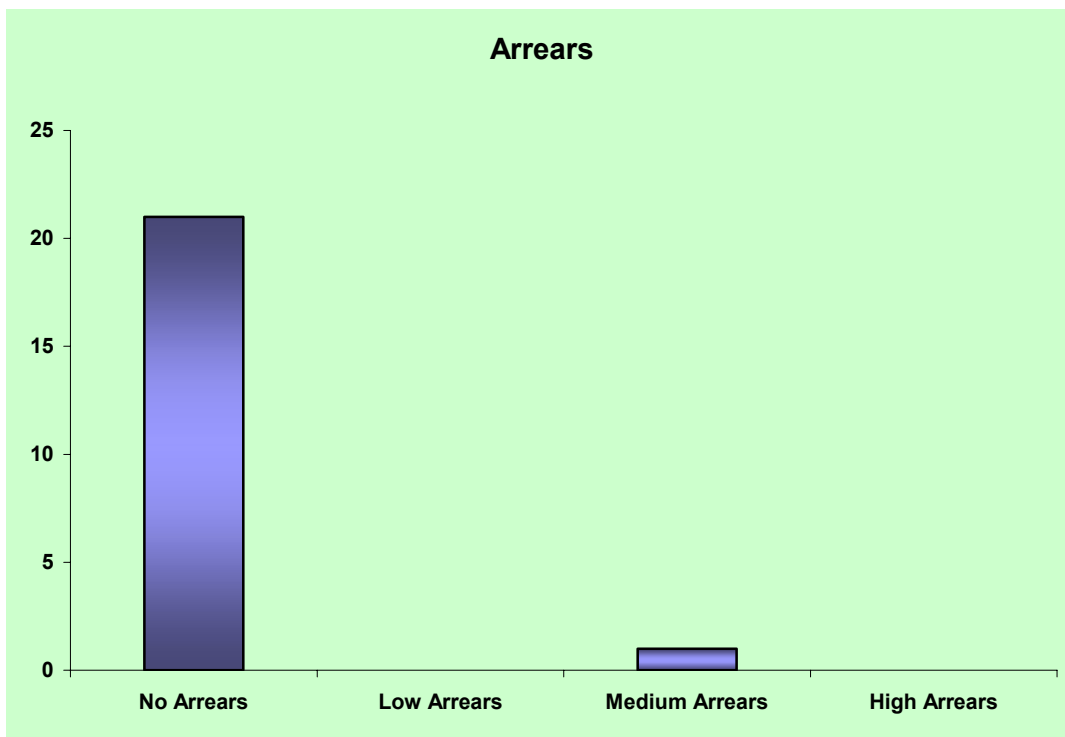
The majority of referrals received by the Single Gateway Scheme had no faith. The only faith group that is profiled by referrals to the Single Gateway Scheme is Christianity. (See Action Plan)

Service user satisfaction with the Single Gateway Scheme



The majority of applicants were satisfied with the service they received. A few cases reported that they were unhappy with the time taken to carry out vettings and were unhappy with the repair work waiting time. Feedback to The Gateshead Housing Company about individual cases has been provided. The overwhelming majority of applicants were satisfied with the service.

Sustainability of Tenancies 2008



Reviews take place to establish how supported tenants rehoused through the Single Gateway Scheme are conducting their tenancies 3 months after being rehoused.

In 2008, almost all of the supported tenants that had been rehoused had no arrears after 3 months of being rehoused. Only one tenant had medium arrears, which are arrears under £100.

There were no reported incidents of anti-social behaviour from supported tenants who had been rehoused through the Single Gateway Service at the 3 month review stage.

Case Study

The National Probation Service referred Mr. T in March 2008, as he was residing in approved premises (bail hostel) and Probation were hoping to move him on into his own tenancy.

Mr. T had an extensive offending history dating back to 1994 and had been in prison several times. As a result, he was considered as a prolific and priority offender. He is now on a life licence under the old 3 strikes rule.

Mr. T had applied for various types of housing including housing associations and supported housing projects and was suspended from the Local Authority Housing register.

Mr. T was referred to Norcare who were willing to offer full support to Mr. T both before he was referred for housing (doing work around life skills etc) and then once re-housed to offer support with benefits, assisting with furniture etc. Mr. T was interviewed by the Single Gateway Scheme and accepted.

A property for Mr. T was identified. He had indicated that he wanted to live in a flat in Central Gateshead as he was hoping to start work, with the support of the Probation Service and Norcare.

Mr. T was re-housed in Central Gateshead in May 2008 and was supported by Norcare to apply for a community care grant and purchase furniture for the flat.

He was assisted with setting up bill payments and paying rent and is seen weekly by his support worker. Mr. T found employment at the end of May and continues to work.

The flat he was re-housed in had recently had Decent Homes work; this includes a new kitchen, bathroom and new windows. Mr. T is extremely happy with the flat and area as he can access transport to get him to work. He has decorated throughout and Mr. T now has all he needs in his property.

There was a review of the tenancy in November 2008 and there were no issues at all. Norcare has accessed free driving lessons, Off Shore Oilrig Certificate training has been identified and funding has been secured.

Mr. T has fully engaged with the support from his Probation Officer and support worker and has paid rent fully on the tenancy, not re-offended and is happy with how things have turned out for him.

As a consequence of his positive attitude and progress in the community, a recent interagency meeting agreed that his probation appointments would now be changed to monthly instead of weekly.

Mr. T has stated he did not ever think he would be living the lifestyle he is at present and has never been happier, he also indicates his past offending history is well behind him and he will never re-offend.

The Tenancy Support Service





The Tenancy Support Service

A Year in progress for the Tenancy Support Service/Developments within the Service

- Review of Multi Agency Support Agreements
- Reporting of local performance targets
- Reporting of Customer Satisfaction results
- Bid submitted for Young Persons Team (page 36)

Review of Multi Agency Support Agreements 2008

In August 2007, Multi Agency Support Agreements were introduced within the Tenancy Support Service. The agreements require all involved parties with a supported tenancy to initially meet after a tenant has been signed up for support. Involved parties include Estate Officers, the Supported Tenant, Tenancy Support Workers and any other agency that may be involved with the tenant such as drug and alcohol agencies.

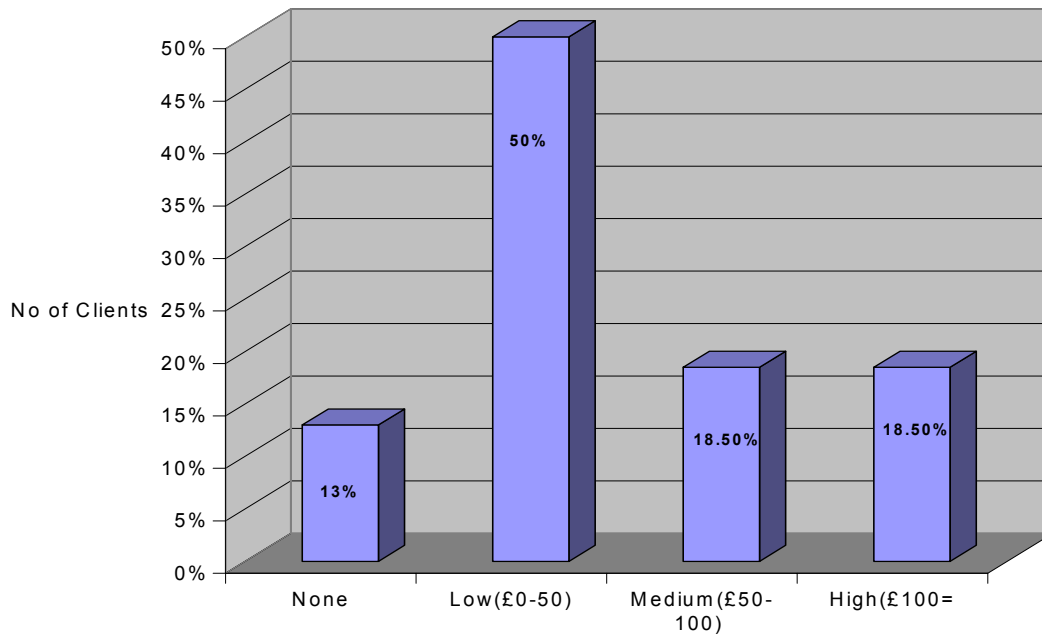
The meeting allows all parties to be introduced to one another and for them to discuss their commitment and required actions to ensure a successful supported tenancy. These actions and commitments are documented and distributed to all parties involved.

Further meetings then take place every 6 months in order for all parties to review the tenancy and discuss any issues that may have arisen that may include any outstanding action points. The agreements ensure that a comprehensive package of support is provided within a multi-agency framework.

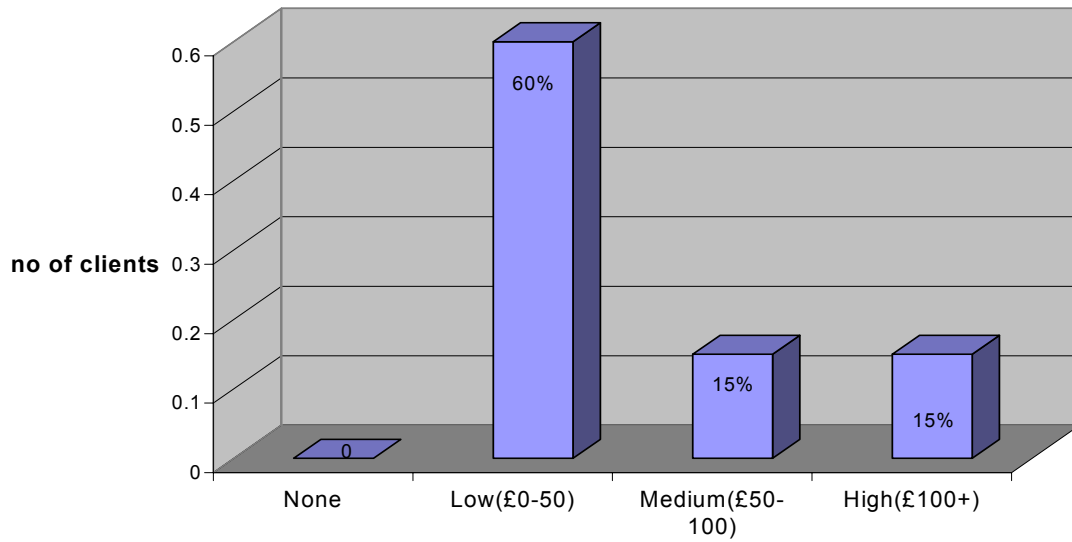
A year on from implementing Multi Agency Support Agreements, the service sought to review the impact of these agreements on the sustainability of tenancies. The results are detailed below.

There were 12 outside agencies who were committed to Multi Agency Support Agreements. They ranged from Northumbria Police to Gateshead Crossroads Caring for Carers. The wide range of agencies involved with service users demonstrates the need to ensure such agencies join together in order to offer non-conflicting comprehensive support with all services working towards meeting the needs of the service user.

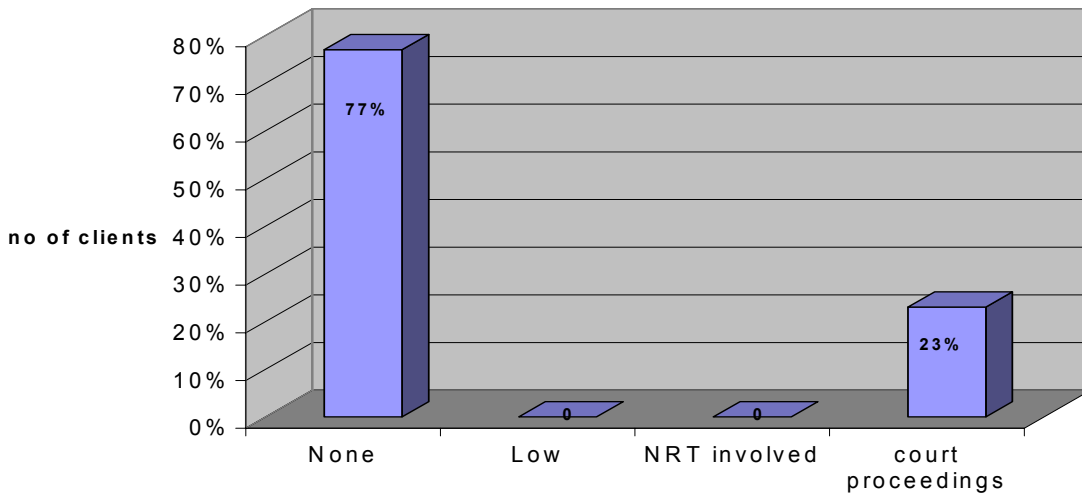
Arrears breakdown of Service Users without Multi Agency Support Agreements



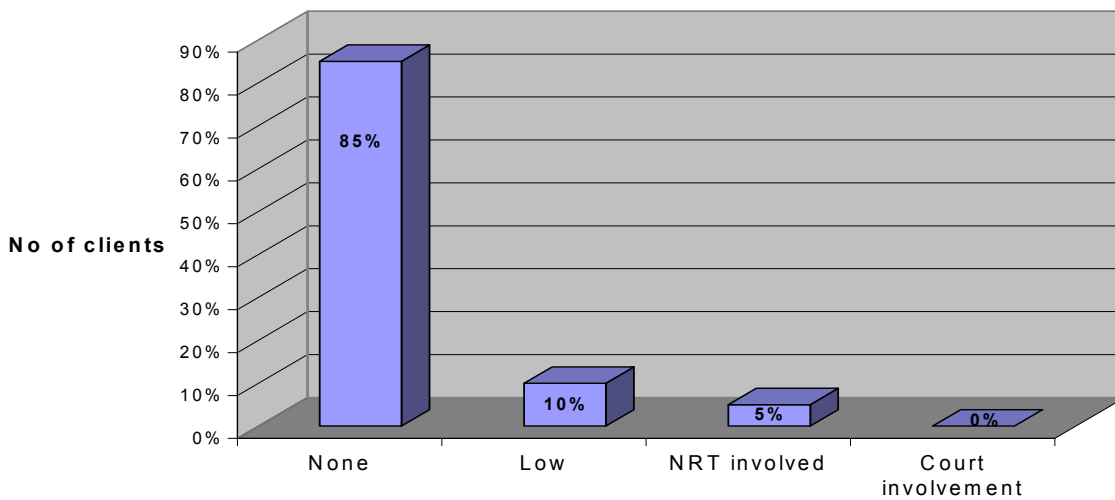
Arrears breakdown of Service Users with Multi Agency Support Agreements



Anti Social behaviour records of Service Users without Multi Agency Support Agreements



Anti Social behaviour records of Service Users with Multi Agency Support Agreements



The Multi Agency Support Agreements appear to have been most effective in reducing the number of tenancies with reported cases of Anti Social Behaviour. When there was a multi agency support agreement in place there were no cases of Anti Social behaviour with court involvement as opposed to 23% of cases without Multi Agency Support Agreements in place. There was an increase with the number of cases who had no involvement with Anti Social Behaviour when a multi agency support agreement was in place. The Multi Agency Support Agreements have improved the sustainability of tenancies with regards to Anti Social Behaviour.

The Tenancy Support Service continues to contribute to the vision of Gateshead having sustainable and cohesive communities by reducing the incidents of Anti Social Behaviour that vulnerable tenants are involved with.

Outcome Performance Monitoring

From April 2008, the Tenancy Support Service started to report on local performance targets. Below is a summary of the outcomes that have been achieved with our service users from April to September 2008

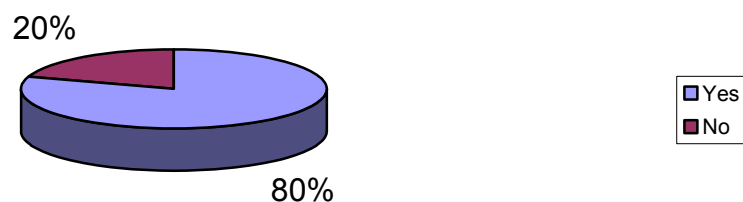
- 100% of those service users in need of white goods obtained white goods; the local target of 80% was exceeded. (National Indicator 142, Number of vulnerable people who are supported to maintain independent living)
- 67% of service users were signposted to other services; the local target of 80% wasn't met in this area. (See Action Plan) (National Indicator 142, Number of vulnerable people who are supported to maintain independent living)
- 69% of Service Users reduced rent arrears; overall the local target of 80% wasn't met in this area. (See Action Plan) (National Indicator 142)
- From April to September, 7 service users accessed voluntary work, training or employment. (National Indicator 151)

Customer Satisfaction

In 2008 we started to carry out customer satisfaction surveys with service users who were signed off the service. These are the Customer Satisfaction Results for the Tenancy Support Service from January until July 2008.

We asked service users if they felt that they had had their own ideas written into their support plan.

