

Supported Housing Annual Report 2007

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 25 agencies including The Gateshead Housing Company, the voluntary sector and other statutory agencies. In 2007 we supported 381 households to live independently, reducing the need for other agencies to provide support and assistance to these households.

During 2007 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.

Challenges Facing the Supported Housing Service in 2007

- ◆ No comprehensive admin support to assist the support workers in their role, to collect and record statistics and carry out essential duties as required by the Supporting People Contract.
- ◆ No means to record information about our service users, to identify gaps or look at trends. All data for statistics is collected manually.
- ◆ No effective service user consultation mechanisms in place with a poor rate of customer satisfaction surveys being returned.
- ◆ Lack of awareness about the support services and their role. No framework in place for joint working with other agencies.
- ◆ Questions over the future funding of the Single Gateway Scheme.
- ◆ No effective methods of ensuring the effectiveness of support once support has been withdrawn.
- ◆ Long waiting lists on both the Tenancy Support Service and the Domestic Violence Support Service.

- ◆ Lack of staffing capacity within the Domestic Violence Support Service.
- ◆ Introduction of refugee legacy cases so an increase in the amount of refugees being referred to the Move on Service who are homeless and with no income. A lack of capacity within the Move on Service to deal with these cases.
- ◆ Lack of suitable accommodation for Refugees leaving NASS accommodation.
- ◆ Lack of transparency in the allocation of adapted properties.
- ◆ Lack of capacity within the Health and Housing Team to meet essential requirements under their Supporting People Contract.

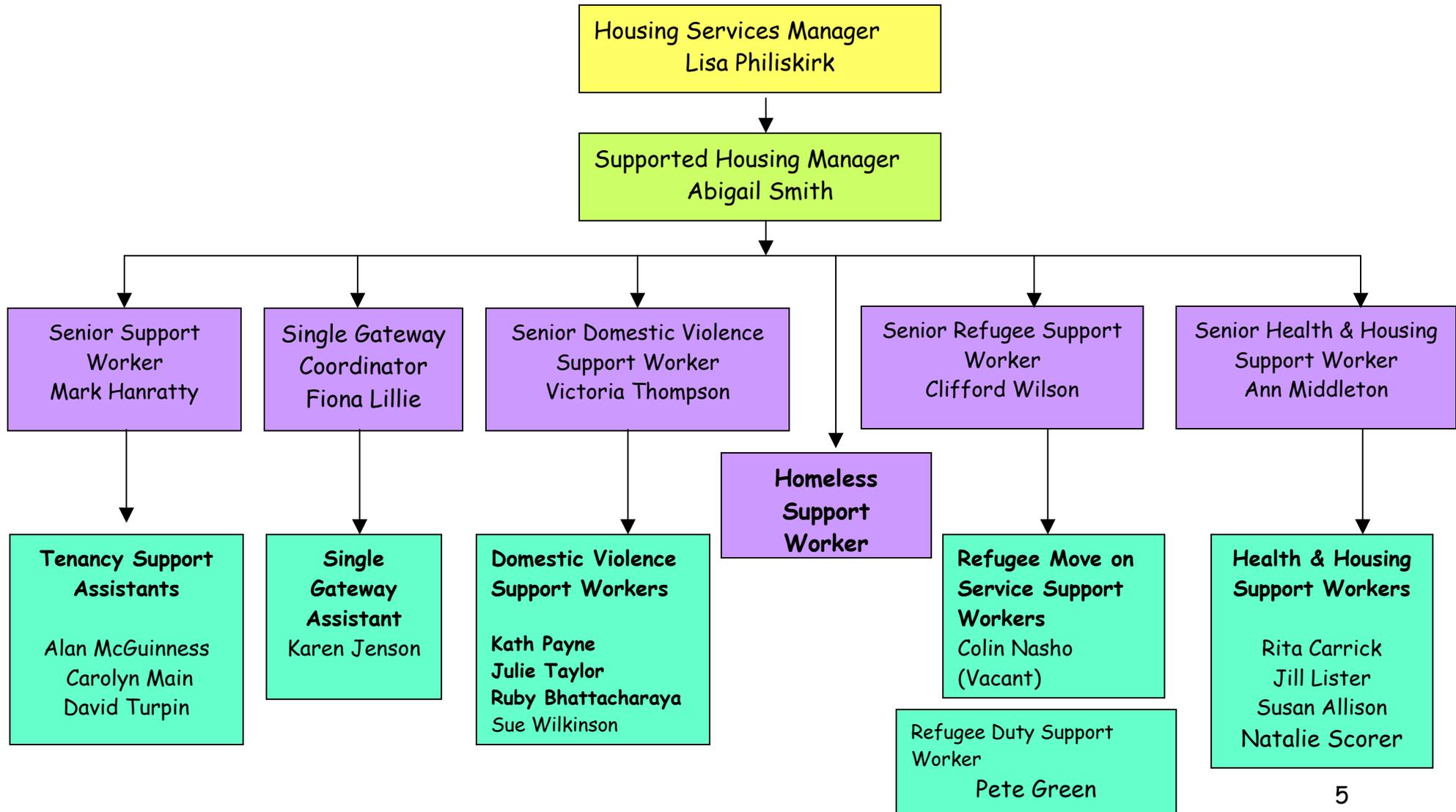
Also in 2007 development work focused on improving the data collection methods of the service to ensure that detailed information can be reported and analysed to monitor the quality and effectiveness of the services being provided within Housing Support.

Different Service Provision within Supported Housing



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.

The Single Gateway Co-ordinator in partnership with The Gateshead Housing Company identifies accommodation within the council stock 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 in partnership with The Gateshead Housing Company enables service users, who are engaging with support providers, the opportunity to access secure accommodation. In some cases this client group may have been previously excluded from Council Housing, however the Single Gateway Scheme works to ensure that, with accommodation and a comprehensive support package in place, the service user isn't marginalised and access to both support and housing is provided. The Service currently works with 9 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 and can provide support for up to 40 council tenants at any one time. The service is designed to provide tenancy support for people living in a Gateshead Housing Company property. 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 is designed to offer support to a wide range of vulnerable households who live a

Gateshead Housing Company property 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 2 full time female members of staff with staff supervision provided by the Senior Support Worker. Support is provided to households who have escaped 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 and have been developed in partnership with The Gateshead Housing Company and 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 from the transitional stages 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 their own 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. 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 be re-housed through Homechoice, the Councils choice based lettings scheme. In 2007 working in partnership with the Gateshead Housing Company we introduced arrangements for the advertisement of all properties suitable for Band 1 medical priority through the HomeChoice scheme. 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 re-housing advice, assisted bidding, advice on benefits and arrears, advice on equipment within the home that eases everyday tasks and signposting to other agencies.

Leased Properties

Gateshead Council in partnership with the Gateshead Housing Company also work as an enabler to other support providers through the provision of properties. Properties are leased by other support providers and the accommodation is used to support and prepare different client groups with the life skills needed to obtain and manage their own tenancy.

The following is a list of support providers who currently lease properties from Gateshead Council.

Aquila Way - 5 properties accommodating young mothers aged 16-25

NomadE5 - 2 properties accommodating service users with mental health needs

Haven - 6 properties accommodating single homeless men.

Mental Health Concern - 7 properties accommodating service users with mental health needs.

Mental Health Matters - 1 property accommodating service users with mental health needs.

Norcare - 5 properties accommodating young homeless people.

Common Developments Across Support Services in 2007



Creation of a new post (Supported Housing Assistant)

As part of ensuring that extensive information about the services are collated and reported, a new post for a Supported Housing Assistant was created in 2007. The post will assist the teams to centrally record and collate information about the services provided. An appointment was made for this post in November 07.

Outcome Monitoring

In anticipation of the Communities and Local Government's proposal to move towards monitoring outcomes within support and through the recognition of good practise, outcome-focused support plans were introduced into the Refugee Move on Service, the Domestic Violence Support Service and the Tenancy Support Service.

Our new support plans now measure a household's progress through a 1-10 spectrum. Each number has a particular definition defining the status of a household's independence within an area, 1 is the lowest level of independence and 10 is the highest level of independence. Some of the areas covered include budgeting, work and education, social contacts and independent living skills.

The progress of supported households is regularly discussed and monitored during support reviews and households decide what number on the spectrum or status of independence they want to work towards and achieve.

Using this method not only provides a much more clearer indication of a household's progress towards independence, but also ensures a consistent approach from all support workers in terms of monitoring and evaluating the progress that their supported households are making towards independent living.

Reports on specific outcomes that individual households are achieving will be recorded on the new supported housing database.

Supported Housing Database

A Supported Housing Database was developed during 2007 and is due to go live in Jan 08. The Database will record detailed information on our clients such as a profile breakdown of our supported households, details of specific outcomes

achieved by our supported households and information on how the services are meeting their local performance indicators (See appendix 2)

Developing the database internally rather than externally procuring software has achieved significant cost savings for the service.

Service User Consultation

We implemented all but one of the suggestions of service improvements made by our service users. Examples of improvements that have been made as a direct result of service users suggestions include.

- Customer Satisfaction Survey now includes questions on the way service users were treated by their support worker, whether or not a Support Plan was provided to the Service user and whether or not the service user was directed for further support from another agency.
- The Support Review now asks a question to victims of Domestic Violence on whether or not they feel safe in the property; this is now specifically monitored as part of their progress towards independent living.
- Suggestion received to start the support earlier. Contact timescales are now included as part of the Local Performance Targets and this suggestion is also being considered as part of future service developments.
- The Welcome Pack will now include information on dealing with stress, anxiety, depression, coping with homophobia, information on reporting repairs and information on smoke alarms following service users suggestions.

Support Development Officer/Service User Forums

At the end of 2006 the Support Development Officer was put into post to develop service user consultation within Housing Services.

In 2007 two forums aimed at involving Service Users in our service improvement were established.

The Refugee Forum meets quarterly; following a slow start the numbers of attendees is improving.

In 2007 a Reader's Forum was also established. This provides Service User's with the opportunity to give feedback on draft documents from the comfort of their own homes. In order to encourage the involvement of Service Users, gift vouchers are being introduced by way of a thank you for their effort, support and contribution to improving the service.

Developing Local Performance Targets

Supported households were consulted on what performance outcomes the service should work towards achieving. Through this exercise local performance targets were set within the different services (See appendix 2)

The new Supported Housing Database will enable the service to collate figures and monitor if the service is meeting it's local performance targets as decided and established by our supported households.

Customer Satisfaction Surveys

Up to 100 previously supported households and current supported households were contacted in relation to the development of a new Customer Satisfaction Survey. Following this a new survey was developed (See appendix 3). Staff feedback suggested that in order to improve the response rate to Customer Satisfaction Surveys, the survey should be conducted through a telephone interview as opposed to a postal survey. This task has been allocated to the new Supported Housing Assistant to complete and the results of our Customer Satisfaction Survey will be reported in next year's annual survey.

Joint Partnership Working with the Gateshead Housing Company and other agencies/ The Introduction of Multi Agency Support Agreements

In August 2007, Multi Agency Support Agreements were introduced within the Tenancy Support Service and the Domestic Violence Support Service. The agreements require all involved parties with a supported tenancy to initially meet

shortly 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.

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. Multi agency support agreements have particularly improved partnership working between the Council's Support Services and the Gateshead Housing Company as Estate Officers are now enabled to contribute to the Support Plans and Support Reviews and play more of an active role in the provision of Supported Housing.

Training on Multi Agency Support Agreements will be provided to all Estate Officers at the end of February 08. At the time of writing, 13 Multi Agency Support Agreements had been implemented across the support services.