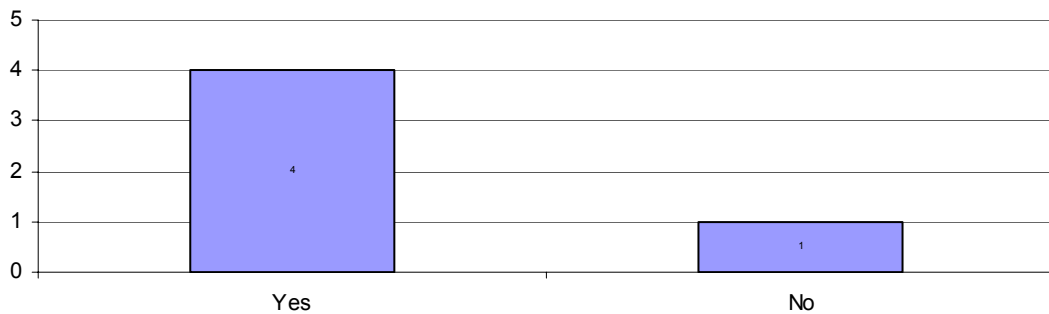
**Did you have your own ideas written into your support plan
Tenancy Support**



Of those we questioned 20% stated that they felt that they hadn't had their own ideas written into their support plan. Since receiving these results we consulted our service users who suggested that at the early stages of support it can be difficult for service users to contribute their ideas to their support plan, as they may not at that point know what they want to achieve. Our Support Review process that looks at the progress being made now offers service users with a further opportunity to contribute any of their own ideas into their own Support Plan. Staff are also now encouraging service users to write their own actions into their Support Plan.

We asked service users if they felt able to manage in their tenancy once they had been signed off the service. The results for January to July 2008 are below.

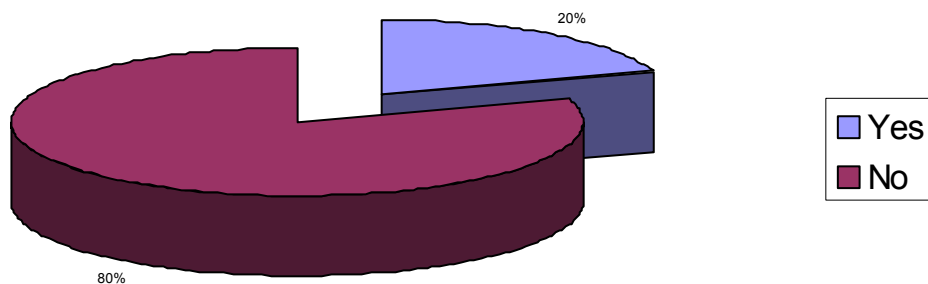
Do you feel you are able to manage your tenancy on your own Tenancy Support



One service user felt stated that they still felt unable to manage in their tenancy when they had been signed off the service. Following these results, service users were consulted and feedback suggested that service users can feel lonely when they are signed off the support service. An exit questionnaire has now been introduced that is specifically designed to establish if service users need other support before they are signed off the service such as support to network with other people.

The satisfaction survey also asked service users if they felt they needed more support at the point they were signed off for support.

Do you feel you need more help Tenancy Support



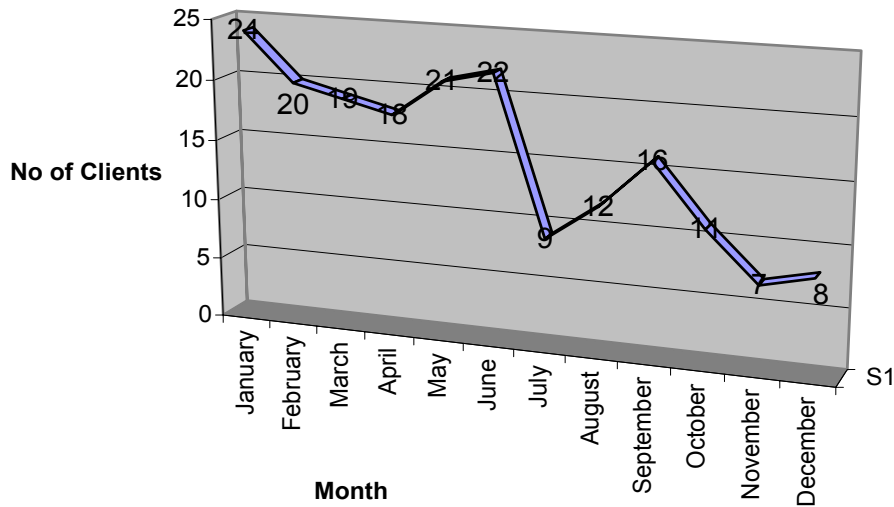
Following these results an exit questionnaire has now been introduced that is specifically designed to establish if service users need additional support and assistance before they are signed off the service. Service Users will not be signed off if they identify that they need more support and assistance.

Other results from the surveys are detailed below.

- 60% of service users said that the treatment from their support worker was excellent and 40% said the treatment was good.
- Everyone questioned stated that their support worker and their support plan had helped them to achieve what they wanted.
- Everyone questioned stated that they had accessed other services as a result of their support worker

Waiting list of applicants 2008

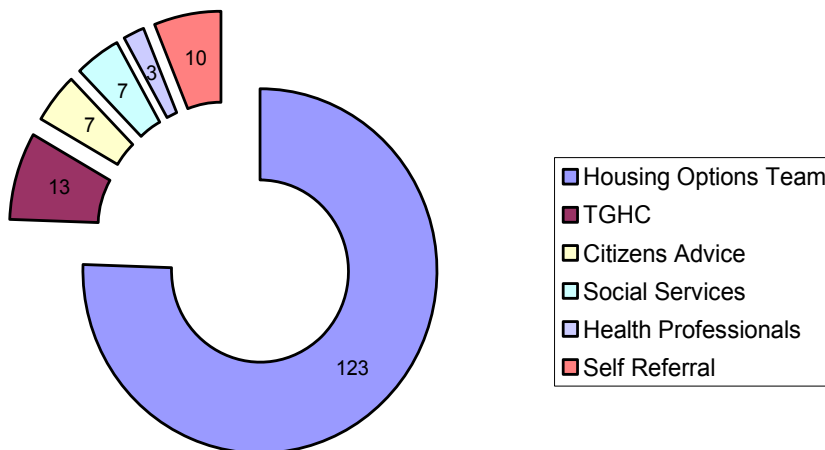
TSS Waiting List 2008-2009



The service has had a consistent number of people waiting for support. In June and July there was a significant decrease in the number of applications on the waiting list as a number of cases were signed up. Following this the waiting list never exceeded 16 applications and dropped to 8 at the end of the year.

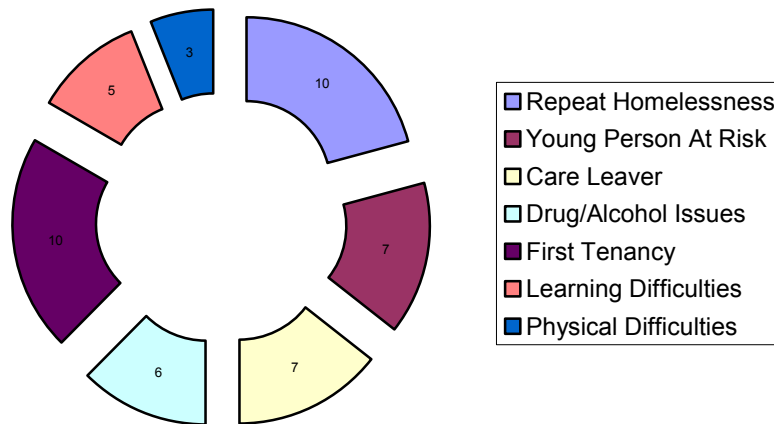
Source of referrals in 2008

TSS Source Referrals 2008-2009



The overwhelming majority of applications received were internally from the Housing Options Team; this was followed by applications from the Gateshead Housing Company and then self-referrals. The service is accessible with applications received from different referral sources, however the service will continue to work with other organizations to ensure the service is accessible to the local community (See Action Plan)

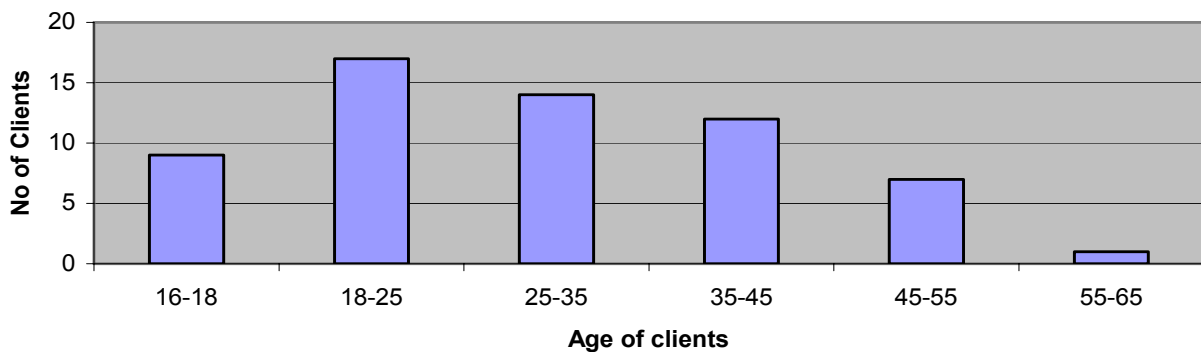
Profile of tenants supported by Tenancy Support Service in 2008



The majority of tenants supported in 2008 were tenants who had been homeless more than once or who were holding their own tenancy for the first time. This was followed by young people and care leavers. Other supported need was identified as tenants with drug/alcohol issues and tenants with learning or physical disabilities.

Age Profile of tenants supported in 2008

TSS Client Age Range 2008



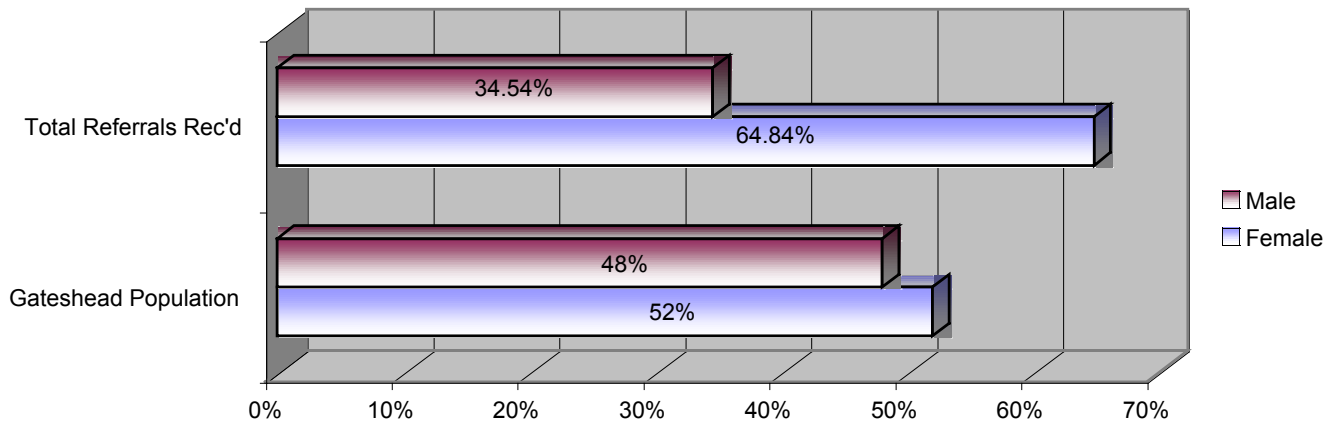
The majority of tenants supported were between the ages of 18-25 years old. As in 2007, as the age decreases the number of tenants supported decreases.

Young Persons Supporting People Bid

The majority of service users supported by the Tenancy Support Service are young people. In 2008 the need for a specific young persons support team was identified. A bid was compiled with partner agencies in 2008 and submitted to the Supporting People Team in early 2009. The bid requested 2 support workers to carry out tenancy and pre-tenancy support to young people.

Gender Profile of the referrals received in 2008

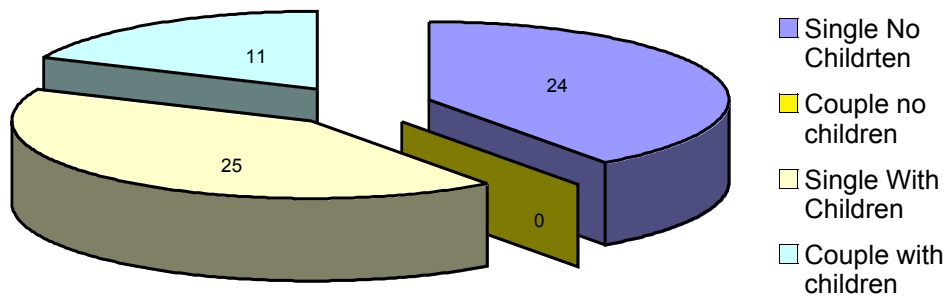
Gender Comparison



In comparison to the make up of the local population, the Tenancy Support Service continues to receive an over representation of female applicants. However this is in line with the family make up as the majority of people supported have children. There have been no changes to the gender make up of referrals since 2007.

Family Make of Supported Tenants 2008

TSS Family Make Up 2008



The majority of applicants were single people with children followed by single people with no children and couples with children. In comparison to 2007, there has been an increase of tenants being supported with children.

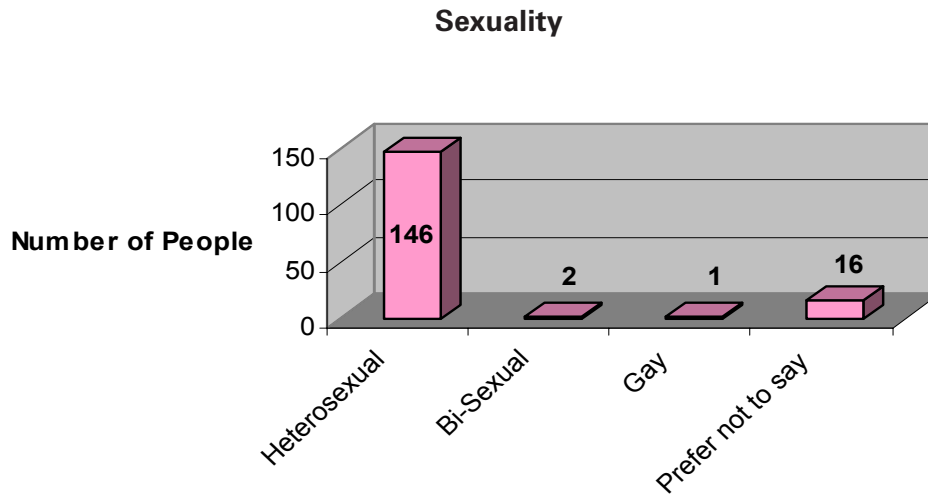
Ethnic Profile of the referrals received by the Tenancy Support Service in 2008

Ethnicity	% of total population within Gateshead	% of referrals received within Tenancy Support Service
White British	96.8%	83.63%
White Other	0.3%	1.21%
White Irish	1.2%	0%
Mixed White and Black Caribbean	0.13%	0%
Mixed White and Black African	0.04%	0%
Mixed White and Asian	0.15%	0%
Other mixed	0.08%	0%
Asian or Asian British Indian	0.25%	0%
Asian or Asian British Bangladeshi	0.06%	0%
Asian or Asian British Pakistani	0.26%	0%
Asian or Asian British Other Asian	0.09%	3.63%
Black or Black British Black Caribbean	0.02%	0%
Black or Black British African	0.10%	7.27%
Black or Black British Other Black	0.01%	0%
Chinese or other ethnic group Chinese	0.15%	0.60%
Chinese or other ethnic group	0.20%	1.81%
Prefer not to say		1.81%

There has been a significant increase in 2008 in the accessibility of the Tenancy Support Service to applicants from different ethnic backgrounds. There were applications from Asian/Asian British Other Asian, Chinese or other ethnic group Chinese and Chinese or other ethnic in 2008; in 2007 no applications were received from these ethnic groups.

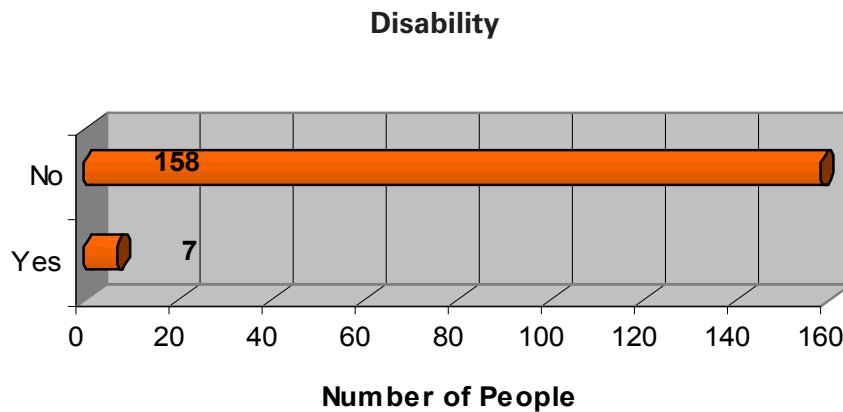
In 2007, there was a significant gap (a difference of more than 1% between the makeup of the local population and the percentage of referrals received) from White Other applications. This gap has been removed with 1.21% of applications being received from this ethnic group. The service has become particularly successful in attracting applications from Black or Black British African groups with 7.27% of the applications being received from this ethnic group, which is well above the local make up of the local population.

Sexuality Profile of applications received for the service



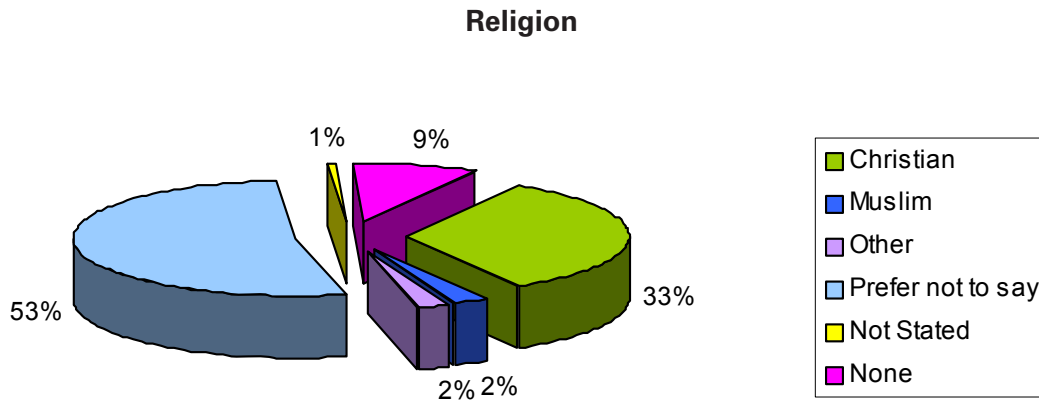
In 2008, the service started to monitor the sexuality of the applications received. The majority of applications received were from heterosexual applicants. An extremely small number of applicants were bi-sexual or gay. The service will identify specialised support and community organisations that specialise in working with gay and lesbian people in order to encourage referrals to ensure the service remains accessible (See Action Plan)

Disability profile of the applications received by the Tenancy Support Service



In 2008, the service started to monitor the applications received with a disability. The majority of service users who applied to the service did not have a disability, 16% of service users supported by the service had a disability.

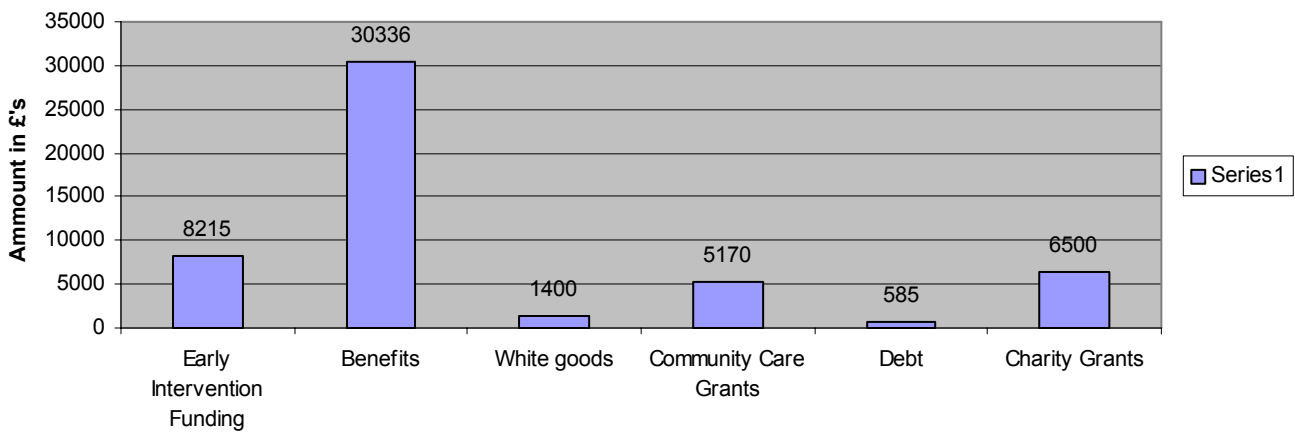
Religious profile of the applications received by the Tenancy Support Service



In 2008 the service started to monitor applications by religion. Only 2 religions have been identified through this monitoring process with Christianity being the dominant religion. An extremely small background of applicants (2%) of applicants had an Islamic faith. The service will work with local faith groups to identify any barriers and will encourage referrals from unrepresented faith groups. (See Action Plan).

Income obtained for Service Users in 2008

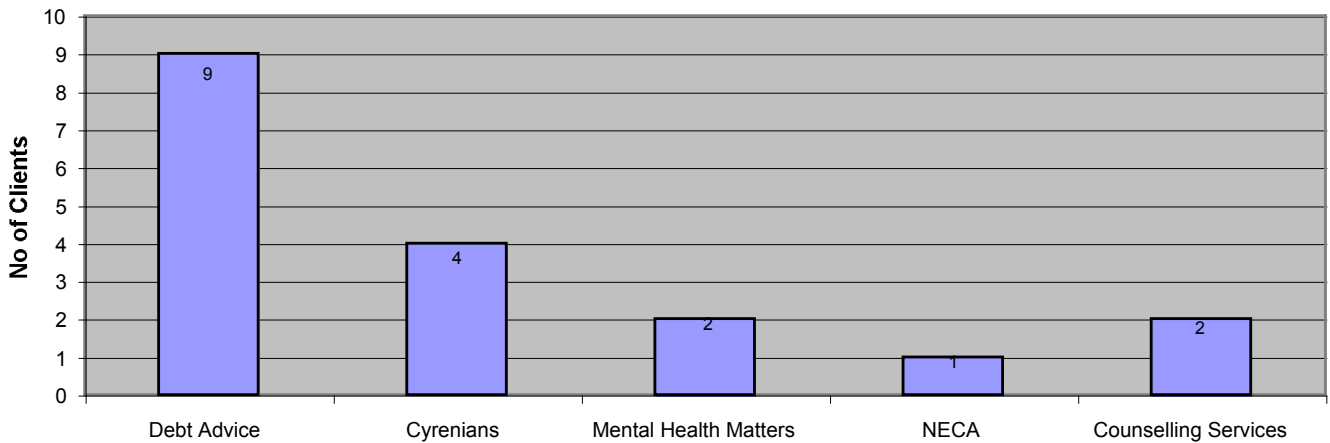
TSS income raised for clients 2009



The majority of service users in 2008 were assisted to access benefits. Overall the value of benefits, re-claimed debts and grants obtained for service users amounted to £52, 206. There was an increase in the funding received from the Early Intervention Fund in comparison to 2007.

Where service users were signposted in 2008

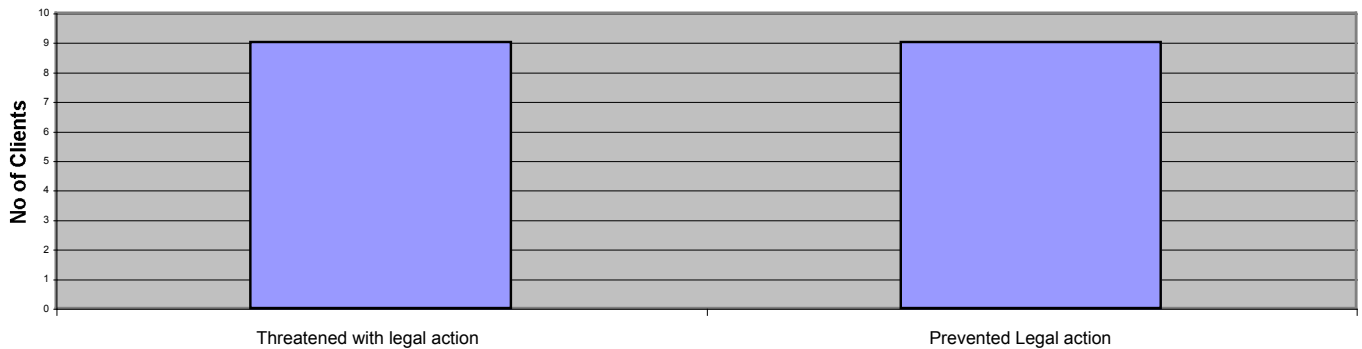
Clients Signposted to Other Agencies 2008



The majority of service users were signposted by Tenancy Support Workers to the Debt Advice Team within the Council's Housing Services, 9 service users were therefore able to access additional specialised financial support. Other services users were signposted to other support providers if support couldn't immediately be offered. More specialised support was also sought through the Mental Health Matters support team. In addition to the tenancy support already being provided, additional support was obtained from NECA (drug and alcohol service) and Counselling Services. In terms of the services local targets, the Tenancy Support Service failed overall in its target to signpost 80% of service users to other services, action to address this is detailed in the Action Plan attached to this report.

Prevented Legal Action in 2008

Prevention of Legal Action for Service Users



In 2008, all of the service users who were being threatened with legal action when they were signed up to the service had legal action resolved. This was a significant improvement from 2007, where only half of the service users threatened with legal action had their legal action resolved.

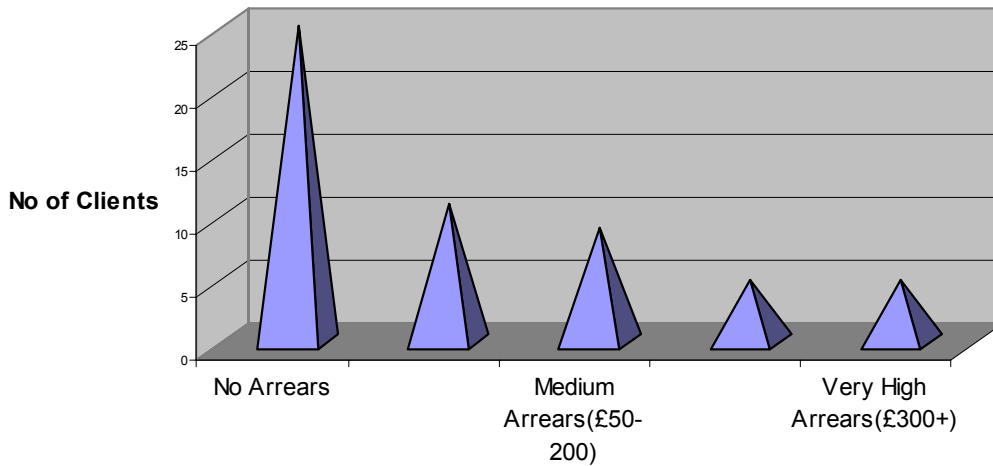
Outcome of Tenancies at the end of support in 2008

A significant majority of tenants maintained their tenancy at the end of the support period. The service will work to identify reasons for failure in 2008 and the service will be developed to address the issues and reasons for failed tenancies.

The Tenancy Support Service continues to contribute towards sustainable and cohesive communities in Gateshead by ensuring that tenancies are maintained by some of the most vulnerable people in the borough. This in turn reduces void levels, which ultimately threatens the stability of a community.

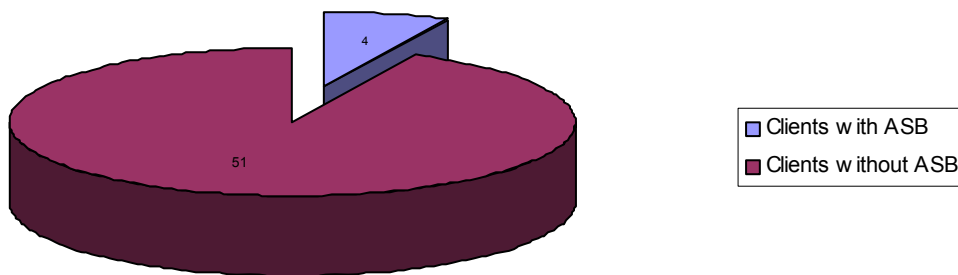
The sustainability of Service Users tenancies who were signed off their support programme in 2008

Rent arrears - previously supported clients 2008



The majority of service users signed off in 2008 have no arrears. When the amount of arrears increases the number of service users declines. Although the significant majority of service users have arrears below £200, there are still service users who have been signed off the service who have high arrears over £200. (See Action Plan)

Incidents of Anti-Social behaviour from previously supported clients 2008



The significant majority of service users signed off the service in 2008, have no records of Anti-Social Behaviour against them. This demonstrates that through the provision of Tenancy Support, tenants understand their responsibilities as a tenant and with regards to the wider community.

Case Study

Single man (aged 46), lone occupant

Mr. A was referred to the Tenancy Support Service by the Gateshead Housing Company. This member of staff was concerned about Mr. A's well-being because:

- He had recently left respite after having one leg amputated
- He has limited functioning of his hands
- He had escalating rent arrears
- There was no Housing Benefit in place
- There was no Disability Living Allowance in place
- There was an issue around whether incapacity was in payment or not
- Mr. A's carer was finding it difficult to cope
- His bank were taking £15 per day in unarranged overdraft fees, pushing Mr. A further into debt
- Mr. A had no means of living independently without daily support from his carer
- He is finding it increasingly difficult to get around in a manual wheelchair due to the limited functioning of his hands.

Involved Parties so far:

Support Worker – Tenancy Support Service (Housing Services, Gateshead Council)
Rent & Income Officer – New Tenancy Team (The Gateshead Housing Company)
Rent & Income Manager – New Tenancy Team (The Gateshead Housing Company)
Social Worker – Adult Services (Social Services)

Actions so far:

- Tenancy Support Worker wrote to the administrators of the private pension fund and the bank in order to get all of the required evidence to get housing benefit in place.
- Tenancy Support Worker phoned Incapacity Benefit to give Mr. A's new details and push the claim forward to ensure he had an income
- Rent & Income Officer liaised with Housing Benefits and monitored the relevant benefits computer systems to check the progress of the housing benefit claim
- Rent & Income Manager ensured that the housing benefit claim remained open and was not closed off
- Tenancy Support Worker wrote to Mr. A's bank to request the cancellation of the unfair and un-requested bank overdraft and subsequent charges
- Sign-posted Mr. A's carer to 'The Gateshead Carer's Association' for help
- Invited Mr. A's social worker to Multi-Agency Meetings

Outcomes achieved

- Mr. A now has an income (Incapacity Benefit) and will soon have Disability Living Allowance in place.
- Mr. A's Housing Benefit is in place, and standing orders have been set up to pay the remainder of his rent due to his limited mobility.
- Mr. A's bank have issued 6 month's worth of bank statements free of charge due to his vulnerability, and are investigating the unauthorised bank charges
- Mr. A's carer is now in touch with The Gateshead Carers' Association and is receiving support
- Once Mr. A's finances and rent account are stable, we will further look into his lower priority needs and check to see if he needs any further adaptations in his property
- We need to look into the possibility of an electric wheelchair due to Mr. A's increasing mobility problems

The Domestic Violence Support Service Service





The Domestic Violence Support Service

A Year in Progress for the Domestic Violence Support Service/Developments within the Service

- Creation of a Senior Domestic Violence Support Worker
- Expansion of service provision
- The introduction of an easier referral system.
- Reporting of local performance targets
- Reporting on Customer Satisfaction
- Sustainability checks
- Partnership event held/stakeholders consulted

Creation of a Senior Domestic Violence Support Worker Post

Following the expansion of the team back in 2007, it was soon recognised that a dedicated senior post needed to be created for the Domestic Violence Support Team. In 2008, this post was created and an appointment was made in May 2008. The team now consists of 3 full time support workers and a Senior Domestic Violence Support Worker.

Expansion of Service Provision

With the expansion of capacity within the team, the waiting list within the Domestic Violence Support was reduced to zero in 2008. It was recognised that there were many victims who may be still living with the perpetrator and waiting to be re-housed or who may have left the perpetrator and be living in temporary accommodation who would benefit from receiving support at an earlier stage. Historically the service has only provided support to those victims who have moved away from the perpetrator and who were living in their own tenancy. With increased capacity it was decided to expand service provision. Support is now provided at an earlier stage to victims who are living with family/friends, in bed and breakfast accommodation or who are still living with the perpetrator.

This increased level of support has now provided victims with more options, rather than having to be re-housed away from the perpetrator, with the support of staff, victims are now considering whether or not they want to remain in their home and pursue legal measures to protect them in their own home. Previously when victims were supported by the team, they had already left the perpetrator and moved away. This new expansion of the service provides victims with the options of remaining where they are and not having to uproot their families and ties to their local area.

By increasing service provision to more victims of Domestic Violence, the Domestic Violence Support Service continues to contribute towards the vision of Gateshead being a safe place to live and visit.