The Single Gateway Scheme



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

- Gaining Supporting People funding for the Service
- Introduction of Support Reviews for the Service
- Improving links with other support providers/new membership to the scheme

Gaining Supporting People Funding

2007 was the year that the Single Gateway Scheme was successful in obtaining Supporting People funding for the service. The amount of £31,672 was obtained for the Service; this was originally funded through the Housing Revenue Account and gaining Supporting People funding for the service resulted in a saving for this account. The service has now become part of the national Supporting People agenda and the longer term continuation of the scheme is now more secure.

Following the successful Supporting People bid for the service, developments within the service have focused on ensuring the scheme meets its new Supporting People contractual requirements. Risk Assessments, Needs Assessments and Support Plans have all had to be introduced and implemented within the service. The collation of statistical information within the service has had to be significantly improved upon to ensure that outputs can be recorded and the service is able to report performance information through the Supporting People indicators framework.

Support Reviews

The introduction of Support Reviews within the service now requires all the involved parties with a Single Gateway Tenancy to meet 3 months after a Gateshead Housing Company property has been allocated through the Single Gateway Scheme.

Involved parties include The Gateshead Housing Company, Support Providers, the Single Gateway Co-ordinator and the Service User. Meeting together after the property has been allocated provides all parties with the opportunity to

contribute towards the success of the tenancy. Any concerns or queries regarding the tenancy are consequently discussed and actions to resolve any problems are put into place.

Improving links with other support providers/new membership to the scheme Surgeries

The scheme has made new links in 2007 with the following agencies:

- Tyneside Cyrenians

Tyneside Cyrenians have an excellent reputation across the northeast for providing accommodation and support services for homeless people. Gateshead has an 11 bed hostel and the Single Gateway scheme has developed a re-settlement service with the hostel to re-house their service users into properties managed by The Gateshead Housing Company with support.

- Aquila Way - Naomi project

Aquila Way have an 8 bed hostel for young women and the scheme is in the early stages of re-housing their service users through the Single Gateway Scheme. Support has been sourced from other providers in the area so that there is not a break in support when the young women leave supported accommodation.

- Stagg Project

This is a project for gay and bi-sexual men in Gateshead and there has been initial contact made to identify if re-settlement work can be developed.

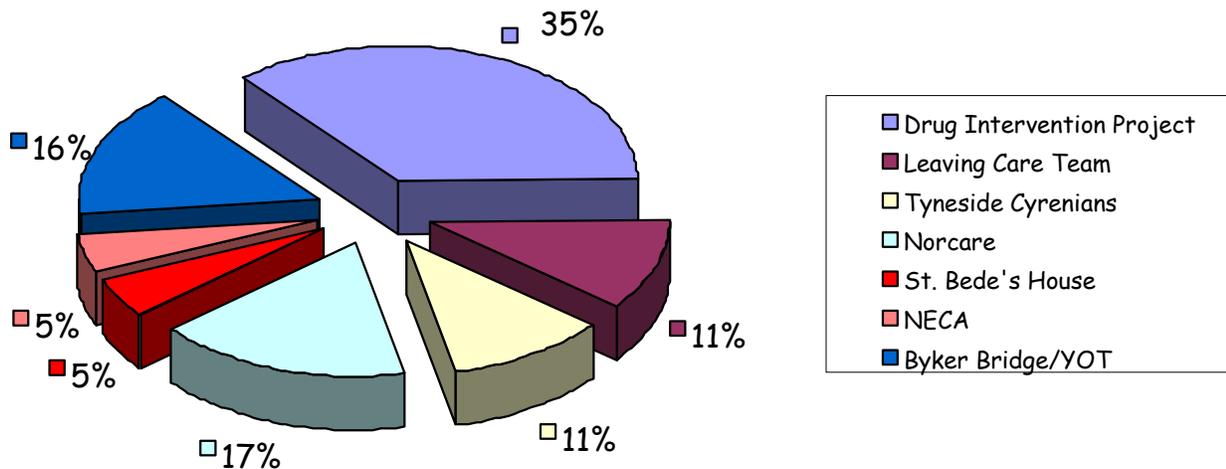
- Crisis/Skylight project

Crisis have recently developed a service for homeless people in Newcastle which offers educational opportunities and there may be some scope to offer housing and support services for those service users who wish to be re-housed in Gateshead. Initial contact has been made with the Skylight Project with the aim of providing a surgery at the Centre for service users who have a connection with Gateshead and wish to be re-housed.

Source of referrals received for the Single Gateway Scheme in 2007

Sixty-five applications were made to the Single Gateway Scheme for re-housing in 2007. The source of these referrals is broken down below.

Total referrals received

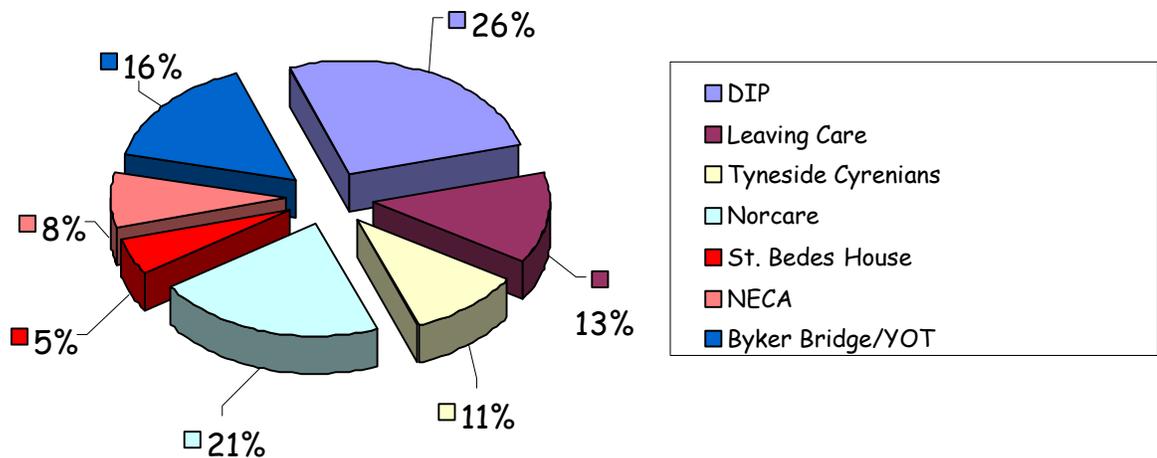


The Drug Intervention Scheme was the largest referring agency to the Single Gateway Scheme in 2007. Norcare as the being the second largest referring agency with Byker Bridge/ Youth Offending Team following closely behind this followed this.

Source of the referrals that were re-housed by the Single Gateway Scheme in 2007

During 2007 the Single Gateway Scheme housed 39 applicants in partnership with support providers and the Gateshead Housing Company. The source of referrals that were re-housed is detailed below

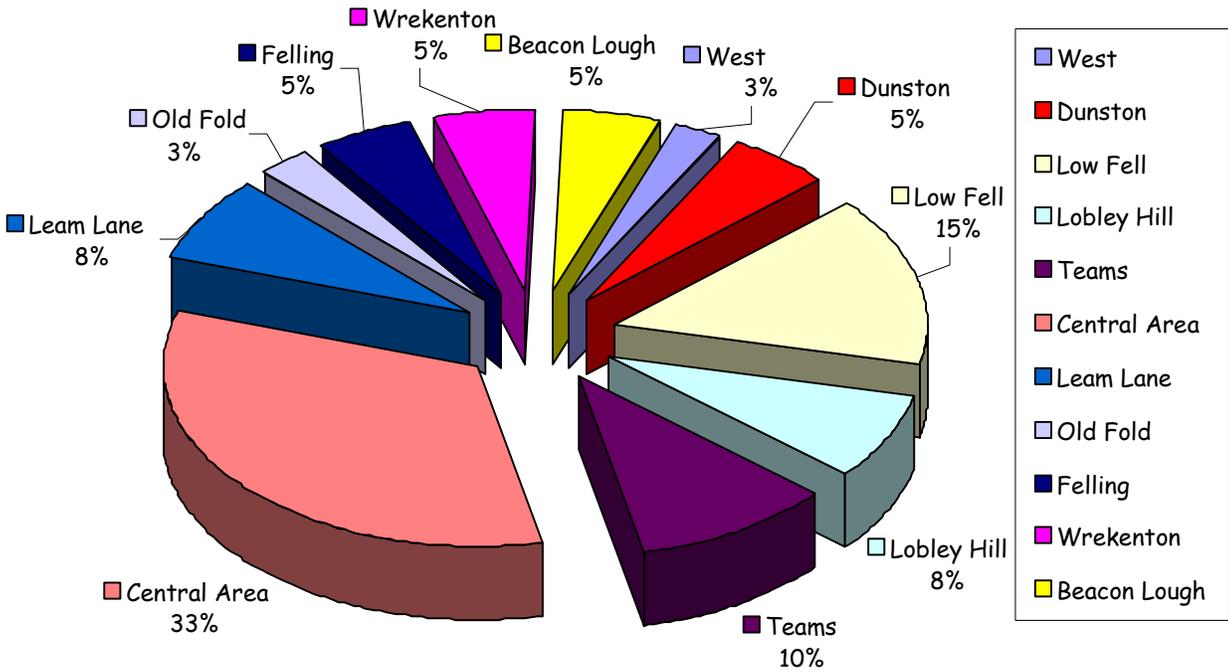
Referral Source - re-housed service users



The largest numbers of applicants re-housed through the Single Gateway Scheme were referred from the Drugs Intervention Programme, which is in line with them being the largest source of referrals to the Single Gateway Scheme in 2007. However proportionally Norcare had most of their applicants re-housed through the Single Gateway Scheme with NECA having proportionally the second highest of their applicants re-housed through the Single Gateway Scheme.

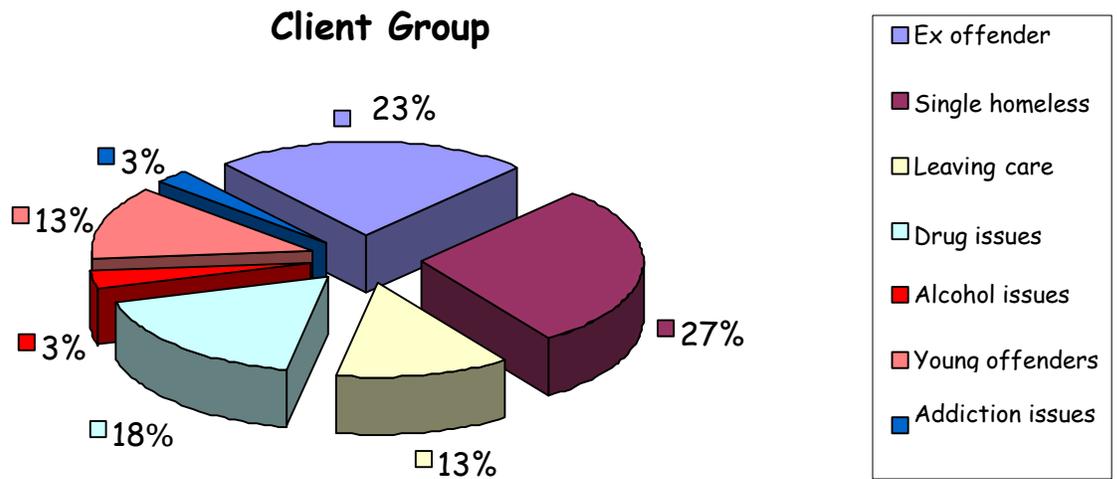
Area Profile of where applicants were re-housed through the Single Gateway Scheme in 2007

Service users rehoused - by area



Most of the applicants re-housed through the Single Gateway Scheme in 2007 were re-housed within the Central area of Gateshead, this is followed by Low Fell. Lobley Hill, the Teams and Leam Lane are also some of the more popular areas for applicants to be re-housed through the Single Gateway Scheme. There is a more even spread of applicants re-housed in the rest of the areas across the borough.