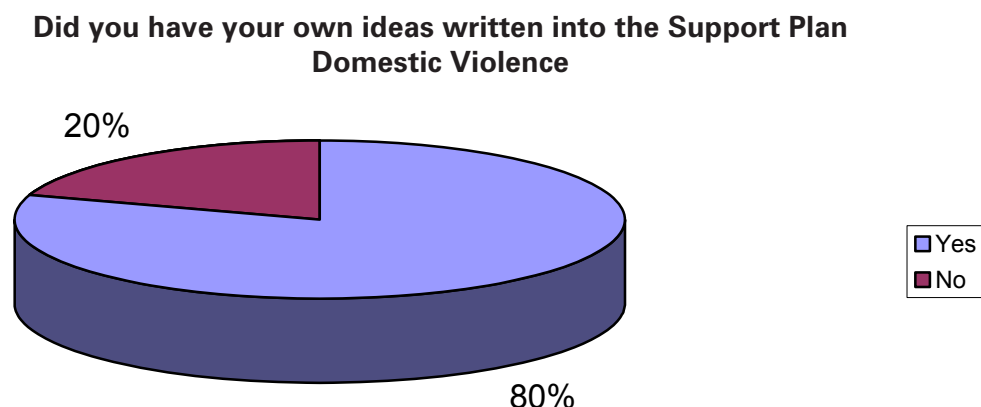
Reporting of local performance targets

From April 2008, the Domestic Violence Support Service started to report on local performance targets. Below is a summary of the outcomes that have been achieved with our service users from April 08 to September 2008

- 100% of service users who needed white goods obtained white goods, this exceeded the local target of 80%. (National Indicator 142- Number of vulnerable people who are supported to maintain independent living)
- 82% of our service users were signposted to access other services; the local target of 80% was exceeded. (National Indicator 142- Number of vulnerable people who are supported to maintain independent living)
- 100% of Service Users who required school transfers for their children had their children enrolled which met the local target of 100% (National Indicator 87 Secondary school persistent absence rate)
- 100% of those service users signed up with rent arrears had their arrears reduced, for 66% of these cases this was a 25-50% reduction in arrears. For 34% of service users the reduction was as great as 75-100% in rent arrears. This exceeded the local target of 80% (National Indicator 142- Number of vulnerable people who are supported to maintain independent living)
- 100% of service users who need to gain access to healthcare accessed healthcare, this exceeded the local target of 80%. (National Indicator 119 self-reported measure of people's overall health and well being)
- 100% of service users stated they felt safe in their own homes at the end of the support (this information was only collected for July until September) (National Indicator 32 Repeat Incidents of Domestic Violence, National Indicator 34 Domestic Violence Murder)

Customer Satisfaction

In 2008 we started to carry out customer satisfaction surveys with service users who were signed off the service. These are the Customer Satisfaction Results for the Domestic Violence Support Service from January until July 08.

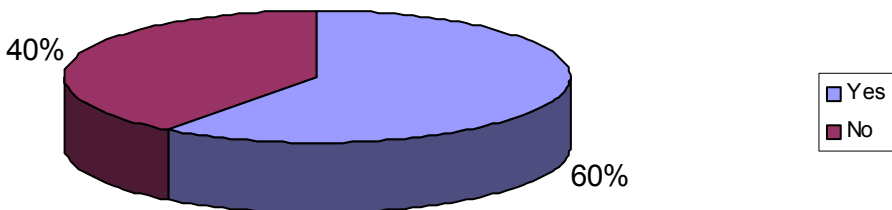


We asked our service users if they felt that they had had their own ideas written into their support plan.

The majority of service users felt that they had their own ideas written into their support plan, whilst 20% felt that they didn't have their own ideas written into their support plan. Following the receipt of these results we consulted service users who suggested that at the early stages of support it can be difficult for service users to contribute their ideas as they may not at that point know what they want to achieve through support. Our Support Review process that looks at the progress being made now offers service users with a further opportunity to contribute any of their own ideas into their own Support Plan. The service is also now encouraging service users to write their own actions into their Support Plan.

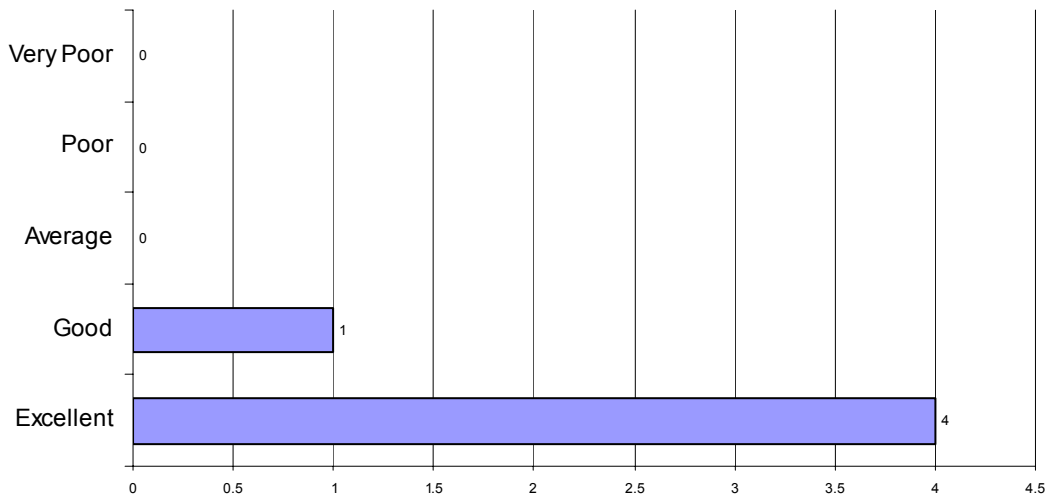
We asked our service users if they felt that they needed more help at the point when they were signed off for support.

Do you feel you need more help Domestic Violence



The majority of our service users felt that they needed more help at the point that they were signed off from support. Following these results service users were consulted and feedback suggested that service users can feel lonely when they are signed off the support service. An Exit questionnaire has now been introduced that is specifically designed to establish if service users need other support from other agencies such as support to network and meet other people. Everyone questioned felt that they were now able to manage their tenancy after the support worker had stopped supporting them.

How would you rate the treatment from your Support Worker



All of our service users stated that the treatment from their support worker was either good or excellent.

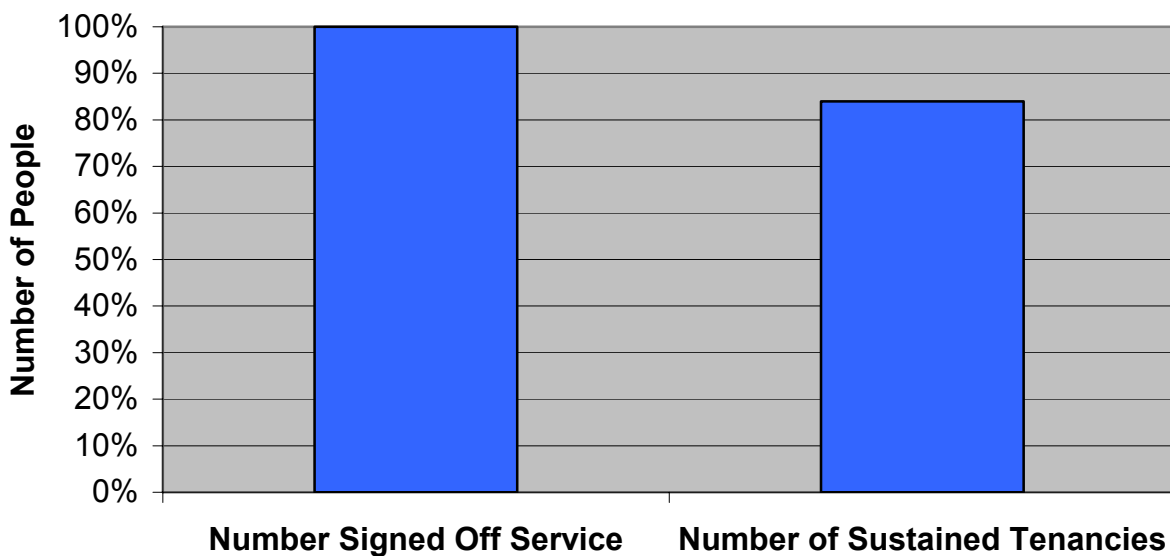
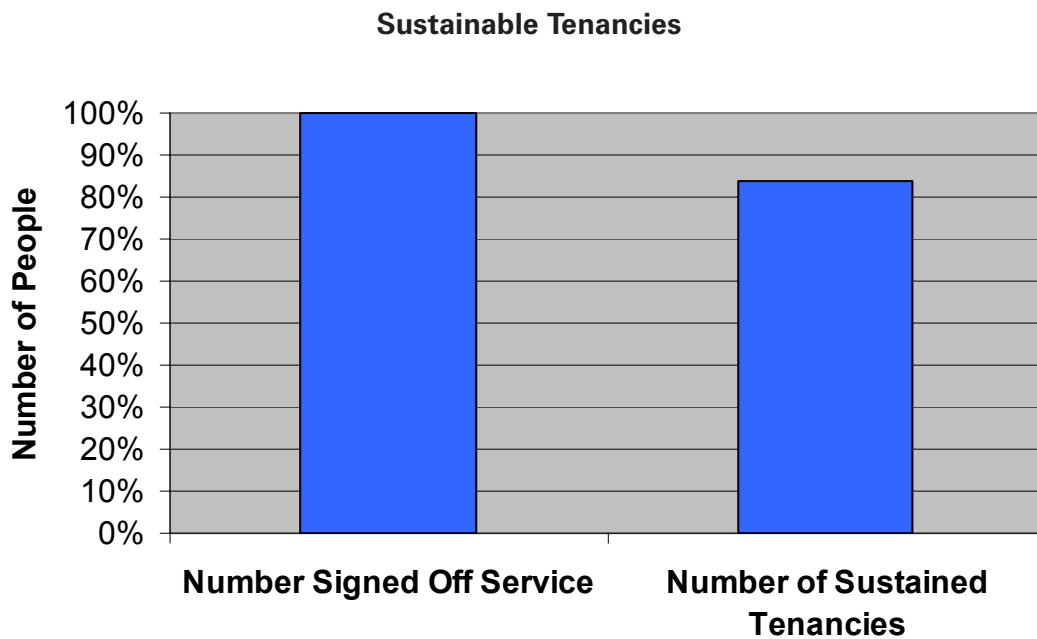
Other results from the survey are detailed below:

- Everyone questioned stated that their support worker and their support plan had helped them to achieve what they wanted.
- Everyone questioned stated that they had accessed other services as a result of their support worker.

Sustainability Checks

In 2008, the Domestic Violence Service started to measure the sustainability of service users who have been signed off the service. This provides an indication as to whether or not service users have really achieved independent living when support is no longer provided.

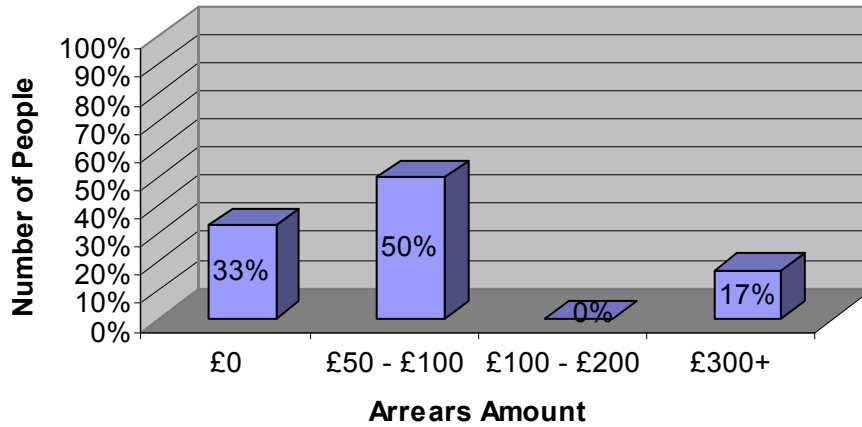
The sustainability of tenancies for Service Users who were signed off the service in 2008 are detailed below.



In 2008, 85% of those signed off had sustainable tenancies.

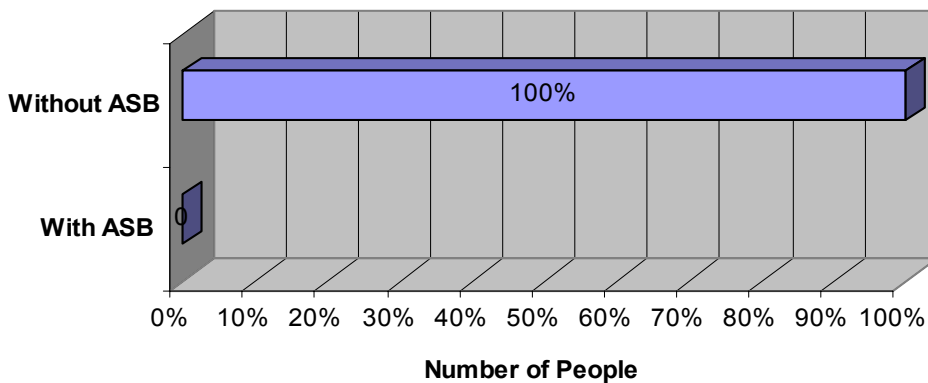
The length of a sustainable tenancy will depend on when the service user was signed off the service. The results demonstrate that the majority of service users signed off had sustainable tenancies up to 8 months. One service user had managed a sustainable tenancy for up to a year.

Rent Arrears



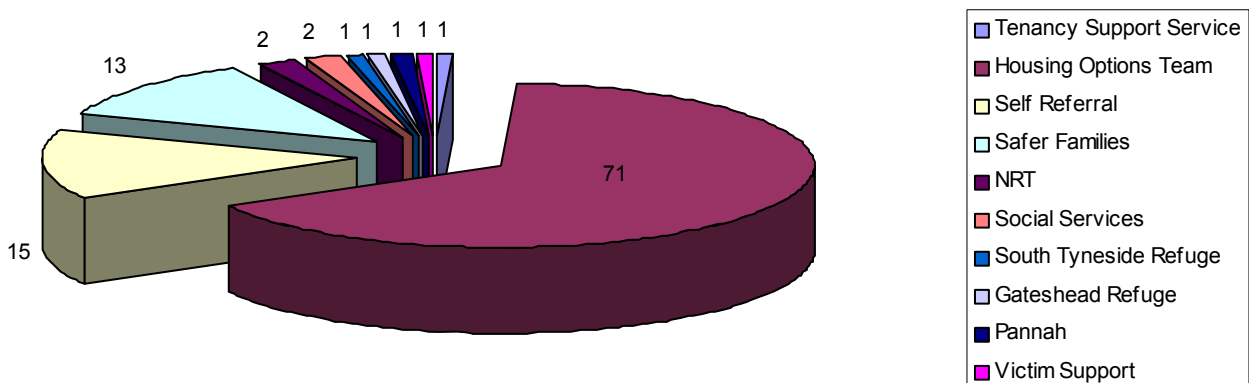
The majority of service users signed off in 2008 had no arrears or arrears of less than £100. A small percentage had arrears of £300 and upwards which could threaten the sustainability of the tenancy.

Anti Social Behaviour



There were no incidents of Anti-Social Behaviour from any of the service users that had been signed off the service in 2008.

Source of Referrals for the Domestic Violence Service



The majority of applications received were internally from the Housing Options Team, following this it was self-referrals and then applications received from Safer Families. The proportion of self-referrals demonstrates that information about the service is becoming more widely available and the variety of the source of referrals is a result of improved partnership working. The service will continue to promote its availability and work with partner agencies to ensure victims are aware of the service.

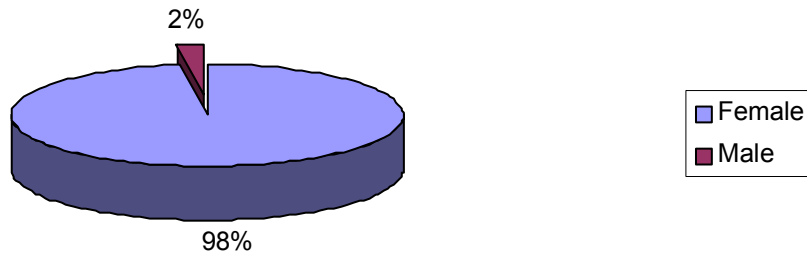
Ethnic Profile of the referrals received by the Domestic Violence Service in 2008

Ethnicity	% of total population within Gateshead	% of referrals received within Tenancy Support Service
White British	96.8%	94.85%
White Other	0.3%	2.06%
White Irish	1.2%	0%
Mixed White and Black Caribbean	0.13%	2.06%
Mixed White and Black African	0.04%	0%
Mixed White and Asian	0.15%	0%
Other mixed	0.08%	0%
Asian or Asian British Indian	0.25%	0%
Asian or Asian British Bangladeshi	0.06%	0%
Asian or Asian British Pakistani	0.26%	1.03%
Asian or Asian British Other Asian	0.09%	0%
Black or Black British Black Caribbean	0.02%	0%
Black or Black British African	0.10%	0%
Black or Black British Other Black	0.01%	0%
Chinese or other ethnic group Chinese	0.15%	0%
Chinese or other ethnic group	0.20%	0%

In 2008, the majority of applications for the service received were for British White applicants in line with the makeup of the local population.

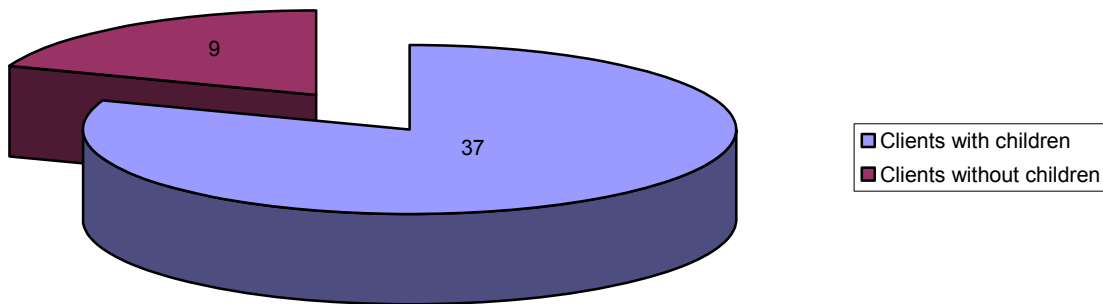
In comparison to 2007 however, there was a shift in the number of applications received from British White groups with a reduced amount being received by this group and an increase in the number of referrals being received from White Other, Mixed White and Black Caribbean and Asian or Asian British Pakistani. In 2008 the service became more accessible to certain BME groups however overall there are still gaps in referrals being received from different ethnic groups (See Action Plan).

Gender Profile of applications received
Gender Analysis of applications received by the Domestic Violence Service 2008



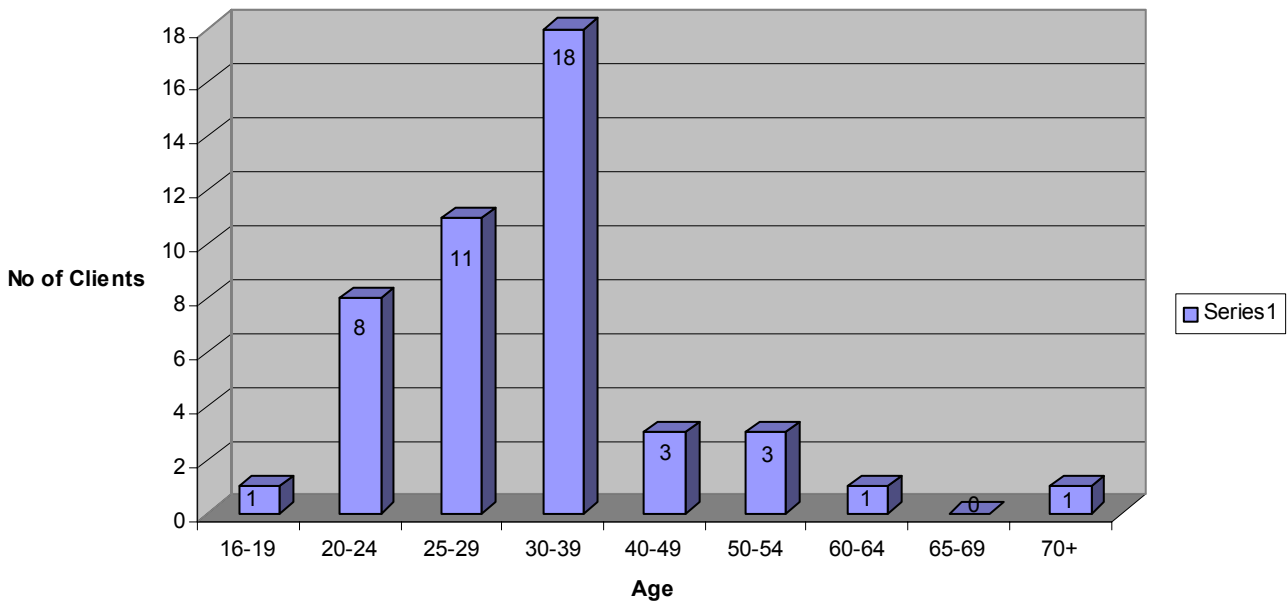
In 2008 the service started to monitor the gender of applications being received. Female applicants dominated applications received by the service. Due to the nature of Domestic Abuse, it is extremely difficult to ascertain the true levels of demand for this service from either males or females, however the service will promote the service so male victims can easily access them.

Family make up of applications received
Domestic Abuse Service family Make Up 2008



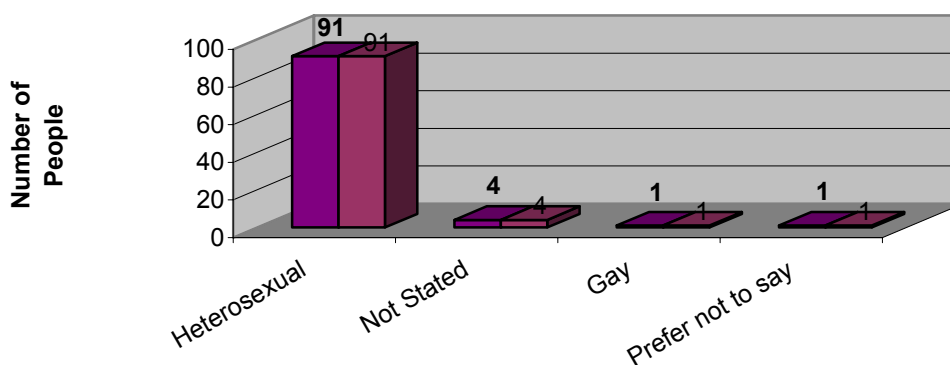
In 2008, the service started to monitor the family make up of applicants being referred to the service. The majority of applications received are from service users with children.

Age Profile of applications received
Domestic Abuse Service Age Range 2008-2009



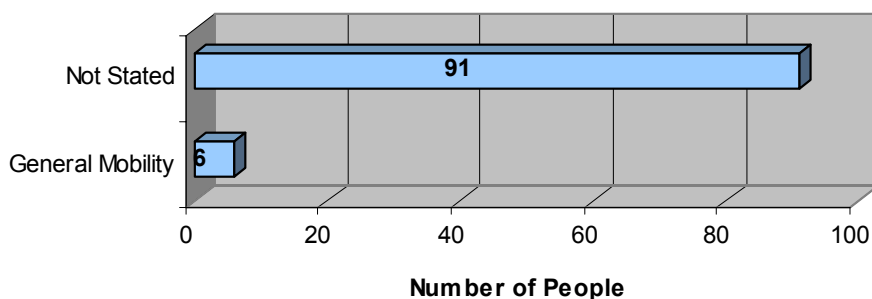
The majority of applications received are from applicants in their twenties closely followed by applicants in their thirties. As the age increases, the number of applications decreases. (See Action Plan).

Sexual Profile of applications received Sexuality



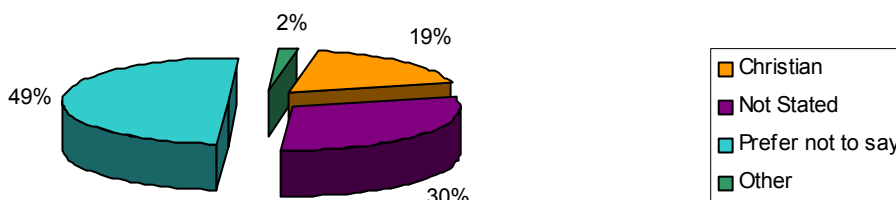
In 2008 the service started to review applicants sexuality. Overwhelmingly the majority of applications are from Heterosexual applicants with only 1 application from a gay applicant being received in 2008. Again it is difficult to ascertain the demand from gay and lesbian victims but the service will continue to promote accessibility (See Action Plan)

Disabled Profile of applications received Disability



Only 6 of the applications received had identified a disability with general mobility. The service doesn't appear to be as accessible to victims with disabilities (See Action Plan)

Religious Profile of applications received Religion

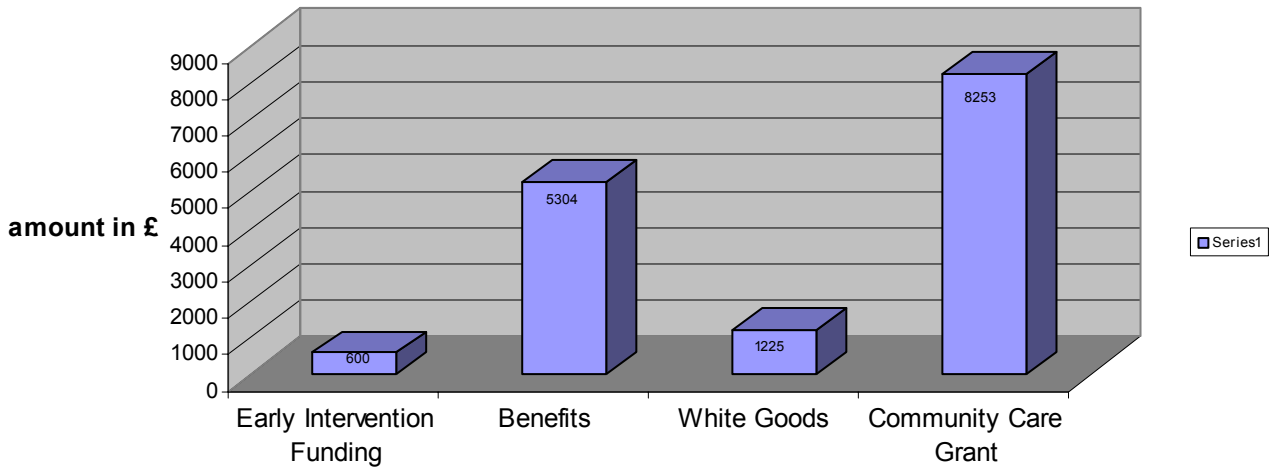


The only religion that features in the applications received is Christianity; a small percentage of Other religion is also recorded from the applications received from the service. The service does not appear to be accessible to victims from other faiths (See Action Plan)

Where service users were referred to other services for support in 2008

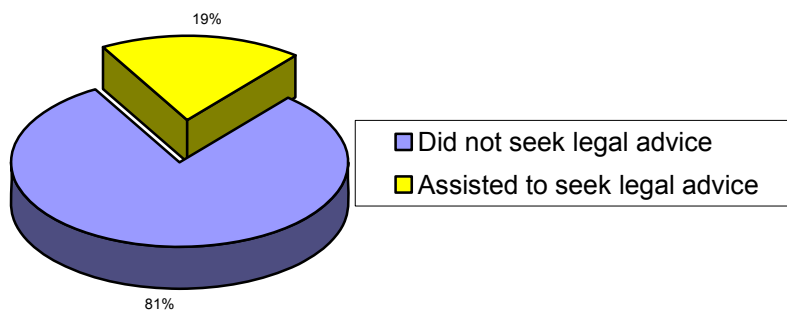
Referrals were made to the following agencies when the Domestic Violence Service couldn't offer support. This can be for a number of reasons such as a lack of Safe Houses or the required intervention of a service that can offer a different provision of support.

**Money obtained in 2008 for Service Users
Money Obtained DV Service 2008**



The majority of income obtained for service users in 2008 was in the form of Community Care grants with over £8000 being obtained for service users, this was followed by income from other benefits. Overall the service obtained £15,382 for service users through grants, benefits, obtaining White Goods and in the form of funding from the Early Intervention Fund.

**Persuing Legal Action against Perpetrators
DV Legal Advice**

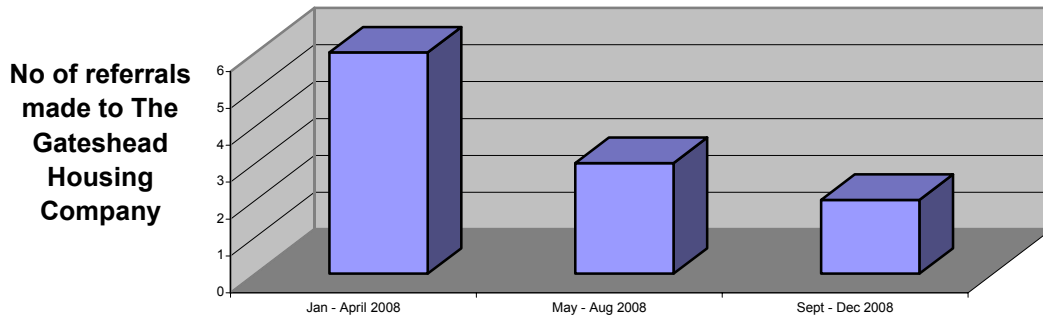


19% of victims supported were supported to seek legal advice, although there was a decrease in the number being supported to pursue legal action since 2007, this should be set to increase with the expansion of provision to support victims to remain in their own home.

Many victims of Domestic Violence do not pursue Legal Action against their ex partners. Supporting victims to pursue legal action is a key contribution of the vision to make Gateshead a safe place to live and visit.

Service users assisted to access additional security measures provided by The Gateshead Housing Company

Domestic Abuse Security Measures

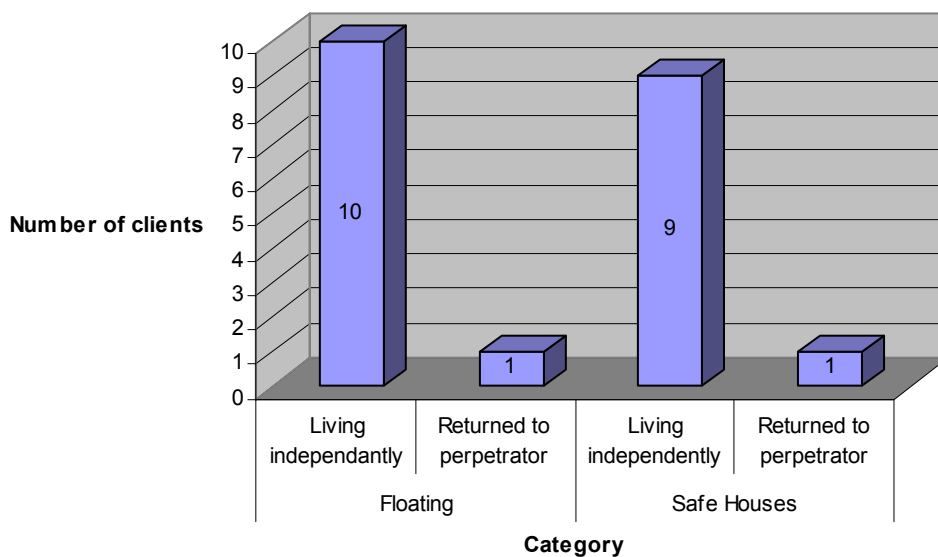


In 2008, the service saw a 25% increase in the number of service users accessing additional security measures from the Gateshead Housing Company since 2007.

Supporting victims to access additional security measures in partnership with The Gateshead Housing Company is a key contribution of the vision to make Gateshead a safe place to live and visit.

Outcomes at the end of the support programme in 2008

Support Outcomes



Refugee Move On service





Refugee Move on Service

A Year in Progress/Service Departments within the Refugee Move on Service

- Partnership Working with the Cyrenians
- Appointing a new Refugee Support Worker
- Reporting of local performance targets
- Reporting of Customer Satisfaction results
- Reporting of Tenancy Sustainability

Partnership working with the Cyrenians

At the beginning of 2008, the Tyneside Cyrenians were awarded the voluntary grant to provide additional support to Refugees (within the existing Refugee Move on Service) at the point that they receive a positive decision. A full time worker was appointed in April 2008.

The additional benefits that have been achieved for Refugees in Gateshead since this partnership working began have been extensive. Below are a few examples of the additional benefits that have been brought to Refugees in Gateshead in 2008.

- The Cyrenians have provided **suitable temporary accommodation** in the form a 5 bedroomed emergency accommodation unit specifically for Refugees in the centre of Gateshead. Other temporary accommodation is often unsuitable as Refugees can be vulnerable to racist abuse and anti-social behaviour. The unit is proving particularly successful, as Refugees are able to receive tailored support whilst living in safe temporary accommodation whilst more suitable permanent accommodation is sought.
- **English Classes** are now provided to refugees in Gateshead helping to improve language skills.
- Fareshare is a national charity that redistributes surplus food from producers and suppliers within the food industry to those most in need within local communities. This food contributed to over 3.3 million meals to 12,000 disadvantaged people each day in cities and towns across the UK. FareShare Tyneside is one of ten UK franchises and will be delivering food to organisations in Newcastle, Gateshead and North Tyneside. From this project we have been able to make up Crisis packs of food for refugees who find themselves without any income following a positive decision.
- **Brighter Futures Construction Skills Training Centre**
Tyneside Cyrenians deliver construction skills training for vulnerable adults many of whom are affected by homelessness and substance abuse. Bricklaying, plastering, carpentry and joinery skills training are some of the trades covered. Newcastle Futures support the Cyrenians in being able to offer CSCS tests, a must for anyone planning to work on a construction site; Refugees are now more readily able to access this service.
- **Links to Cyrenians volunteer programme and routes into Work Experience** Tyneside Cyrenians offer volunteering opportunities in all of their projects; horticulture, befriending, catering, warehousing to name a few. All volunteers are invited to attend a 1 day induction, which covers health and safety, code of conduct as well as learning more about the work of Tyneside Cyrenians. Refugees are now more readily able to access this service.

- **SUNNEE** Sports Support through Newcastle and Northumbria Universities (sessions to be held at Longbenton, Newcastle and possibly Gateshead) University students on their sports graduate programme to run coaching sessions anything from 1 to 1 to group activities. Refugees in Gateshead are now able to access these services more easily

Below is a snapshot of some of the additional outcomes that have been achieved with a Cyrenians worker in post over a 6 month period

Client Information	Total
Additional number of refugees that have been re-housed	13
Additional Number of refugees that have accessed benefits	15
Additional Number of refugees that have accessed education or training	26
Additional Number of refugees that have accessed voluntary work	13
Additional number of refugees who have secured paid employment	3

Appointing a new Refugee Support Worker

In December 2008, the service appointed a new member of staff to the team following a long term vacant post within the service. The service is now fully staffed.