Profile of the service user group re-housed



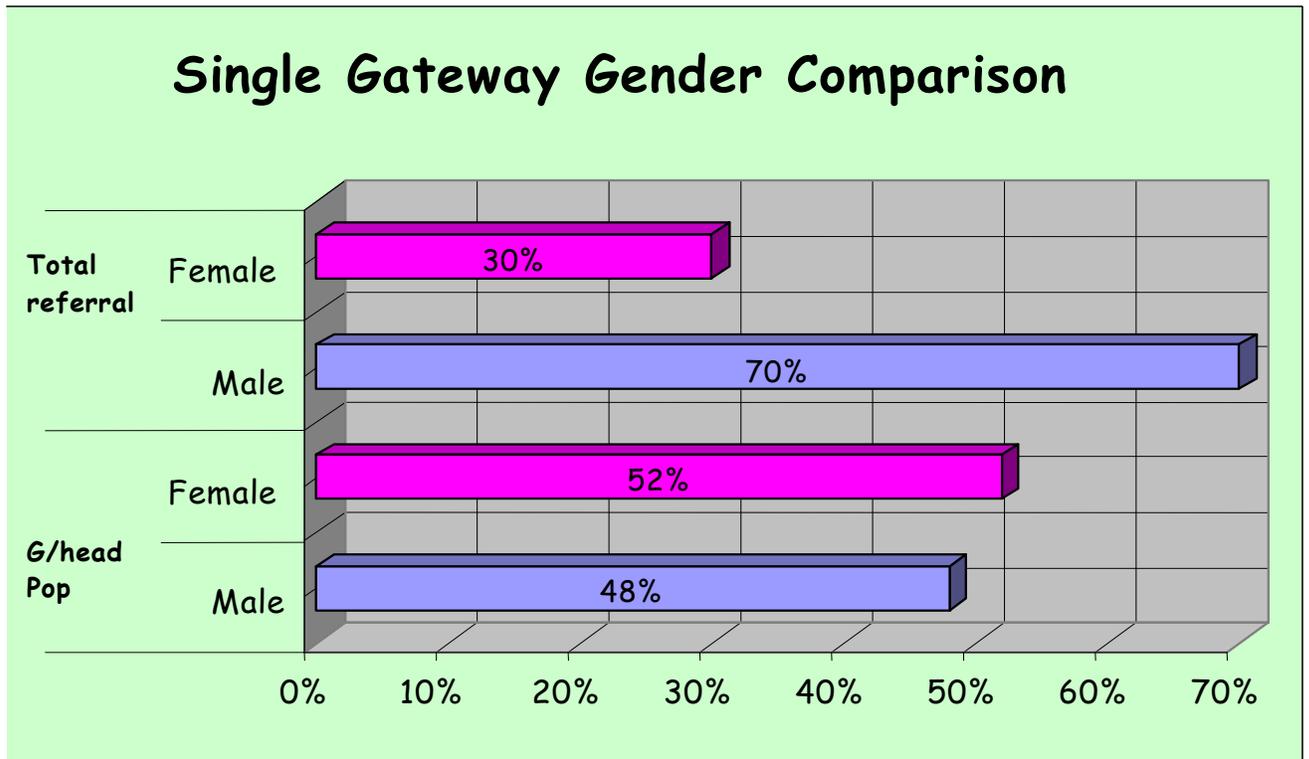
Single Homeless people are the largest client group to be re-housed through the Single Gateway Scheme. This is followed by ex-offenders and service users with previous drug issues.

Ethnic Profile of Service Users applying to the Single Gateway Scheme

Red Font indicates a significant gap, which is identified as being more than 1%.

Ethnicity	% of population within Gateshead	% of total referrals within Single Gateway
White British	96.8%	95%
White Other	1.2%	0%
White Irish	0.3%	1.3%
Mixed White & Black Caribbean	0.13%	1.3%
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/Black British Black African	0.10%	1.3%
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%

Gender Profile of the referrals received by the Single Gateway Scheme



Analysis of unrepresented groups within the Single Gateway Scheme

In terms of **ethnicity**, the most significant gap of under representation within the service is White Other. Through initial research it appears that these groups are potentially of a Polish and Czech origin.

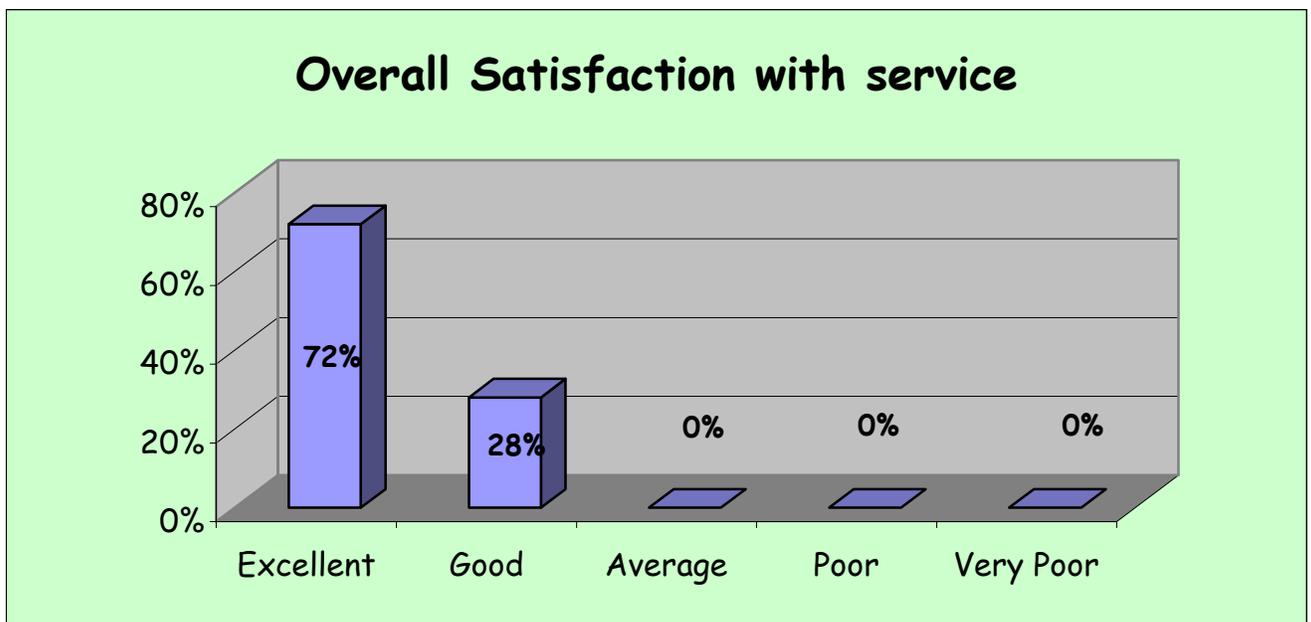
There are other gaps within service provision and these have been identified as Asian or Asian British Indian, Asian British or Asian British Pakistani and Chinese.

With regards to **gender**, there is a clear under-representation of females within the service, with males dominating the applications being received into the Single Gateway Scheme.

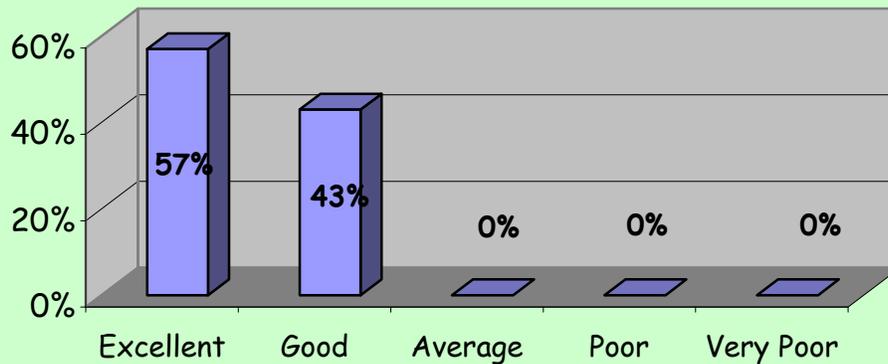
Equality and Diversity Action taken in 2007 and proposed action to address the imbalance

Through making additional links with other support providers and schemes, the Single Gateway Scheme is working to widen the source of referrals and the profile of service users supported through the scheme in order to address any imbalances within the service.

Service User Satisfaction with the Single Gateway Scheme



Satisfaction level - Timescales for property identification



All of the Service Users who completed a satisfaction survey in 2007 rated the Single Gateway Service as Excellent or Good.

Compliments and Complaints within the Single Gateway Scheme

Over the year, the Scheme received the following in compliments and complaints

Complaints - 0

Compliments - 1

Case Study

" Karen is 46 years old. She was released from prison in November 2005 and has a long history of drug using and offending"

On release, Karen spent time in a bail hostel in Gateshead. The Criminal Justice Intervention caseworker had contact with Karen in prison and on release in order to meet her treatment needs. Despite this, she began to show signs of drug taking and a return to her chaotic lifestyle.

In December 2005, Karen was referred to NECA (Private rented property

scheme) and moved into a property in February 2006. Karen's support network at this time included a resettlement prison mentor volunteer, CJIT caseworker and a Housing Advice worker.

In April 2006, Karen was attacked in her home. It became apparent that she was involved with past associates and will still finding it extremely difficult to cope with people coming to her flat.

As a result, Karen's drug use started again and she eventually became so terrified she fled her home and sought support from CJIT staff. She felt she could no longer cope with this situation and did not feel safe in her home.

Emergency accommodation was secured. In the meantime, Karen's flat was broken into and all her belongings destroyed or stolen. She did not feel able to report the incidents to the Police.

This was an extremely difficult time for Karen and she realised that her options were extremely limited.

A referral was made to the Single Gateway scheme; meanwhile Karen was moved to a temporary hostel outside the area. Safety options and areas of choice were fully discussed with Karen and it was decided that a block of flats with a concierge service would be the best option for Karen so that she could feel safe.

Karen would at this time have been excluded from the Housing register but the Single Gateway scheme made a vetting request and with a strong support element attached, the exclusion was lifted.

Karen was offered a bedsit. This was in an area that she wanted to live in where she felt safe and with the concierge service she could monitor visitors.

Karen has been living at the bedsit for 18 months and is maintaining her tenancy well with good support from CJIT and the local Estate officer. The Single Gateway scheme allowed Karen to be given a second chance at a tenancy and to be involved in choosing the type of property and area in which she would be able to settle.

Karen is now a secure council tenant and feels able to cope in the community.

Conclusion

In 2007, the Single Gateway's schemes main service users group were male substance mis-users and single homeless people. This client group were predominantly re-housed into the Central area. The service continues to meet the needs of those groups who are most likely to be excluded from social housing.

The largest ethnic service user group in the scheme were British White. There are significant gaps for all of the ethnic groups accessing the service, however the most significant gap in accessing the service is White Other. As the service receives referrals from external agencies, the ethnicity of the referrals in the Single Gateway Scheme is a reflection of the make up of referrals being sent through from these agencies.

Services users found the overall service to be excellent, but satisfaction levels drop when it comes down to the timescales for identifying properties.

The scheme continues to improve its portfolio of partnership agencies, and securing Supporting People funding has further strengthened the longer term future of the scheme.

The Tenancy Support Service for Council tenants



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

- The Introduction of Multi Agency Support Agreements.
- The introduction of Sustainability Checks.
- A Review of the Points System/Review of the Waiting List

The Introduction of Multi Agency Support Agreements

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 shortly after a tenant has been signed up for support. Involved parties include The Gateshead Housing Company, the Supported Tenant, Tenancy Support Workers and any other agency that may be involved with the tenant.

The meeting allows all parties to be introduced to one another and for them to discuss their commitment and responsibilities towards ensuring a successful supported tenancy. 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.