Local Performance Targets

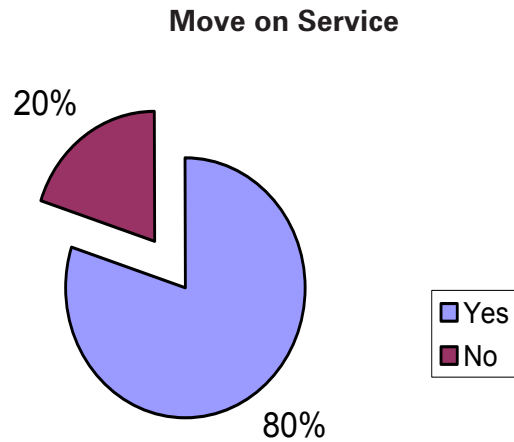
In 2008, the service started to report on local performance targets. Below are the results from April – September 08.

- 100% of service users who didn't have access to healthcare accessed healthcare this was in line with the local target of 100%. (National Indicator 119, Self –reported measure of people's overall health and well being)
- 100% of service users who needed white goods gained white goods, this exceeded the local target of 80% (National Indicator 142, Number of people who are supported to maintain independent living)
- 23 Refugees accessed work education, voluntary work or training (National Indicator 151, overall employment rate)
- 97% of the Refugees who received a positive decision through the Asylum Team choose to remain in Gateshead after receiving support from the team (National Indicator 5, overall/general satisfaction with local area)

Customer Satisfaction Results

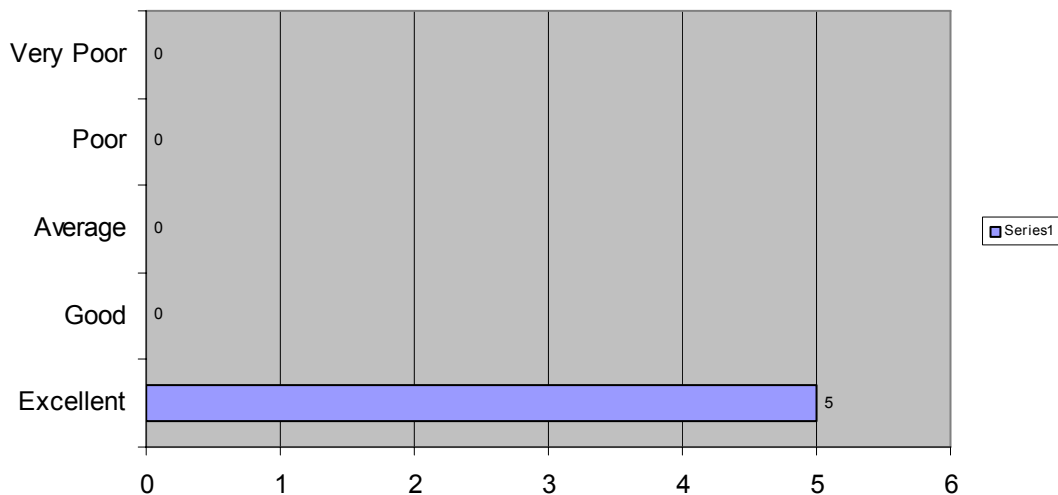
We asked our service users if they felt they were now able to manage their tenancy at the point when they were signed off

Do you feel you are able to manage your tenancy on your own



Twenty percent of our service users stated that they still didn't feel able to manage their tenancy on their own at the point when they were signed off for support. Following these results service users were consulted and the feedback suggested that service users can feel lonely when they are signed off the support service. An exit questionnaire has now been introduced that is specifically designed to establish if service users need other support from other agencies such as support to network and meet other people.

How would you rate the treatment from your Support worker



All of the service users signed off from the Move on Service within that period stated that the treatment from their support worker was excellent.

Other results from the survey

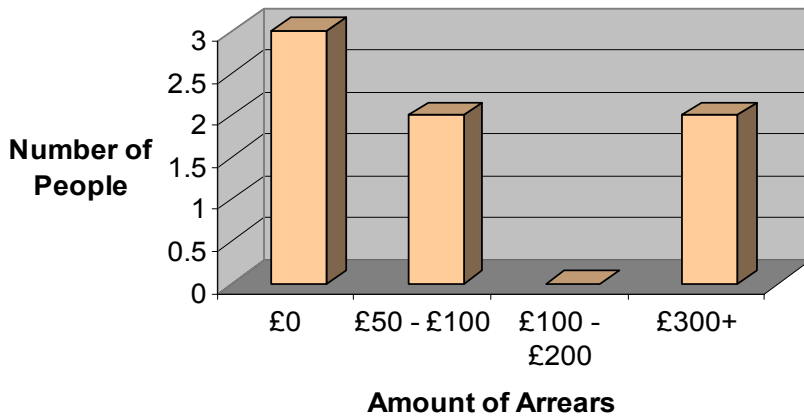
- 100% of people asked stated that they had their own ideas written into their support plan.

Tenancy Sustainability

In 2008, the Refugee Move on Service started to measure the sustainability of Refugees who have been signed off the service. This provides an indication if service users have really achieved independent living when support is no longer provided.

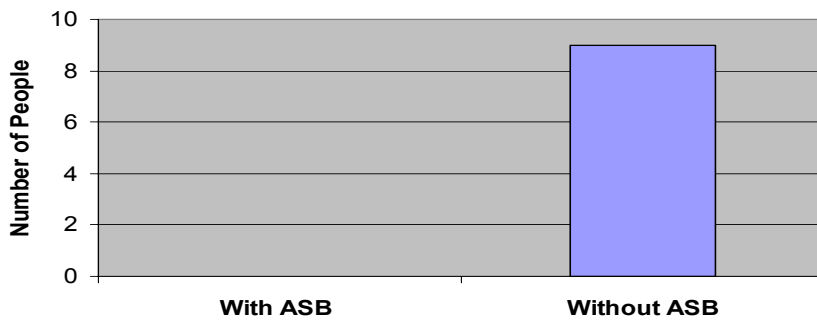
The sustainability of tenancies for Refugees who were signed off the service in 2008 is detailed below

Rent Arrears



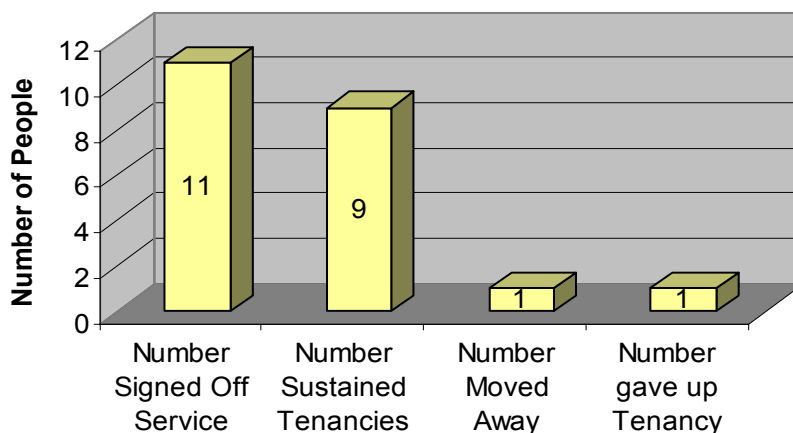
The majority of Refugees who had been supported by the service had no arrears or arrears less than £100 arrears. Two Refugees who had been supported by the service had arrears of over £300. Measures to address this can be viewed in the Action Plan.

Anti-Social Behaviour



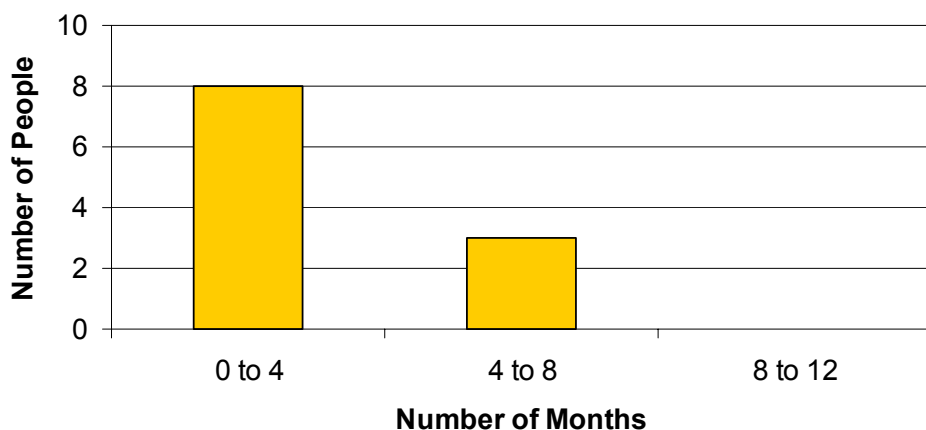
None of the refugees who were signed off the service in 2008 have been involved with any incidents of Anti-Social Behaviour. This demonstrates that the support provided to refugees ensures that refugees are aware of their responsibilities and required conduct in holding their own tenancy.

Sustainable Tenancies



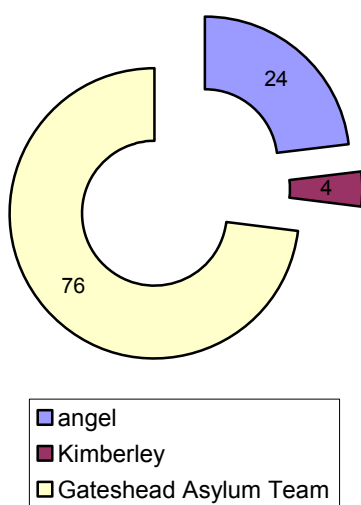
The results demonstrate that most of the refugees signed off the service in 2008 are successfully sustaining their tenancy, only 1 refugee gave up their tenancy voluntarily with 1 refugee moving out of the area.

The Length of Sustained Tenancies



The length of sustained tenancies will depend on when the service user was signed off the service. The majority of Refugees have maintained their tenancy up to 4 months with a smaller portion of Refugees maintaining their tenancy from between 4 months to 8 months.

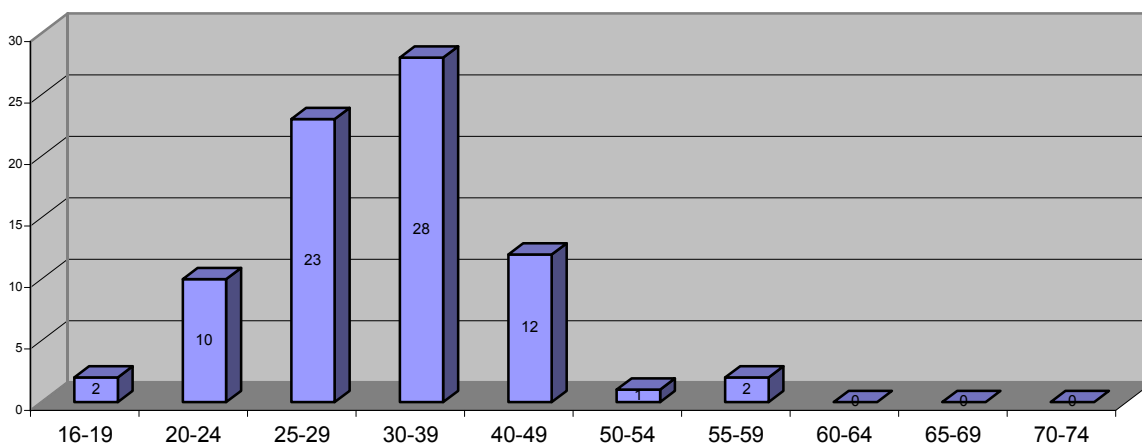
Source of Referrals to the Move on Service 2008



As per 2007, the biggest referring agency to the Refugee Move on Service was the Asylum Team based within the Council. However there was a reduction in the number of referrals from this team in comparison to 2007. In 2008 there was a significant increase in the number of referrals being received from the private sector. This demonstrates the positive working relationship that has been achieved with the private sector, which works to ensure that refugees who were accommodated within the private sector have access to the Move on Service. There were no self referrals in 2008, this may be as a result of the improved referrals from the private sector.

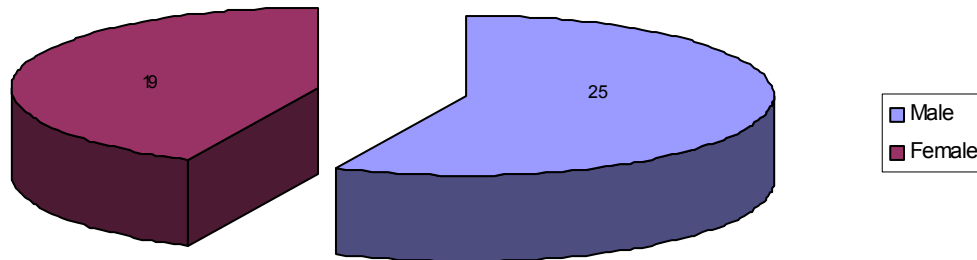
Age Profile of Refugees supported in 2008

Refugees supported in 2008 by age



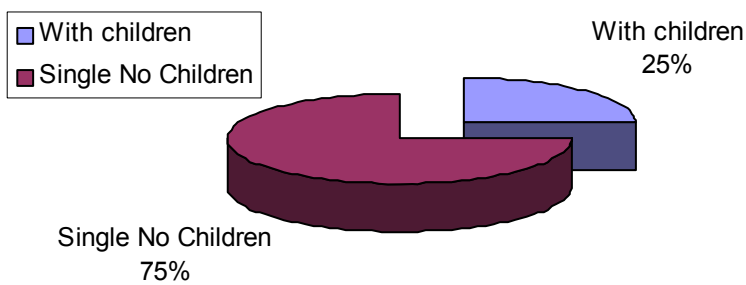
The majority of service users supported by the Refugee Move on Service in 2008 were in their twenties, this is followed by service users in the thirties age bracket. Overall as age increases the number of service users supported decreases. This follows the same trend as 2007.

Gender Profile of Refugees supported in 2008



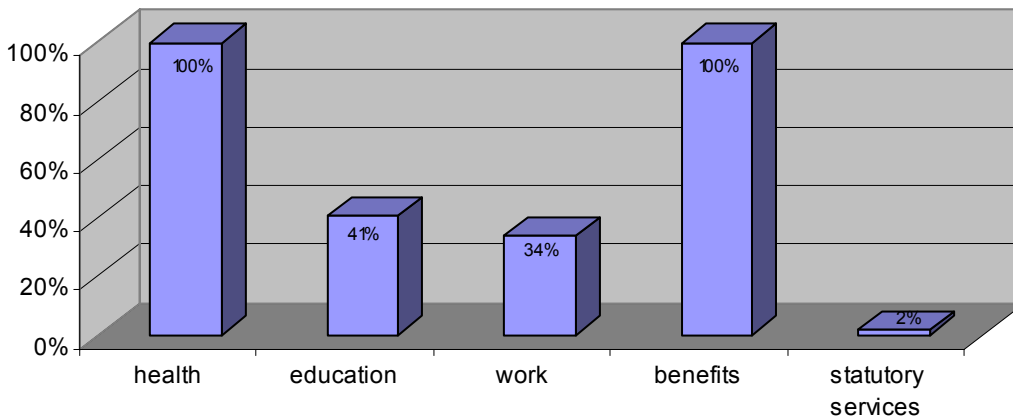
More males than females were supported by the service in 2008, although there wasn't a large imbalance between males and females accessing and being supported by the service. When benchmarking these figures to the positive decisions of males and females, there are no large proportionate differences with females being fully able to access the Refugee Move on Service.

Family make up of Service Users supported in 2008



The majority of refugees supported were single people without children supported in 2008. In contrast to 2007 the proportion of single people supported by the service in 2008 grew and the number of families decreased as a proportion of services users supported by the service.

Services accessed by Refugees in 2008

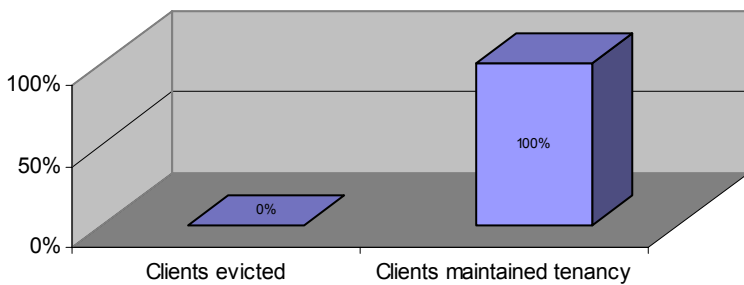


In 2008, there was an increase in the number of service users accessing education and a significant increase in the number of Refugees accessing work with over a 20% increase. As in 2007, 100% of the Refugees supported accessed benefits and health services. There was a reduction in the number of Refugees accessing statutory services. This suggests that Refugees are not having to seek crisis assistance from statutory services when they are being supported, demonstrating the preventative measures of move on support.

Active and Healthy Gateshead

The Refugee Move on Service continues to contribute to Vision 2030 by ensuring that Refugees have access to healthcare and contributes to Gateshead residents having the longest and healthiest lives in England. With support to access services, the Refugee Move on Service also continues to provide opportunities to vulnerable people so they can be supported to lead fulfilling lives.

Outcomes at the end of Support in 2008



The success of service users maintaining their tenancy in 2007 continued in 2008 with 100% of service users continuing to maintain their tenancy at the end of their support programme.

Sustainable Gateshead

The Refugee Move on Service continues to contribute towards sustainable and cohesive communities by ensuring that all Refugees maintain their tenancies during support and feel safe and supported enough to continue to remain in local communities across Gateshead.

Case study

A family that consisted of a Mother, Father and baby daughter was referred to the Move On Service. They were from Somalia and had only been in Gateshead for a short time when they were granted permission to stay in the UK. This meant that they were a little unsure of the area and did not have many friends.

The support worker helped the family in finding a housing association flat in Bensham and assisted them in setting up the home with donated furniture. He then helped them in getting involved in local community groups to help them make friends in the area and integrate into the community.

The support worker worked with the family to ensure all of the practical issues were addressed such as benefits, Housing Benefit and registering with a G.P.

The father of the family was keen to support his family by gaining employment as soon as possible as he was a proud man and wanted to provide for his family. The support worker discussed with the couple what work they had done back in Somalia and what they would like to do now. He found that they both had Masters Degrees in Hydrology and Agricultural Studies. The couple did not think that their degrees would be valid in this country, however, the support worker had them assessed by Northumbria University and it was found that they were both valid.

The support worker then referred them to the R.I.S.E (Refugees into Sustainable Employment) Project, who find refugees six month work placements to enable them to have work experience in this country. R.I.S.E found the Father a placement with Northumbrian Water and after a few months he was offered a full time job with the company. The family are now totally independent and do not need any support.

Health and Housing Support Team





Health and Housing Support Team

Health and Housing Support Team

A Year of Progress for the Health and Housing Support Team Service Developments

- The appointment of an Occupational Therapist
- The introduction of Customer Satisfaction Surveys

The appointment of an Occupational Therapist

Through partnership working with The Gateshead Housing Company, Adult Care and Housing Services, the need for an Occupational Therapist to be based within the Health and Housing Team was identified. An appointment was made and the post was filled in May 08.

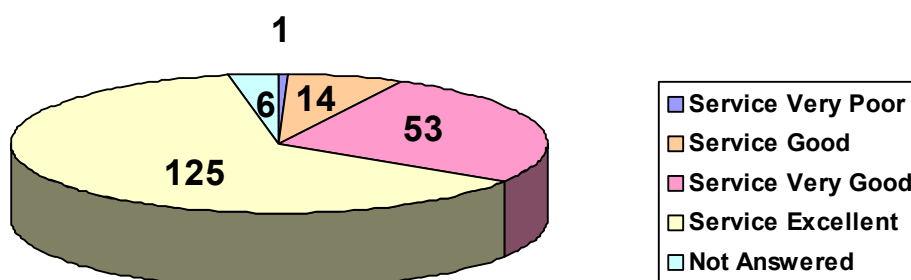
The need for an Occupational Therapist to sit within the team was evidenced by the need to accelerate the response times to dealing with clients' applications to the Health and Housing Support Team to be re-housed.

The need for an Occupational Therapist to confirm the suitability of a property for a certain applicant can result in delays for an applicant wishing to view a property. Having an Occupational Therapist within the Health and Housing Team enables a dedicated member of staff to ensure the suitability of properties and has impacted on lettings time as well as offering a swifter service to our customers.

Some of the work undertaken by the Occupational Therapist is detailed below:

- OT and Senior Health and Housing Support Worker form a panel which meets weekly to determine applicants medical priority
- OT may be required to carry out an assessment in some cases if priority status cannot be decided from the information available. OT may also visit if it is indicated that the applicant may prefer their present home to be adapted rather than to move to alternative accommodation.
- OT to visit as many void adapted properties as possible to build up knowledge of the adapted housing stock.
- Housing OT is involved in liaison with hospital OT's re delayed hospital discharge cases where the patient is unable to be discharged to their existing home as it is no longer suitable for them

Customer Satisfaction Results



In 2008, the service developed Customer Satisfaction Surveys to monitor how applicants rate the service.

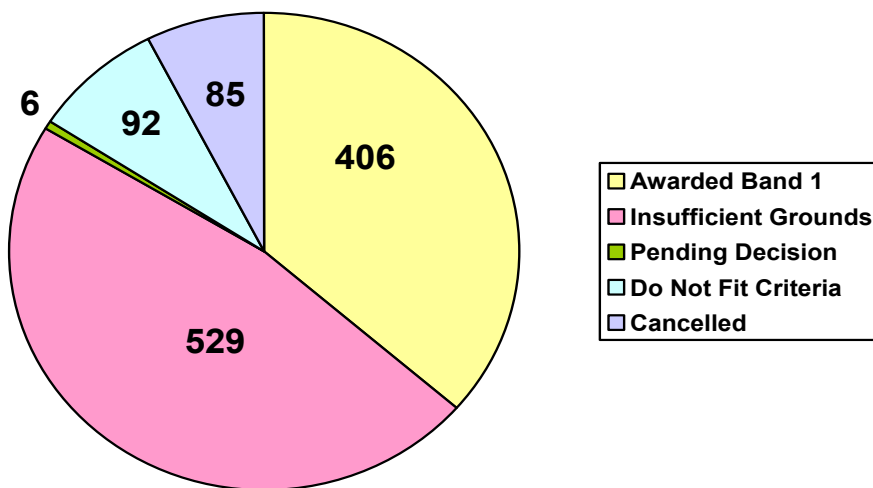
The majority of applicants stated that the service is excellent, with other applicants finding the service to be either very good or good. Only one applicant found the service Very Poor

Of the **861 applications received** from people requesting to be re-housed because of medical needs between April and December 2008, **200 satisfaction surveys were returned**.

- 200 people (**100%**) of the surveys returned said the visiting officer was informative and approachable
- 196 people (**98.5%**) of the surveys returned were advised of what would happen next. 193 people stated that they were advised of the bidding process, which is **97%** of the surveys returned.
- 185 people stated that they had been advised about accessing other services to help them remain independent. This is **93%** of the surveys returned

The service is continuing to make service improvements in order to increase satisfaction levels amongst our customers.

Outcome of Medical applications received in 2008

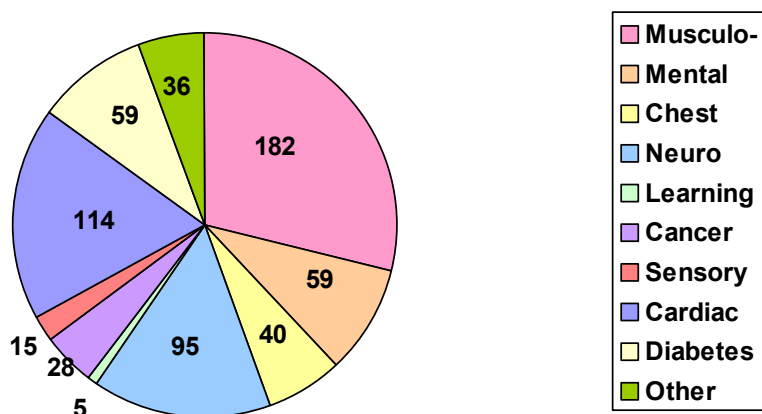


The majority of applications received in 2008 did not have sufficient grounds to justify band 1 medical status; this was followed by applications who were awarded band 1 status.

In comparison to 2007, the service saw a 41% reduction in applications being received that didn't fit the criteria. This reduction in inappropriate referrals demonstrates that stakeholders and applicants themselves have increased awareness of eligibility for band 1 medical priority status, this has improved the efficiency of the service in dealing with those applications that could qualify for band 1 medical priority status.

In 2007, more applications were accepted than refused however in 2008, more applications were refused than accepted. The shift from an increased amount of referrals being refused than accepted demonstrates that the service is providing to those most in need.

Profile of applications received by illness type in 2008



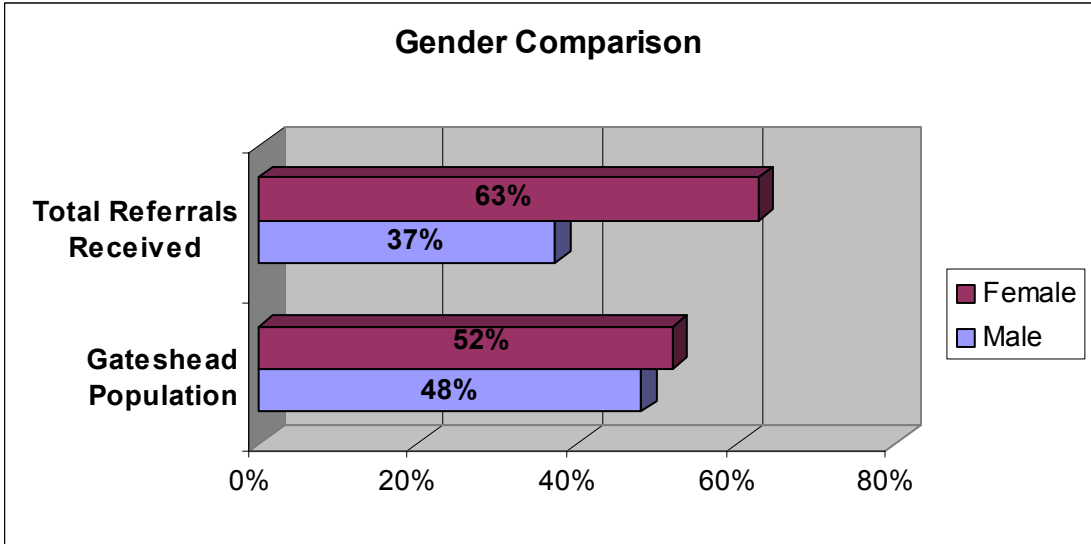
In 2008, the largest type of illness by application was Musculo illnesses, followed by cardiac illnesses. In comparison to 2007, there has been a change in the profile of applications received by illness with a greater proportion of applicants applying with musculo illnesses and an increase in applicants with mental health issues. In comparison to 2007, 2008 saw a decrease in applicants with heart problems and cancer.

Ethnic profile of the referrals received by the Health and Housing Support Service in 2008

Ethnicity	% of total population in Gateshead	% of referrals received within the Health and Housing Support Team
White British	96.8%	83.63%
White British	96.8%	92.72%
White Other	0.3%	3.63%
White Irish	1.2%	0%
Mixed White and Black Caribbean	0.13%	0%
Mixed White and Black African	0.04%	0%
Mixed White and Asian	0.15%	0%
Other mixed	0.08%	0%
Asian or Asian British Indian	0.25%	0%
Asian or Asian British Bangladeshi	0.06%	0%
Asian or Asian British Pakistani	0.26%	0%
Asian or Asian British Other Asian	0.09%	2.72%
Black or Black British Black Caribbean	0.02%	0%
Black or Black British African	0.10%	0.90%
Black or Black British Other Black	0.01%	0%
Chinese or other ethnic group Chinese	0.15%	0%
Chinese or other ethnic group	0.20%	0%

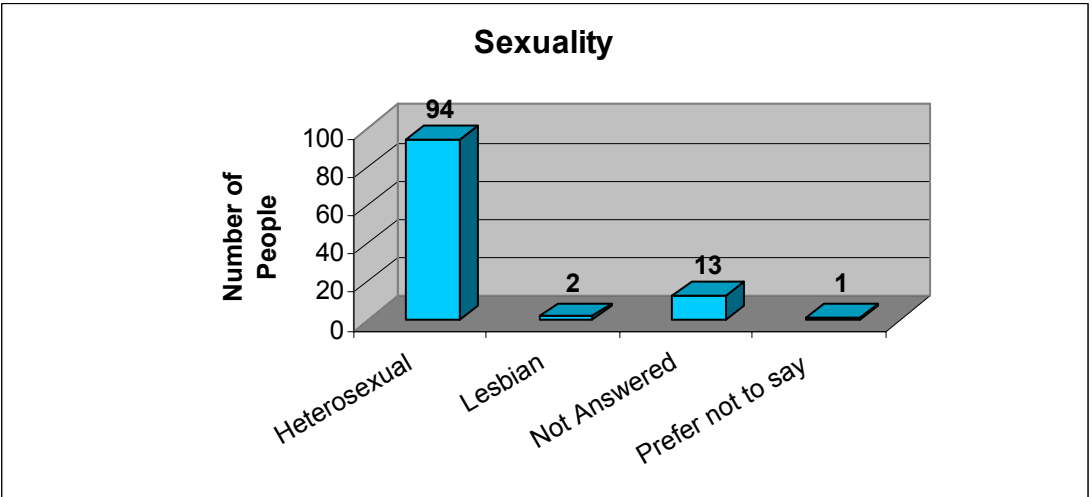
In 2008, the service received applications from Asian or Asian British other Asian and Black or Black British African applicants. No applications were received from these ethnic groups in 2007. There are still gaps in applications being received from certain ethnic groups, in comparison to the make up of the local population. However, the service is meeting the needs of other ethnic groups within the local community.

Gender Profile of applications received in 2008



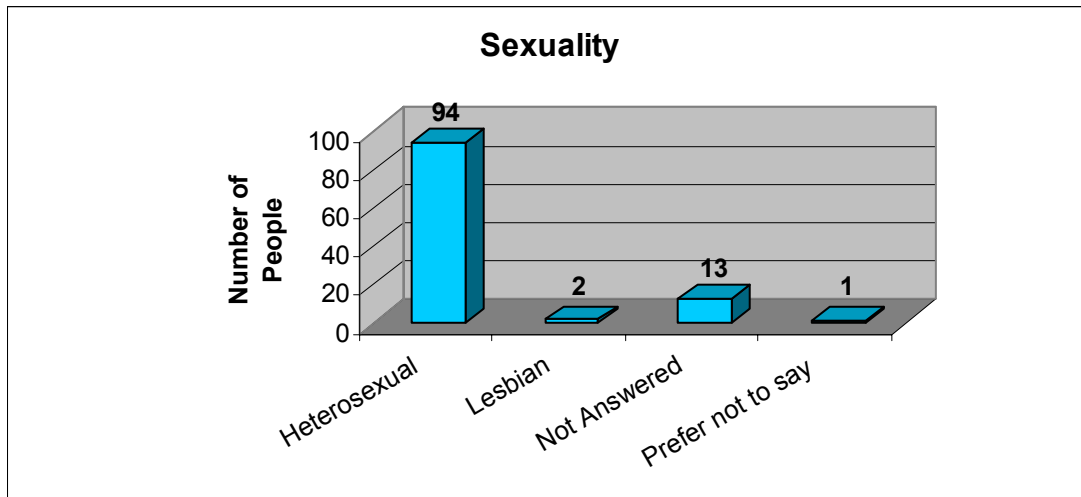
In 2008, there was a slight shift with more females applying to be re-housed than males in comparison to 2007. In comparison to the makeup of the local population, females are overrepresented and males underrepresented in the applications to be re-housed based on medical need. This may be accounted to the fact that females statistically live longer than males.

Profile of applications received in 2008



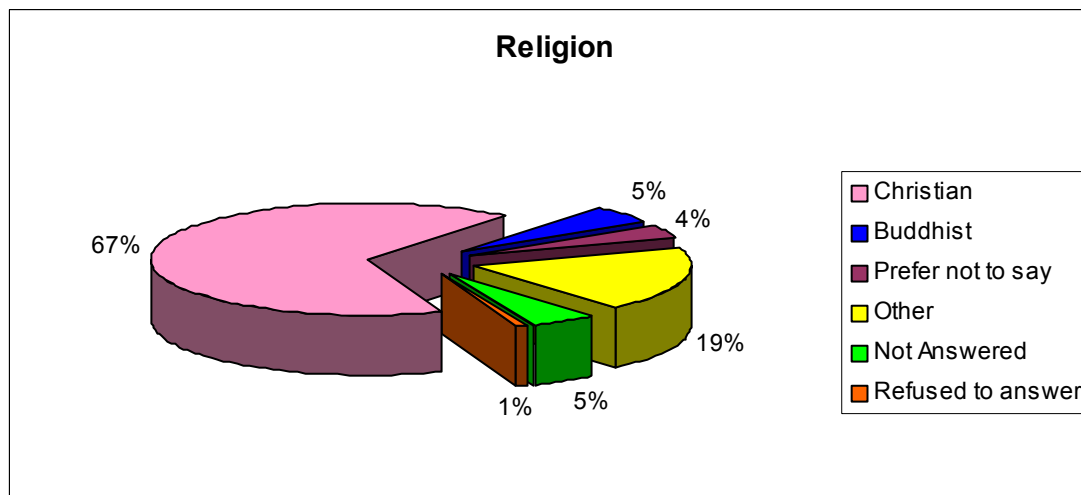
From the results collated, the service does not appear to be accessible to gay and lesbian applicants with only 2 applicants detailing themselves as lesbians. (See Action Plan).

Religious Profile of applications received



In line with local census information, the majority of applicants to the service had a Christian faith. The service appears to be more accessible to those with other faiths as Buddhism and other religions.