Training on Multi Agency Support Agreements will be provided to The Gateshead Housing Company Estate Officers at the end of February 08. At the time of writing, 13 Multi Agency Support Agreements had been implemented across the support services.

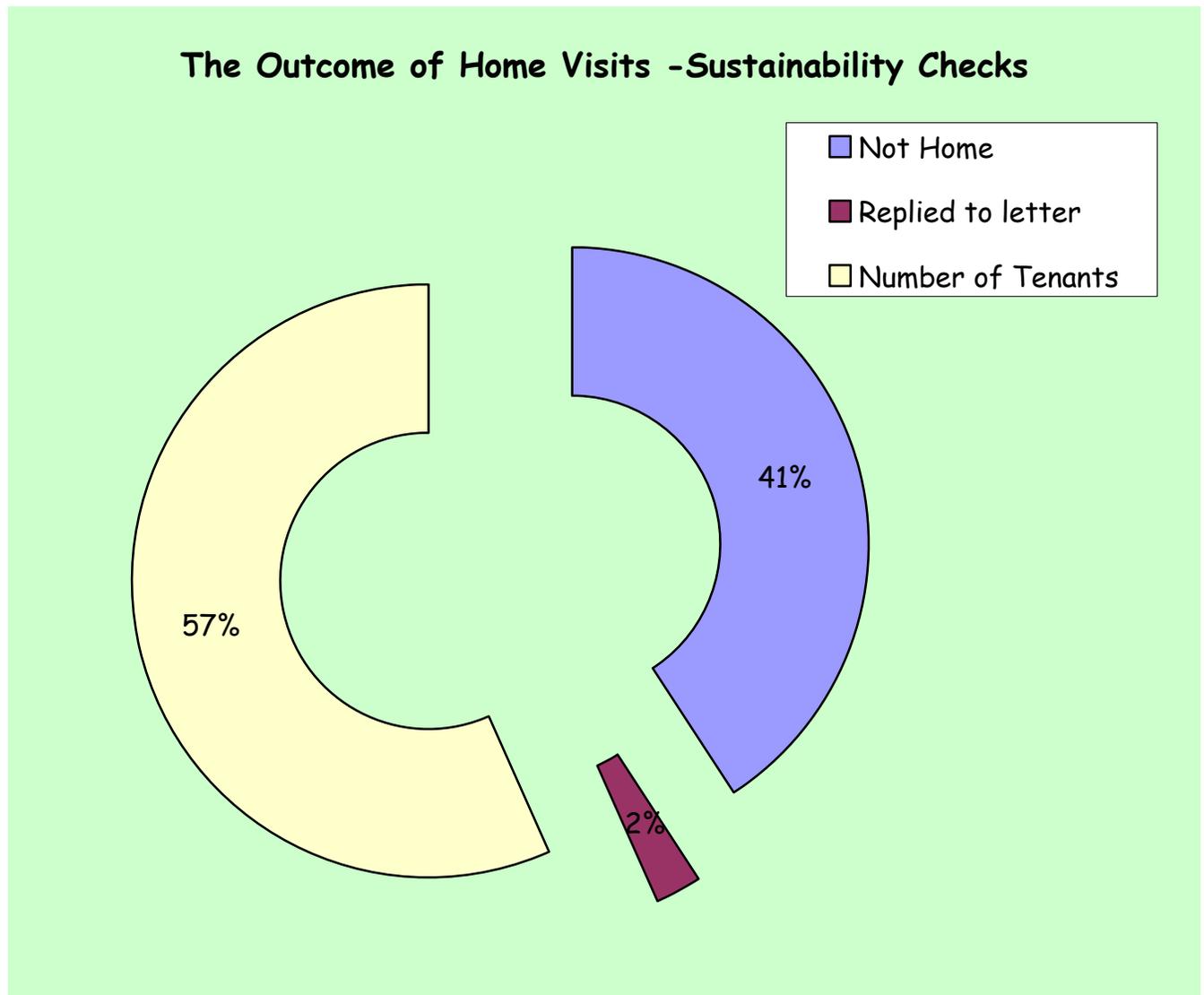
The Introduction of Sustainability Monitoring

In terms of measuring the success of floating Support, one of the most effective methods is to monitor supported tenants and the progress of their tenancy once they have been signed off the service and have been living independently without support.

This approach provides a more accurate picture of whether or not floating support achieves sustainable tenancies for vulnerable people. It is envisaged that this monitoring will be implemented across all of the support services once

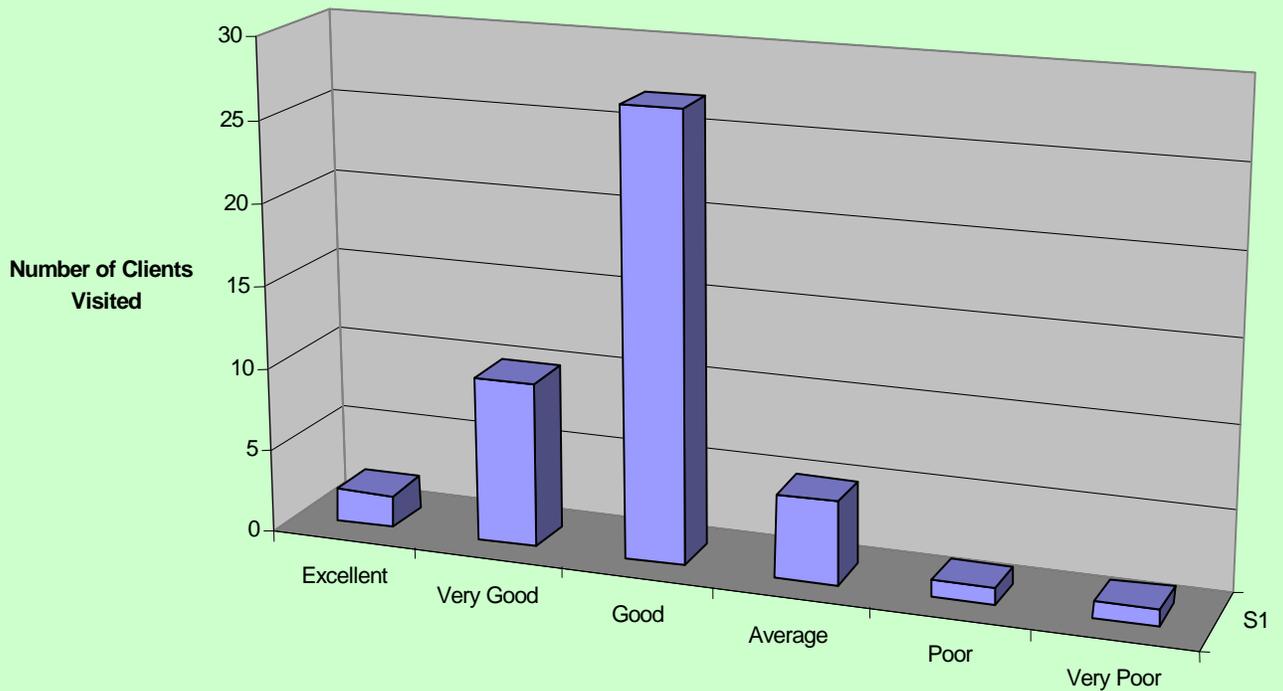
increased capacity has been introduced. However as a pilot this form of monitoring was introduced to the Tenancy Support Service within 2007. Sustainability checks consider rent arrears, Home Standards and whether or not the tenancy is sustainable in general.

The initial results of this are highlighted below

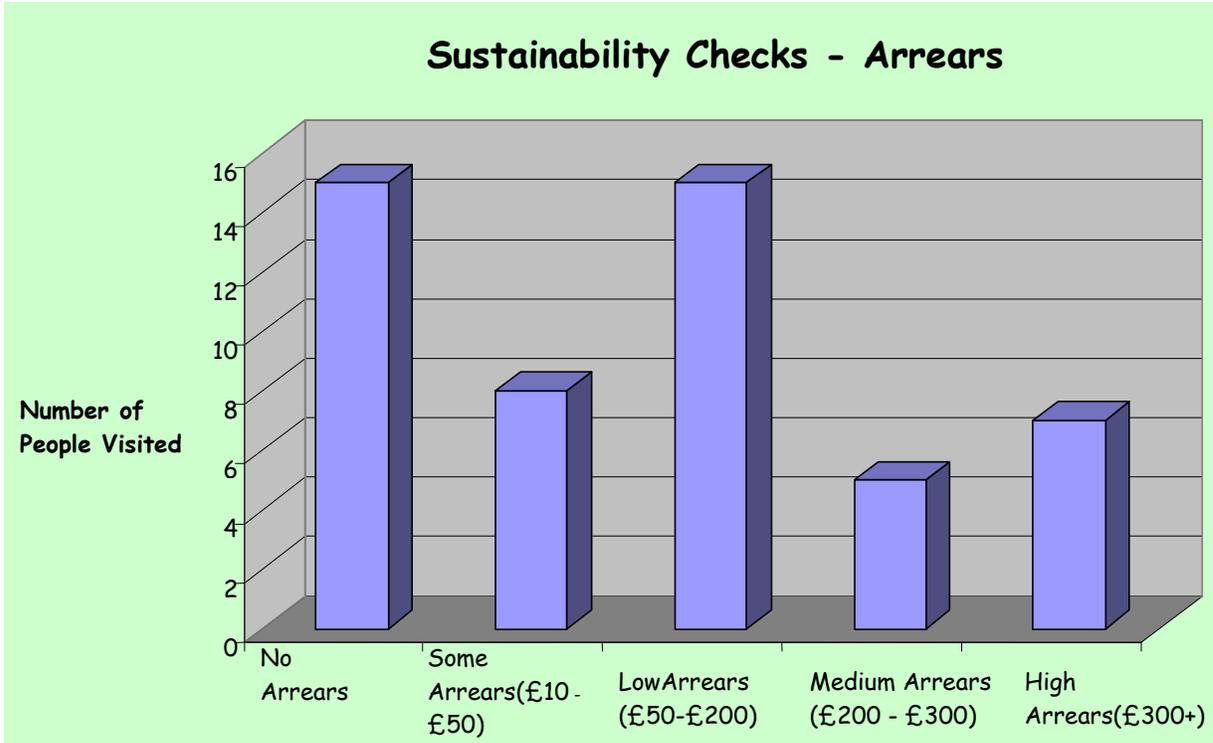


We were able to visit the majority of our service users to carry out sustainability checks but were still unable to visit a significant number of previously supported tenants. We will look to improve on the number of previously supported tenants visited for sustainability checks in 2008.

Outcomes of Sustainability Checks in 2007/ Home Standards



The majority of previously supported tenants are maintaining their home standards at a good or very good level. Tenants are provided with advice during the sustainability checks, if they are failing in maintaining home standards contact is either made with to The Gateshead Housing Company or in extreme cases, the tenant may be re-referred to the Tenancy Support Service.



Most of our previously supported tenants have no arrears or low arrears. This is followed by previously supported tenants having some arrears ranging up to £50.

However a larger amount of previously supported tenants have high arrears as opposed to medium arrears.

In 2008, the service will work towards identifying the reasons for arrears during sustainability checks and Support Plans and Reviews will be amended to reflect these potential problems once a tenant is signed off the service. Again with these cases, the support worker will either contact the Estate Officer from The Gateshead Housing Company or in extreme cases, re-refer the tenant back to the Tenancy Support Service.

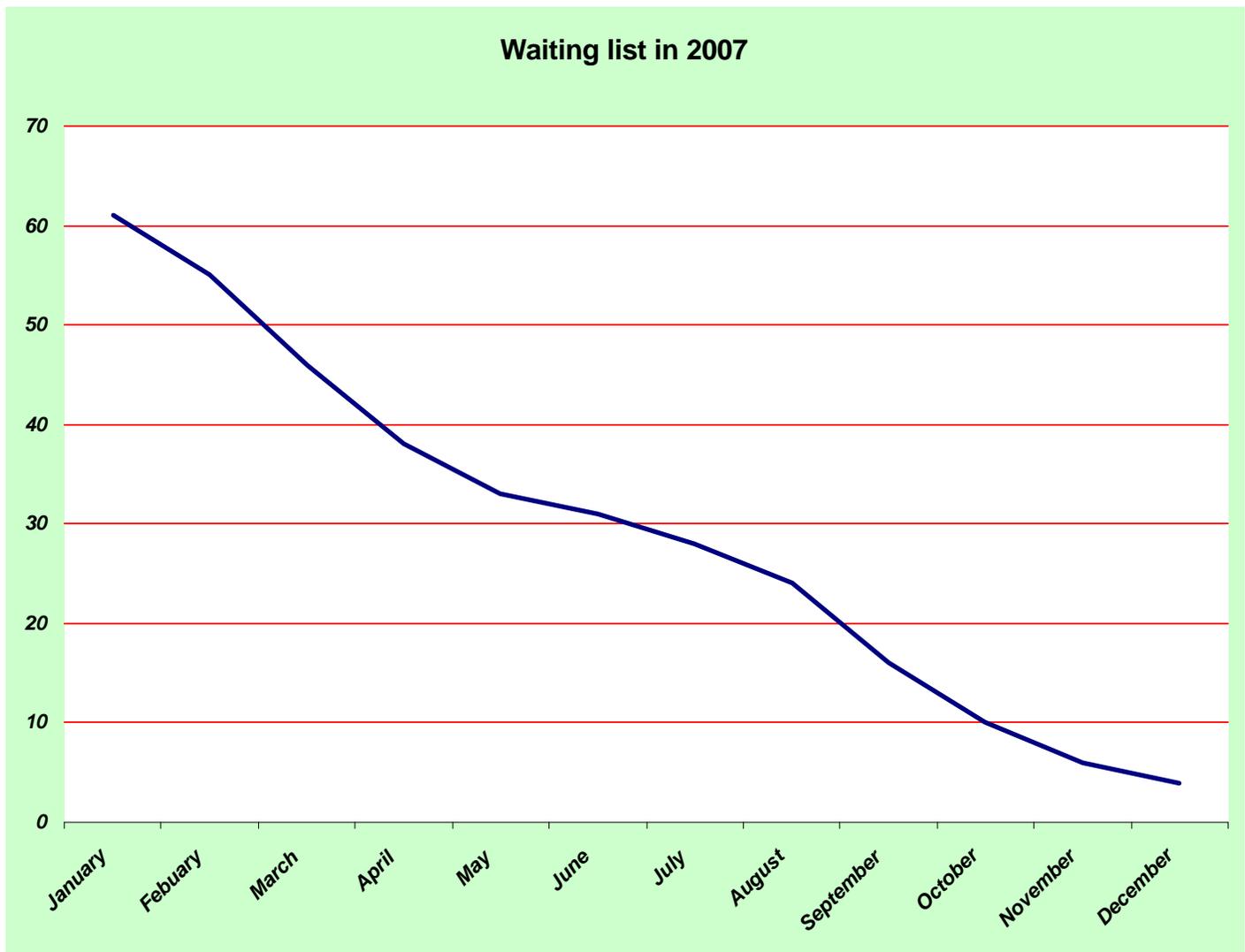
A Review of the points system/A Review of the waiting list

Using a points system with referrals ensures that applicants with the greatest need are given priority against all other applications to the service. During 2007, the points system within the Tenancy Support Service was reviewed. Issues such as age, alcohol and substance mis-use became recognised as greater needs within

the new points system.

Referrals from agencies who refer less than 5 referrals within a year also now receive priority. This is to encourage referrals from agencies that infrequently use the service with the aim to increase access for different service user groups.

A review of the waiting list was also carried out, which involved contacting different applicants to ascertain if they still wanted or needed tenancy support. The Service has also started to make ~~send~~ referrals to other agencies in order to reduce the waiting list and the time that applicants have to wait for support. This has had the following impact on the service.

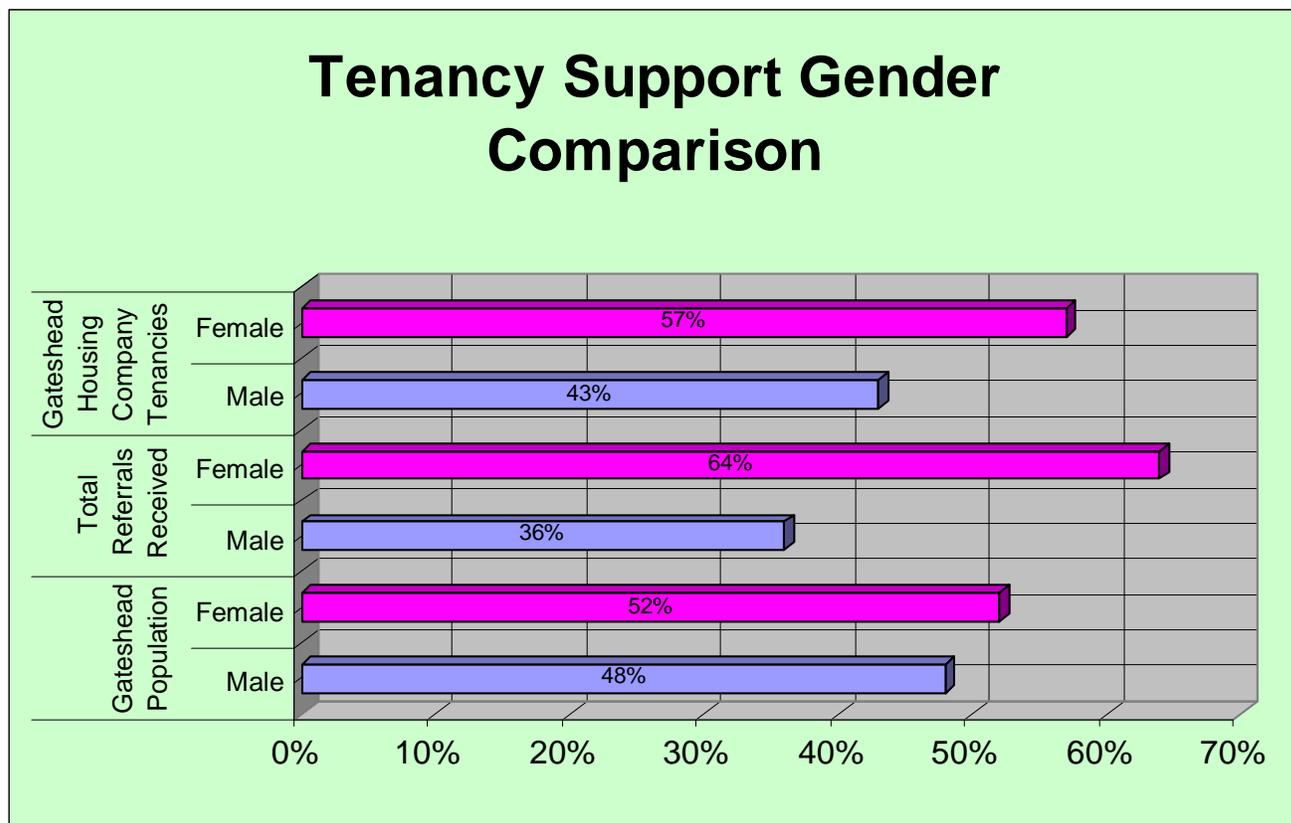


Ethnicity Profile of the applications received by the Tenancy Support Service

Red Font indicates a significant gap, which is identified as being more than 1%.

<u>Ethnicity</u>	<u>% of total population in Gateshead</u>	<u>% of tenants in Gateshead Housing Company Tenancies.</u>	<u>% of applications received for the Tenancy Support Service</u>
White British	96.8%	97%	97%
White Other	1.2%	0.69	0.7%
White Irish	0.3%	0.10	0%
Mixed White and Black Caribbean	0.13%	0.02%	0%
Mixed White and Black African	0.04%	0.05%	1.3%
Mixed White and Asian	0.15%	0.04%	0%
Other mixed	0.08%	0.34%	0%
Asian or Asian British Indian	0.25%	0.06%	0%
Asian or Asian British Bangladeshi	0.06%	0.02%	0%
Asian or Asian British Pakistani	0.26%	0.04%	0%
Asian or Asian British Other Asian	0.09%	0.24%	0%
Black or Black British Black Caribbean	0.02%	0.02%	0%
Black or Black British African	0.10%	0.6%	0%
Black or Black British Other Black	0.01%	0.1%	0%
Chinese or other ethnic group Chinese	0.15%	0.07%	0%
Chinese or other ethnic group	0.20%	Information not available	0%

Gender Profile of the applications received by the Tenancy Support Service



Identification of unrepresented groups within the Tenancy Support Service

As the Tenancy Support Service only provides support to people in Gateshead Housing Company properties; the analysis has also compared the ethnicity breakdown of the applications received to the ethnicity breakdown of council tenants.

With regards to the Census Data, the most significant gap appears within Other White. However considering the profile of tenants in Gateshead Housing Company properties; the service is proportionally representing this group.

There are various groups of tenants not being represented in the applications sent to the Tenancy Support Service, however some of the more apparent gaps are that of Black or Black British Other, Black or Black British Black Caribbean,

Asian or Asian British Other Asian and White Irish.

In terms of **gender**, applications for males are significantly under-represented within the Tenancy Support Service. The imbalance is less significant in terms of the make up of council tenants, however when compared to the Census data the gender gap and lack of representation of males is much more apparent.

Positive Equality and Diversity Action Taken in 2007 and proposed future developments

Numerous community organisations were contacted in 2007 to inform them about support services and also to establish if there was a need for the services to provide outreach surgeries. Some follow up work has also been conducted with visits to local centres; throughout 2008 this work will continue and develop.

In 2007 we made links with Aquila Housing; Women's Aid; Places for People; Citizen's Advice Bureau; The Cyrenians, Mind/Pathways and Ryton Youth Community Centre.

The points system that prioritises referrals also gave recognition to agencies who refer fewer than 5 referrals to the service in a year to encourage applications from services dealing with different client groups to encourage a wider profile of applications.