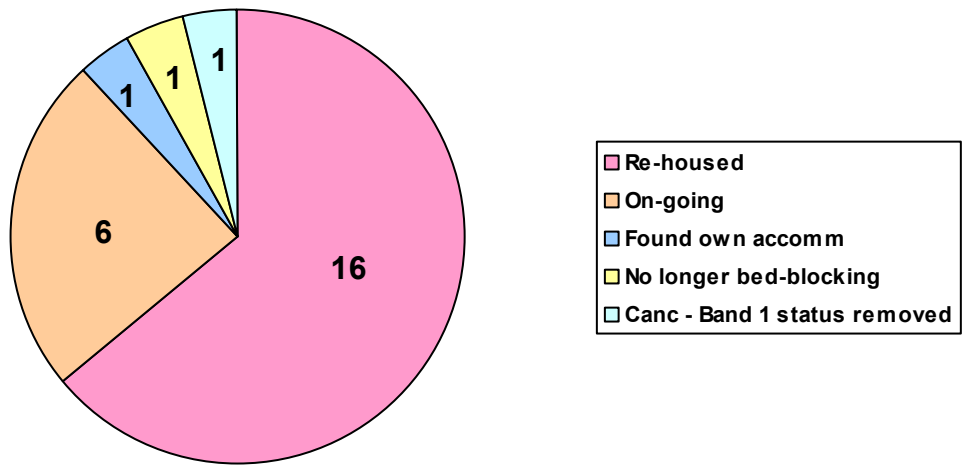
Age Profile of applications received in 2008



In 2008 there was a shift in the age profile of applications received. In 2007 around a quarter of all applications were between the ages of 25-60. In 2008 this was the most dominant age group for received applications. Sixty plus is the second most dominant age group for applications received. The service appears to be accessible to younger applicants.

Delayed Discharges

In 2008, the service saw an increase of 17 applications from delayed discharges and received an overall total of 25 applications. Delayed discharges are cases that cannot leave hospital or respite care as their current accommodation is unsuitable for their medical needs. The results of those applications are detailed below.



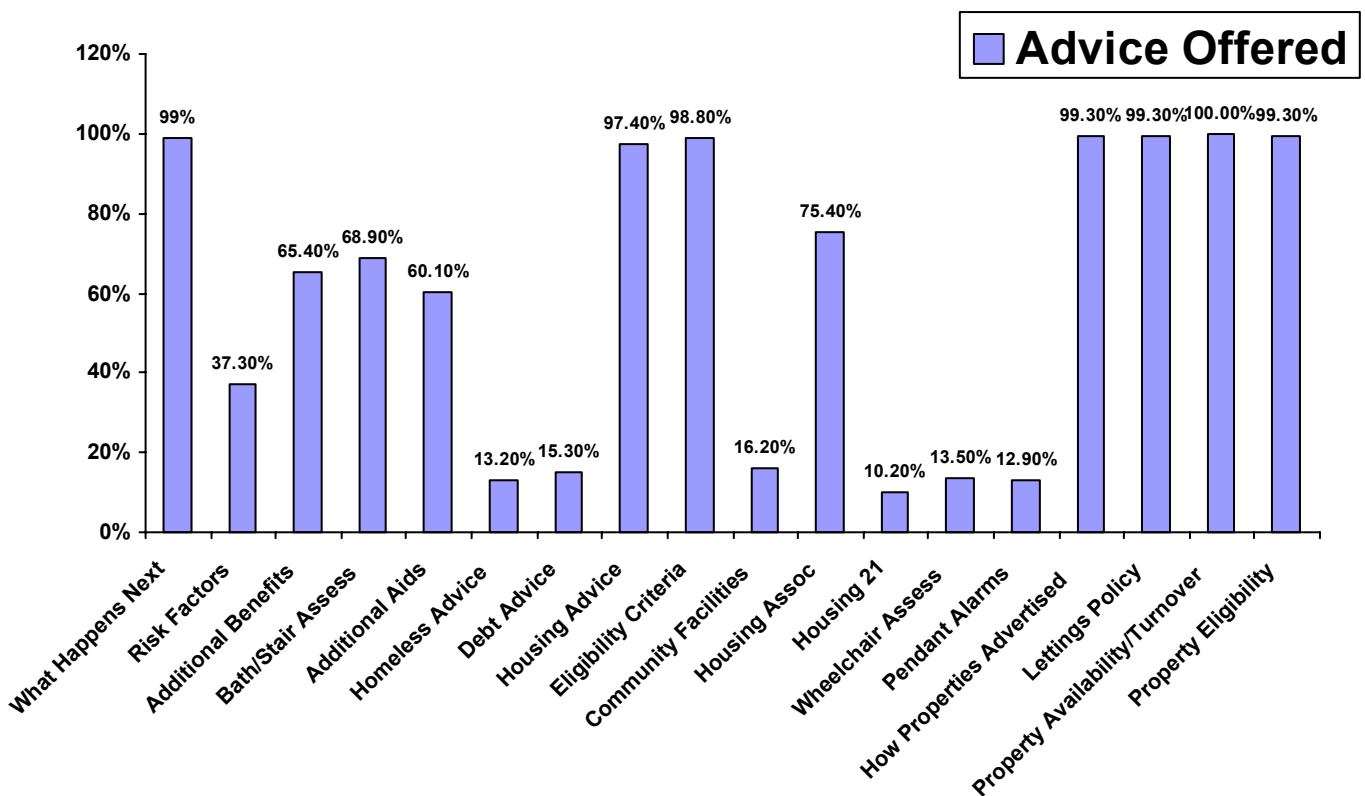
The majority of the applications were re-housed. Only one of the applications found their own accommodation.

Active and Healthy Gateshead

The service continues to meet the Council's Vision of an Active and Healthy Gateshead by assisting those applicants whose health is detrimentally affected (because of the area or type of property currently occupied) to find suitable accommodation allowing them to be discharged from hospital. The service contributes to ensuring that Gateshead residents have the longest and healthiest lives in England.

Advice Provided to Service Users in 2008

In 2008, the following types and advice were offered to Service Users.



Every applicant visited had property availability and property turnover discussed with them. Almost all of the applicants had the medical process, lettings process and general housing advice provided to them. Additional advice and support to help people remain independent in their own home was also provided such as advice and support on benefits, debt advice and additional aids.

Active and Healthy Gateshead

Providing advice and support with finances and aids and assistance to remain independent in the home, the service enables vulnerable and older residents to lead fulfilling lives with support of their choice.

Band 1 Cases Re-housed:

In 2008, **220 Band 1 medical applicants were re-housed into more suitable accommodation.** Ensuring best use of adapted stock saves the Council having to spend extra money on adaptations.

If these 220 households had pursued adaptations to their homes the cost to the council would have potentially been **£1,588,000.**

Timescales in processing applications

Average number of days from receipt of application to home visit	17.9 days
Average number of days from visit to decision:	7.3 days
Average number of days from receipt of application to decision	23.6 days

Since 2007, there has been a slight increase in the number of days between the receipt of an application to the home visit, with an increase of 5 days; staffing capacity has been identified as a major causal factor in this. However, 2008 saw a reduction of 2 days in the time between a visit being carried out and a decision being made. Overall there was only one days increase in the time taken between receiving an application and a decision on the application being made.

Appendices





Appendix 1

Information about the Support Providers signed up to the Single Gateway Scheme

Norcare - have 4 schemes:

- **Gateshead Accommodation project (GAP)**

This scheme offers tenancy support for people with complex needs. The aims are to have the client settled in their accommodation and to ensure that they understand all the issues around maintaining their tenancy.

- **South of the Tyne Project (S.O.T.P)**

This scheme offers regular structured one to one meetings to provide support for clients who are currently involved in the criminal justice system – one of the aims is to give clients practical support in their own tenancy so that they can maintain an independent lifestyle and can integrate into mainstream society.

- **Gateshead Housing and Addictions Scheme (G.H.A.S)**

This scheme offers regular support to clients with alcohol and substance misuse issues.

- **Gateshead Tenancy Support Service (G.T.S.S)**

This scheme offers support to young people age 16-25 years old in their first tenancy.

Gateshead Leaving Care Team

To provide a service for all young people aged 16 – 21 who are leaving care and are eligible for a service from the Leaving Care team. This includes assessment and provision of pathway plans, which are reviewed every six months. Pathway plans detail accommodation needs and the type of housing support required and this is fed into the Single Gateway scheme.

Byker Bridge/Youth Offending Team

Provides floating support to young offenders age 16-18 referred by the Youth Offending Team and re-housed by the Single Gateway Scheme. The aim is to enable service users to develop independent living skills and manage their accommodation successfully. The scheme aims to prevent homelessness, offending behavior and also aims to enable the service users to access training, education and employment and make informed choices about their lives.

St Bedes House

Provides homeless accommodation for those age 16-65 years old in need of support. The accommodation is semi independent with individual bedsits and support offered around health and wellbeing, managing a tenancy, budgeting, debt advice and general life skills. The aim is to move service users on to mainstream housing.

Gifford House, Tyneside Cyrenians

Gifford House offers supported accommodation to enable service users the opportunity to build the skills needed for independent living. Service users are involved in their support plans and are moved into independent living.

NECA (North East Counselling on Addictions)

The floating support scheme supports clients with addiction issues to access housing and ensures that support is offered when they are re-housed.

Supported Housing Action Plan 09

Service	Gap	Source	Service Plan	National indicator	Action Required	Action Implemented	Outcome
Single Gateway Service	<p>Access to the Service Lack of gay and lesbian applications received for the service</p>	Annual Report 2008	Improve access to housing to vulnerable or socially excluded groups	<p>National Indicator 140 Fair Treatment by local services</p>	<p>1). Identify local support groups for gay and lesbian people.</p> <p>2) Meet with local support groups to encourage referrals from gay and lesbian applicants who may be excluded from social housing identifying any barriers to the service.</p> <p>3). Ensure literature about the service is targeted at local support centres for gay and lesbian applicants</p> <p>4). Identify the profile of applicants excluded from social housing benchmarking the profile of excluded applicants to referrals received by the scheme.</p> <p>5). Continue to monitor the number of gay and lesbian applications being received by the service.</p>		

Service	Gap	Source	Service Plan	National indicator	Action Required	Action Implemented	Outcome
Single Gateway Service	Access to the Service Lack of different faiths and ethnic backgrounds represented in the applications received for the service	Annual Report 2008	Improve access to housing to vulnerable or socially excluded groups	National Indicator 140 Fair Treatment by local services	<ol style="list-style-type: none"> 1) Identify local centres of unrepresented faiths 2) Meet with local faith groups to identify if there is a demand for the Single Gateway Service 3) Identify the profile of applicants excluded from social housing benchmarking the profile of excluded applicants to referrals received by the scheme. 		
Tenancy Support Service	Achieving Outcomes The service failed to meet its local performance target of signposting 80% of its service users;	Local Performance Targets			<ol style="list-style-type: none"> 1) Identify suitable relevant agencies that could provide additional specialised support to service users 2) Compile a support directory for staff 3) Arrange for staff to shadow the organisations that they are not aware of. 4) Continue to monitor signposting through local performance target 		

Service	Gap	Source	Service Plan	National indicator	Action Required	Action Implemented	Outcome
Tenancy Support Service	Achieving Outcomes The service failed to hit its target of reducing rent arrears for 80% of its service users who had rent arrears when they were signed up	Local Performance Targets		National Indicator 141 Number of vulnerable people achieving independent living	<ol style="list-style-type: none"> 1) Meet with the Rent and Income team to identify training or shadowing opportunities for staff. 2) Monitor arrears of service users through staff supervision. 3) Continue to monitor the number of cases where rent arrears are reduced as a local performance target. 		
Tenancy Support Service	Access to the service A lack of referrals to the scheme from gay and lesbian applicants	Annual Report 2008	Consult with partners and stakeholders	National Indicator 140 Fair Treatment by local services.	<ol style="list-style-type: none"> 1) Identify local support groups for gay and lesbian people. 2) Arrange meetings to identify potential barriers to the service and how to encourage an increased number of referrals to the service. 3) Ensure literature about the service is available within local support centres supporting and representing gay and lesbian groups, 		

Service	Gap	Source	Service Plan	National indicator	Action Required	Action Implemented	Outcome
Tenancy Support Service	<p>Access to the Service A lack of referrals to the scheme from applicants with different faiths.</p>	<p>Annual Report 2008 Annual Report 2008</p>		<p>National Indicator 140. Fair Treatment by local services</p>	<p>1) Identify local support groups or centres for different faiths within Gateshead. 2) Arrange meetings to identify barriers to the service and to encourage referrals to the service. 3) Ensure literature about the service is available within local faith centres.</p>		
Tenancy Support Service	<p>Achieving Outcomes Sustainability checks demonstrate that some service users who have been previously supported by the service have high rent arrears that could threaten the sustainability of their tenancies.</p>		<p>Consult with partners and stakeholders</p>	<p>National Indicator 141 Number of people achieving independent living</p>	<p>1) Identify the individuals with high rent arrears investigating how and why these rent arrears have accrued reviewing the support that was originally put in place 2) From the findings implement suitable recommendations within the service</p>		

Service	Gap	Source	Service Plan	National indicator	Action Required	Action Implemented	Outcome
Tenancy Support Service	Access to the Service A lack of referrals to the scheme from applicants with different faiths.	Annual Report 2008 Annual Report 2008		National Indicator 140. Fair Treatment by local services	<ol style="list-style-type: none"> 1) Identify local support groups or centres for different faiths within Gateshead. 2) Arrange meetings to identify barriers to the service and to encourage referrals to the service. 3) Ensure literature about the service is available within local faith centres. 		
Tenancy Support Service	Achieving Outcomes Sustainability checks demonstrate that some service users who have been previously supported by the service have high rent arrears that could threaten the sustainability of their tenancies.		Consult with partners and stakeholders	National Indicator 141 Number of people achieving independent living	<ol style="list-style-type: none"> 1) Identify the individuals with high rent arrears investigating how and why these rent arrears have accrued reviewing the support that was originally put in place 2) From the findings implement suitable recommendations within the service 		

Service	Gap	Source	Service Plan	National indicator	Action Required	Action Implemented	Outcome
<p>Domestic Violence Support Service</p>	<p>Access to the Service Gap in BME and different faith groups accessing the service. The majority of referrals are received from internal services such as the housing options service. The local community isn't currently accessing the service.</p>	<p>Annual Report 2007/2008</p>		<p>National Indicator 140 Fair treatment by local services</p>	<p>1) Consult stakeholders 2) Consultation identified the need for further training to external agencies. Training to be developed and rolled out to different agencies including The Gateshead Housing Company, Victim Support. 3) Consultation identified that the service needed to be publicised targeting the following areas G.Ps/Health Centres Concierge notice boards, Tesco Notice Board, GP Practise Newsletters, Anti-Natal Clinics 4) Raise the profile of the service in partnership events including Safer Gateshead, the Domestic Violence Partnership Event</p>		

Service	Gap	Source	Service Plan	National indicator	Action Required	Action Implemented	Outcome
Domestic Violence Support Service	Achieving Outcomes Low number of service users accessing voluntary work, training or Education	Quarterly Outcome Monitoring Annual Report 08		National Indicator 151. Overall Employment Rate National Indicator 140 Fair Treatment by local services	1). Monitor the number of cases who express a desire to access work, training or voluntary work within their Support Plan, monitoring the outcomes achieved for those identified.		
Domestic Violence Support Service	Access to the service Lack of referrals from older applicants				1) Identify local agencies and centres providing support to older residents within Gateshead, i.e. Age Concern. 2) Meet with these agencies to identify any barriers to the service and to encourage referrals to the service. 3) Ensure literature about the service is located in areas that are accessible to older residents within Gateshead. 4) Continue to monitor the number of applicants by age		

Service	Gap	Source	Service Plan	National indicator	Action Required	Action Implemented	Outcome
Domestic Violence Support Service	Access to the service Lack of referrals from gay/lesbian victims	Annual Report 08		National Indicator 140 Fair Treatment by local services	1) Identify local agencies and centres working with gay and lesbian residents 2) Arrange a meeting to identify barriers of access to the service and to encourage referrals 3) Ensure literature about the service is located in areas that are accessible to gay and lesbian residents. 4) Continue to monitor the referrals received from gay and lesbian applicants		

Service	Gap	Source	Service Plan	National indicator	Action Required	Action Implemented	Outcome
Domestic Violence Support Service	Access to the Service Lack of referrals from applicants with disabilities	Annual Report 2008		National Indicator 140 Fair Treatment by local services	1) Identify local agencies/ centres that work and support people with disabilities 2) Arrange a meeting to identify barriers of access to the service and to encourage referrals from applicants with disabilities. 3) Ensure literature about the service is located in areas that are accessible to disabled residents. 4) Continue to monitor the referrals received from applicants with disabilities		
Refugee Move on Service	Achieving Outcomes Sustainability checks demonstrate that some service users who have been previously supported by the service have high rent arrears that could threaten the sustainability of their tenancies.	Annual Report 2008			1) Identify the individuals with high rent arrears investigating how and why these rent arrears have accrued reviewing the support that was originally put in place 2) From the findings implement suitable recommendations within the service		

Service	Gap	Source	Service Plan	National indicator	Action Required	Action Implemented	Outcome
Health and Housing Support Service	Access to the Service Lack of applications from gay and lesbian applicants	Annual Report 2008	Improve access to housing to vulnerable or socially excluded groups	National Indicator 140 Fair Treatment by local services	1) Identify local support services for gay and lesbian residents 2) Arrange to meet to identify any potential barriers to the service. 3) Ensure that literature about how to access the service is made available in communal areas that gay and lesbian residents access.		



 **Gateshead**
Council
www.gateshead.gov.uk

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