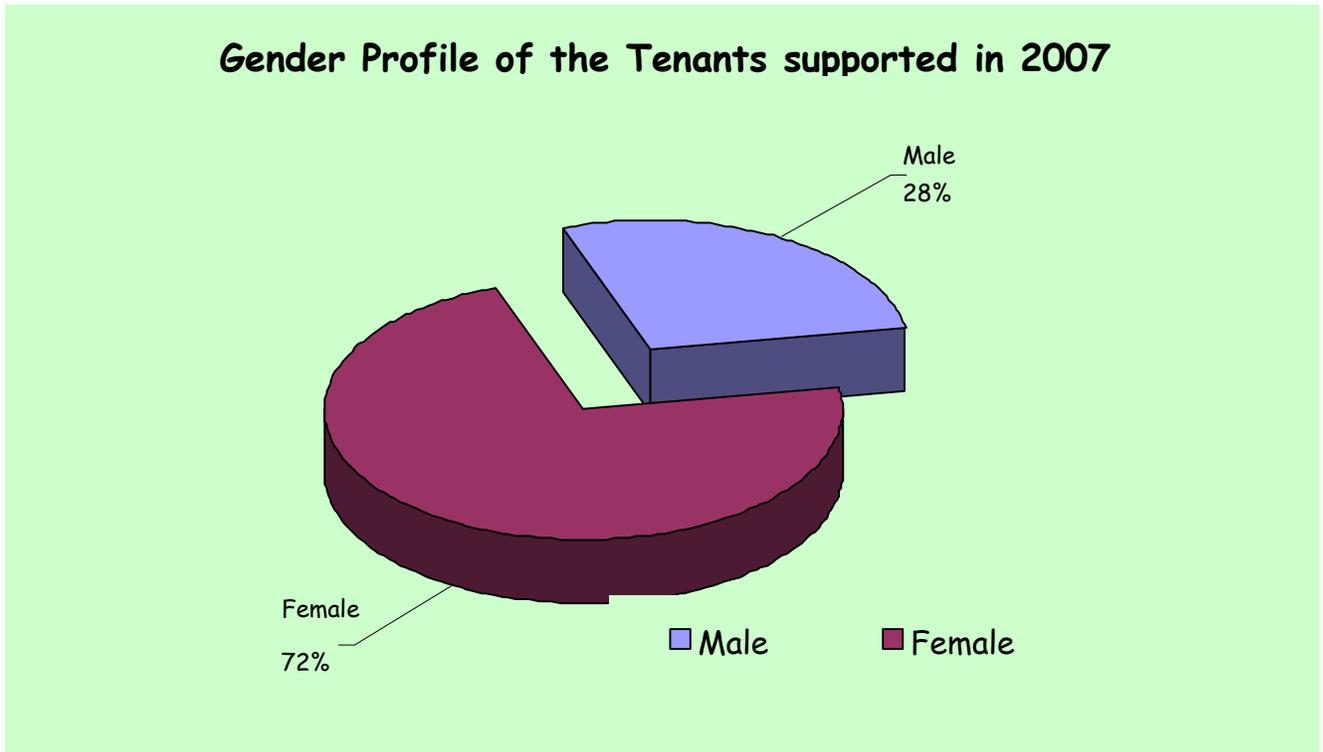
Age Profile of the tenants supported in 2007



In 2007, the Tenancy Support Service supported 61 tenants in Gateshead Housing Company properties.

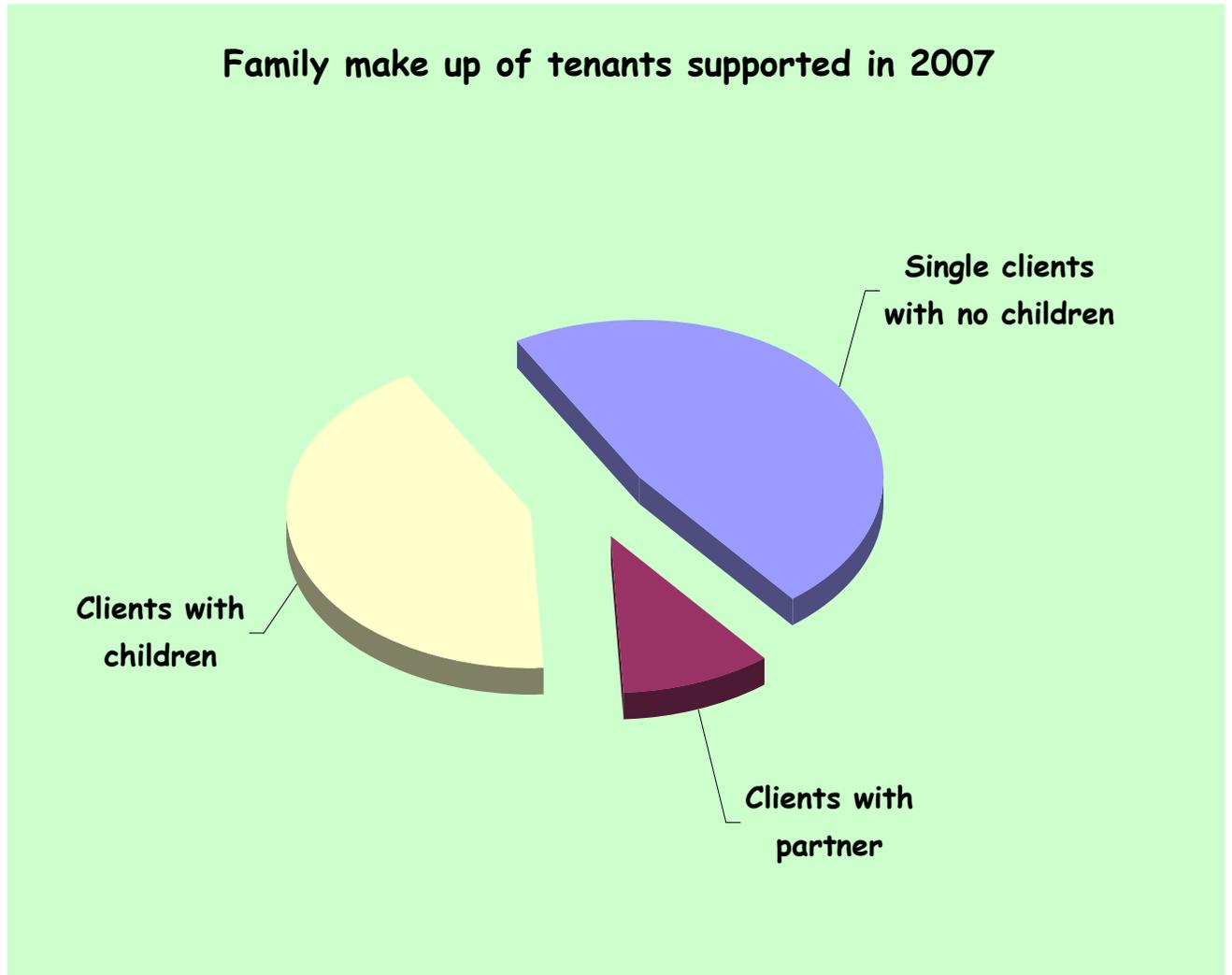
The majority of council tenants supported by the service in 2007, were between the ages of 20-29. This is followed by tenants in the age bracket of 16-19 year olds and followed by tenants in the age brackets of 30-39. There is the trend that as the age of tenants increases then the service is generally less likely to provide support.

Gender Profile of the council tenants supported in 2007



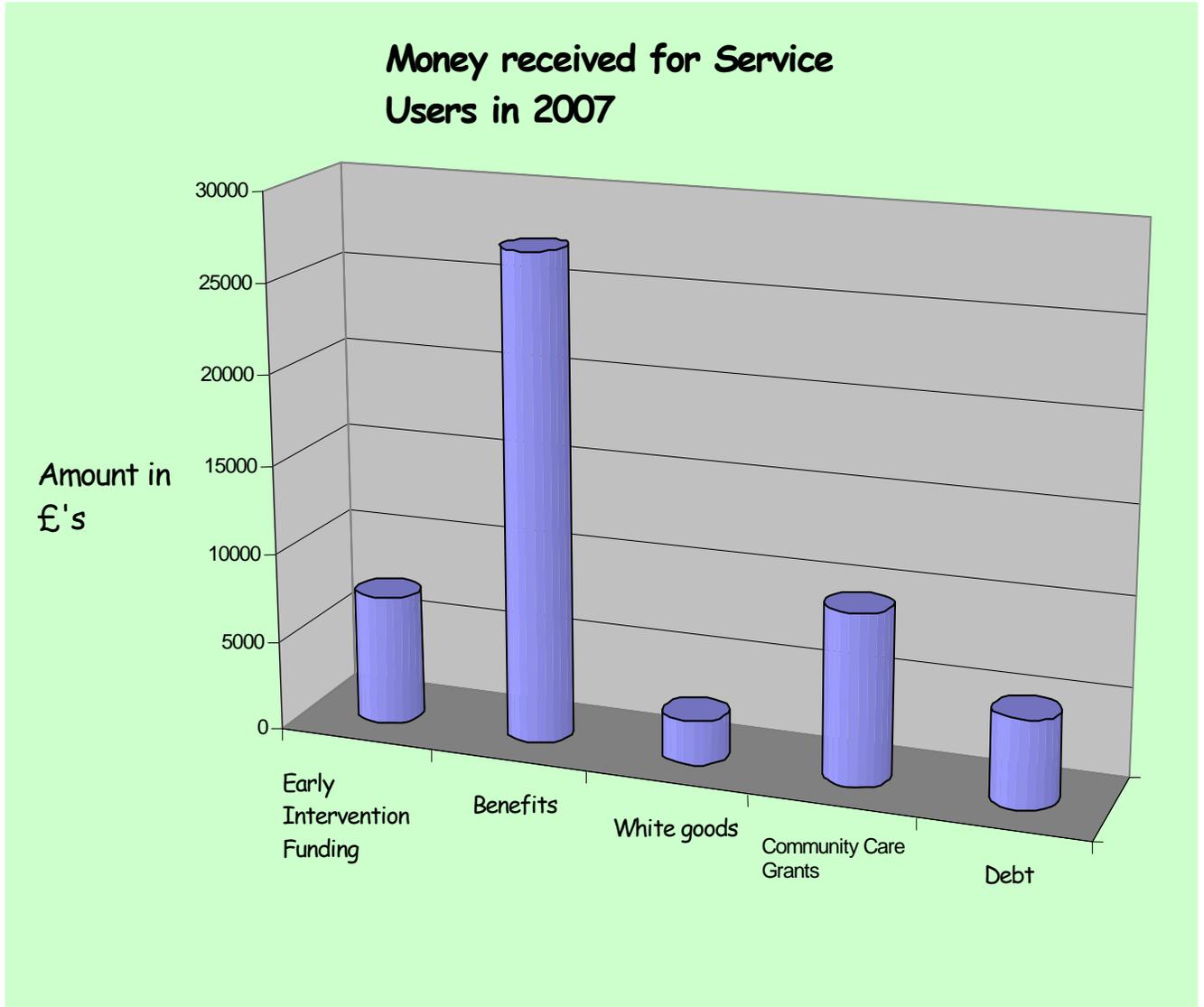
The majority of tenants supported by the service were Female. This appears to be in line with the fact that the majority of referrals received for the service were for females. However even proportionally, females are more likely to be supported by the Tenancy Support Service.

Family Make up of council tenants supported in 2007



Single clients with no children were the largest group of tenants supported by the service in 2007 closely followed by Clients with children.

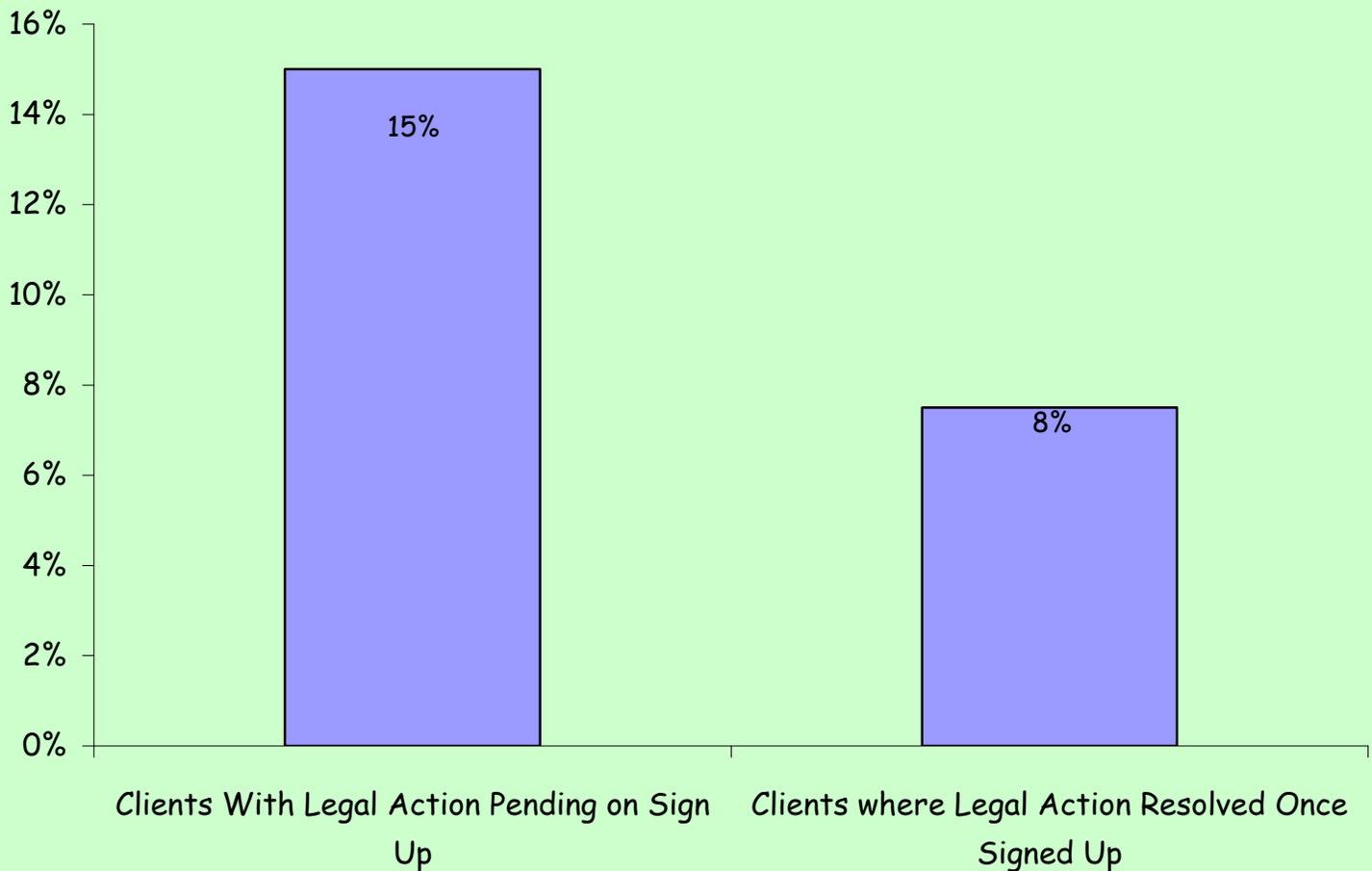
Income obtained for Service Users in 2007



In terms of gaining income for tenants, the majority of income was obtained through benefits with over £25,000 being obtained for supported tenants in 2007. Over £5,000 was obtained through Community Care Grants and over £5,000 was obtained through the Early Intervention Fund.

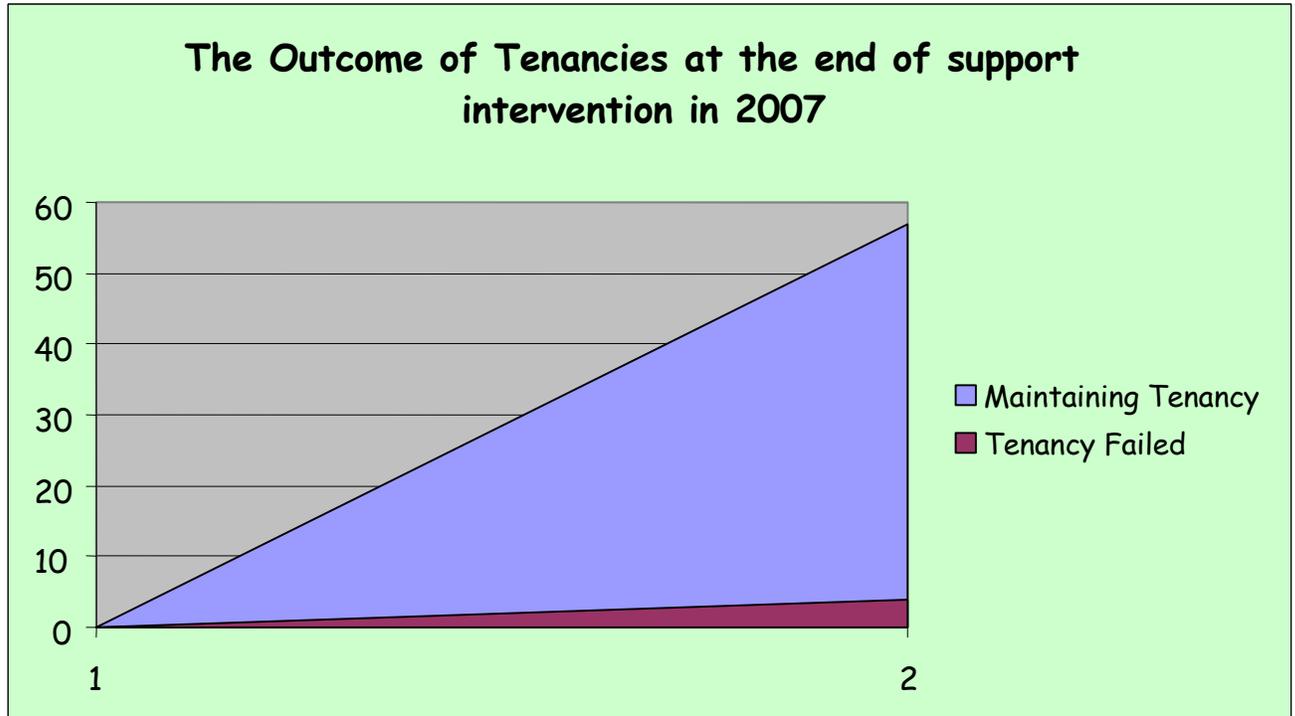
Prevented Legal Action in 2007

The prevention of legal action against supported tenants in 2007



For those service users who had legal action pending against them upon signing up for support, for just over half of these cases this legal action was resolved during support. The Service will look to identify reasons for continued legal action in the remainder of these cases and will look to tailor support accordingly within Support Plans and Needs Assessments.

Outcome of Tenancies at the end of support in 2007



49 of the 53 council tenancies supported during 2007 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.

Compliments and Complaints within the Tenancy Support Service

The Service received the following in 2007

Complaints: 0

Compliments: 12

Case Study

"Single female parent of 20 years with 3 children"

During the support sign up, the support worker identified that there were rent arrears, an abusive ex-partner, poor boundaries with the children and the mother had extremely low self-esteem. Furthermore there was a poor home environment with very little furniture or carpets within the home.

During support, the Tenancy Support Assistant accessed funding through the Early Intervention Fund. Through this the family were able to access childcare and help to improve the home environment by obtaining carpets and furnishings.

Benefits were also accessed and the household is now paying off rent arrears through direct payments from benefits. Regular reviews with the family centre worker, the rent and income team, the health visitor and the family were carried out during support ensuring there were no gaps in support provision. The service user was also encouraged to access education.

As a result of Tenancy Support intervention the rent account is no longer in arrears, benefits are now in place, the home environment has been improved dramatically, the service users self-esteem has been improved and she is now accessing further education. The children are noticeably happier and healthier.

Conclusion

In 2007, the Tenancy Support Service supported 61 tenants, all of those supported were residing in Gateshead Housing Company Tenancies.

During the year there was a significant reduction in the waiting list of tenants waiting for support with an overall reduction of 83% as a result of a review and increased levels of signposting to other services. Demand for the service has become much more manageable with new referrals being offered a much more realistic opportunity of being offered support from the service. Regular reviews of the waiting list will continue.

The dominant profile of service users in 2007 were those who were British White, under the age of 40 and female. The Service supported more single people with no children than any other family structure. There are clear disparities in the client groups that are supported by the service and work to promote the service to un-represented groups will continue.

The Tenancy Support Team managed to obtain just under £45,000 worth of benefits, grants, furniture and white goods for their service users and managed to resolve pending legal action for half of the service users supported who had pending legal action when they were signed up to the service. The financial benefits of being supported by the service are significant for service users.

Almost all of the service users where support was withdrawn in 2007, completed and engaged with a successful programme of support demonstrating that the provision and format of support is effective for our service users.

The Sustainability checks introduced in 2007 demonstrate that the support being provided is generally effective in achieving sustainable tenancies. Even after support has been withdrawn the majority of ex-service users are maintaining good or very good home standards. Most service users had either no arrears or low arrears (arrears between £50-200). However there are still significant concerns around the numbers of ex-service users managing with financial independence as some service users are accumulating medium or high arrears ranging up to £300 plus. As part of the sustainability checks, reasons for arrears will be identified in order to inform the structure of support around managing finances and arrears.

The Domestic Violence Support Service



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

- Creation of a new post within the service
- Introduction of Multi Agency Support Agreements
- Review of the waiting list/Points system
- Development of Safe Houses in partnership with the Gateshead Housing Company

Creation of a new post within the team

Through the identification of funding within the existing budget, the Service gained approval to create a new Domestic Violence Support Worker post. This post is to be advertised and appointed in 2008. It is envisaged that this will assist the service to reduce its current waiting list and improve the capacity of the service to meet demand.

Introduction of a Multi Agency Support Agreement

In August 2007, the Multi Agency Support Agreements were introduced within the Domestic Violence Support Service. The Agreements compliment the Support Reviews that are already carried out by the Support Workers and the Service Users by inviting all involved parties together to discuss the tenancy. Involved Parties include Estate Officers, the tenant, Domestic Violence Support Workers and any other agency that may be involved with the tenant. The meetings take place every 6 months and provide all parties with the opportunity to meet one another and to discuss and resolve any issues or problems that may have arisen with the tenancy. Training on Multi Agency Support Workers will be provided to all Estate Officers at the end of February 08.

A Review of the points system/A Review of the waiting list

Using a points system with referrals ensures that applicants with the greatest

need are given priority against all other applicants. During 2007, the points system within the Domestic Violence Support Service was reviewed. The points system now uses the MARAC (police led Multi Agency Risk Assessment Conference on high risk Domestic Violence Support Cases) Risk Assessment as a framework to identify high-risk cases in greater need.

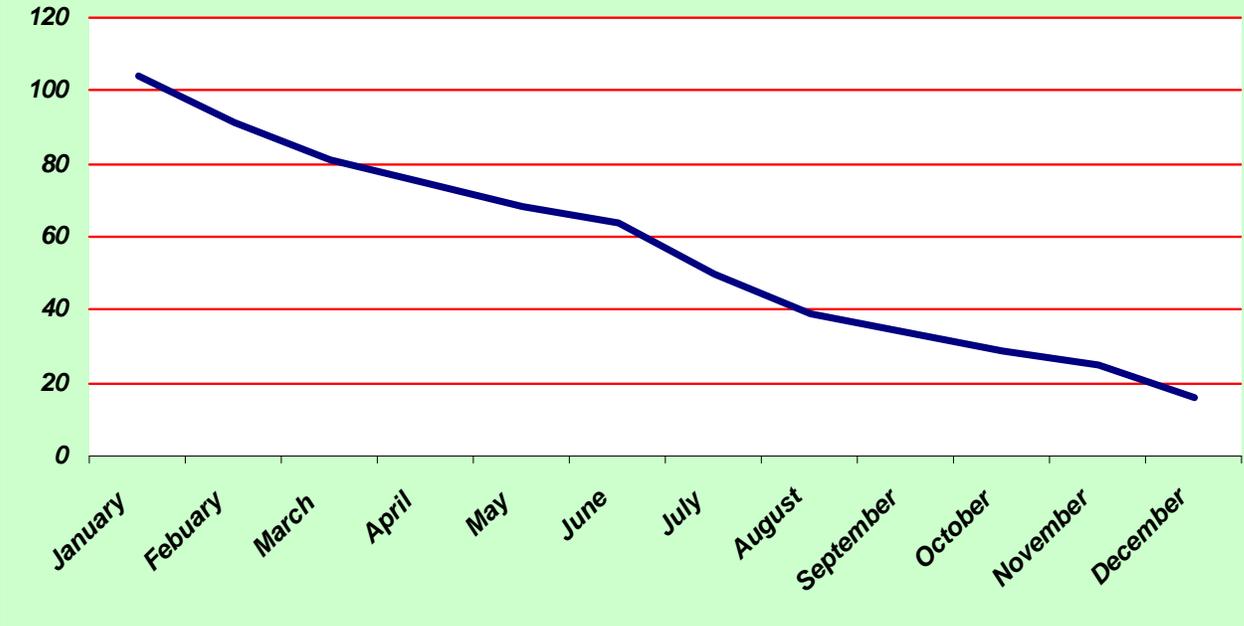
As with the Tenancy Support Service, referrals from agencies that referred less than 5 referrals within a year also now receive priority to encourage referrals from agencies that infrequently use the service increasing access for different client groups and widening the profile of service users.

In partnership with The Gateshead Housing Company we provide 5 safe homes throughout Gateshead. In addition the Gateshead Housing Company provides a responsive repair and security measure service which is designed to support people in their homes. During April to December 2007, 53 council tenants accessed this service with the costs of the associated repair and security work totalling £15,000. Additional repair and security measures provided included security lighting, reinforced doors, mortice locks and door chains.

A review of the waiting list was also carried out, which involved contacting different applicants to ascertain if they still wanted or needed support. The Service has also started to send referrals to other agencies in order to reduce the waiting list and the time that applicants have to wait for support.

This has had the following impact on the service.

Waiting list in 2007



Ethnic Profile of the referrals received by the Domestic Violence Service in 2007

Ethnicity	% of total population within Gateshead	% of referrals received within Domestic Violence Support Service
White British	96.8%	98.1%
White Other	1.2%	1.9%
White Irish	0.3%	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%

Gender Analysis of the Service

The Service has not carried out a gender analysis of the referrals received due to the nature of the service, as the profile of referrals will be clearly dominated by female applicants. However this service is open to male applicants and one male service user was supported in Safe House Accommodation in 2007.

Identification of unrepresented groups within the Domestic Violence Support Service

There are no significant gaps in referrals received by the service as defined by a greater than 1% disparity, however there are gaps in terms of the referrals received from most of the ethnic groups detailed. In particular these include White Irish, Asian groups of British, Indian and Pakistani origin. Other gaps are also apparent from Black or British Black African and Chinese groups.

Positive Equality and Diversity Action in 2007 and Service Developments

Numerous community organisations were contacted in 2007 to inform them about support services and also to establish if there was a need for the services to provide outreach surgeries. Some follow up work has also been conducted with visits to local centres; throughout 2008 this work will continue and develop.

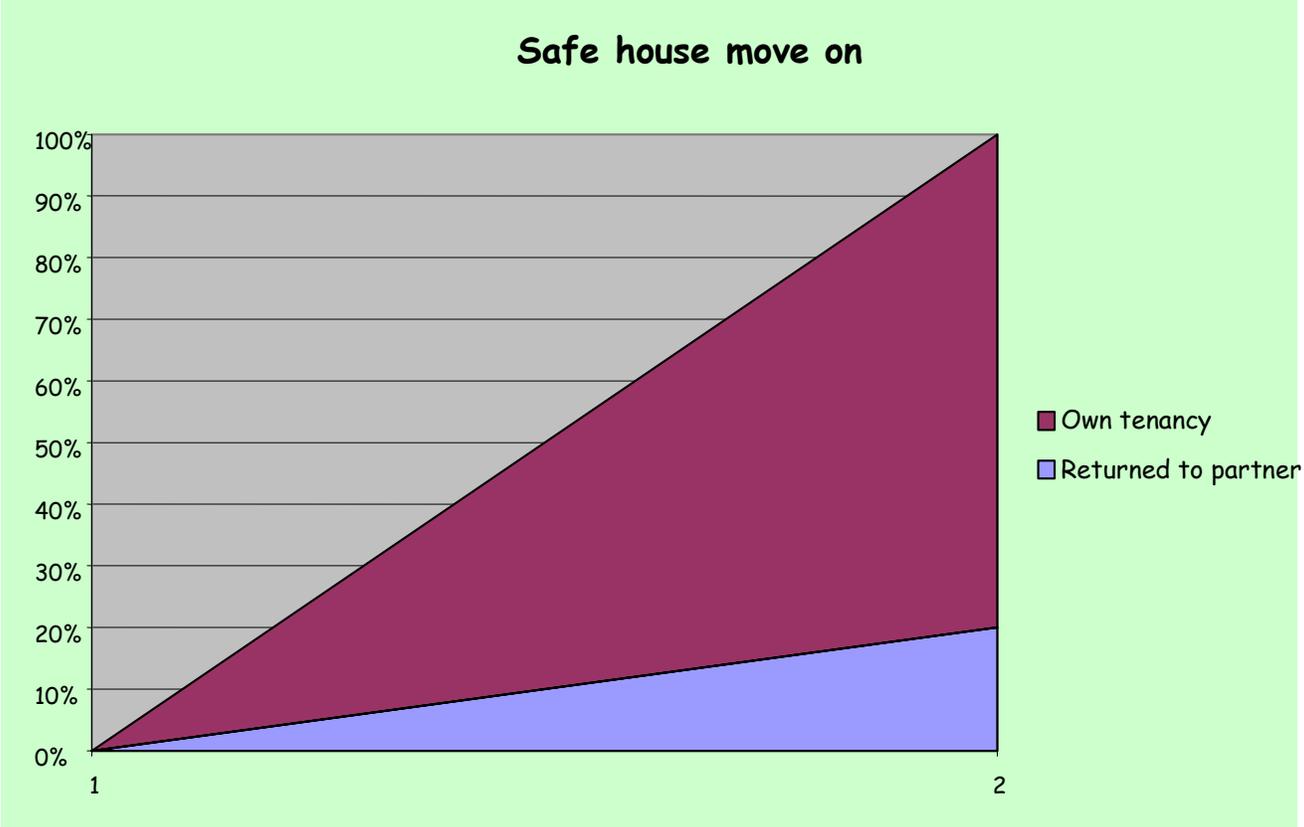
In 2007 we made links with Aquila Housing; Women's Aid; Places for People; Citizen's Advice Bureau; The Cyrenians and Mind/Pathways, Ryton Youth Community Centre.

The points system that prioritises referrals also gave recognition to agencies that refer fewer than 5 referrals to the service to encourage applications from services dealing with different client groups and to encourage a wider profile of service users within the service.

The Utilisation of the Safe Houses in 2007



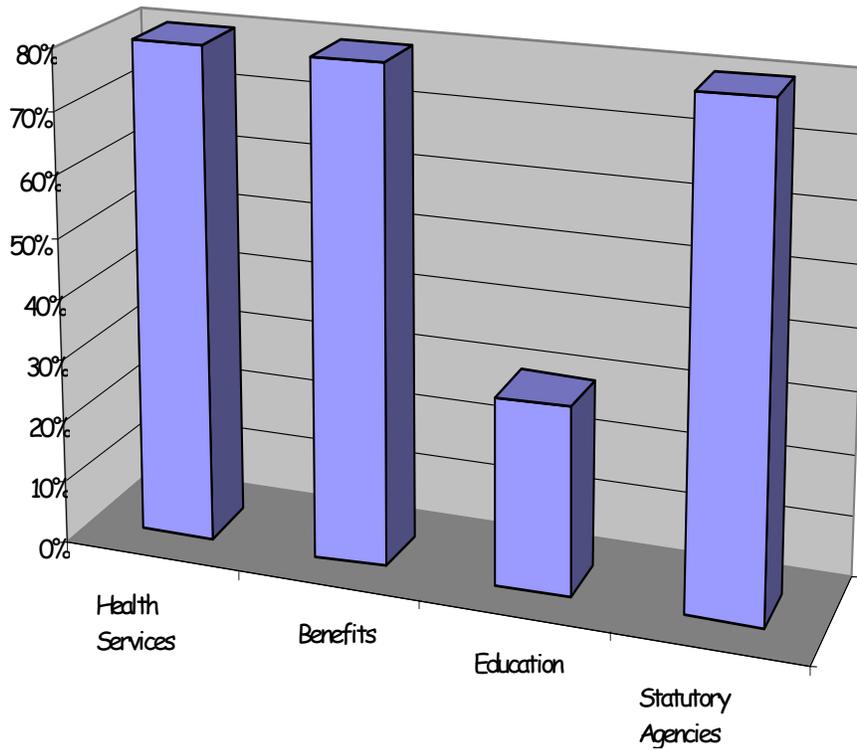
The Outcomes for Service Users who moved out of the Safe Houses in 2007



8 out of the 10 service users leaving the Safe Houses moved out to set up home and take on their own tenancy. The number of service users returning to their partners in 2008 will be monitored and benchmarked to these statistics to identify any trends or increases.

Service users assisted to access other services in 2007

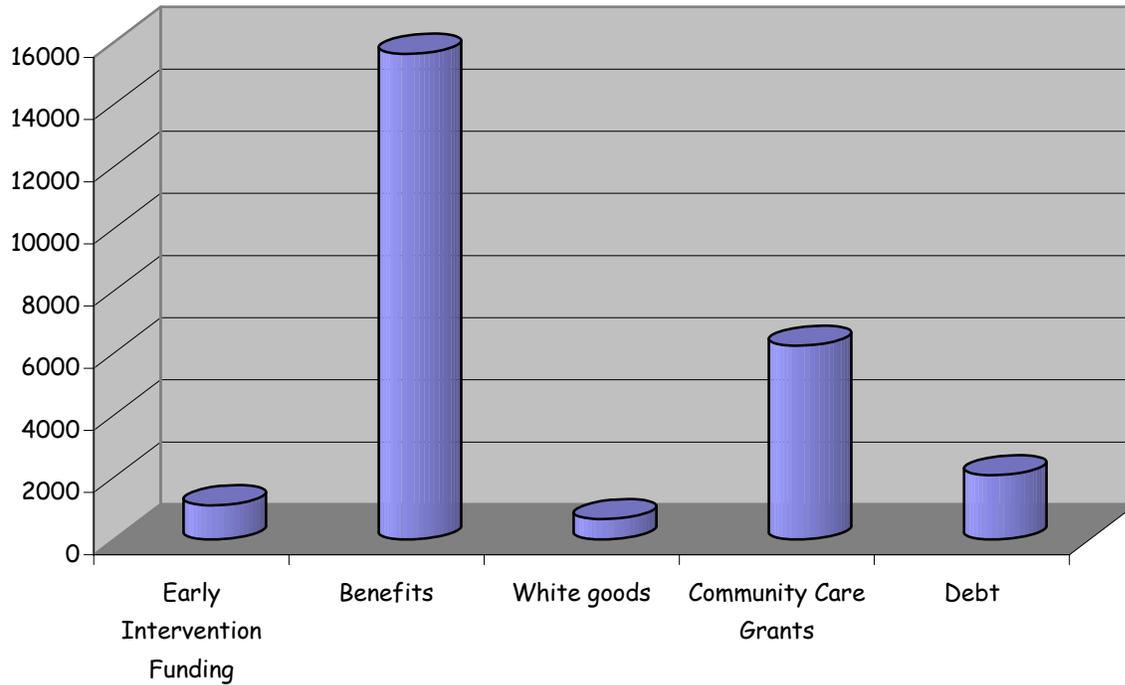
Service Users who were assisted to access, Health Services, Benefits, Education and Statutory Agencies whilst being supported



Most Service Users were supported to access benefits, health services and other statutory agencies in 2007. Over 20% of service users accessed education whilst being supported in 2007. This will be monitored as part of the Services Local Performance Target in 2008.

Money obtained in 2007 for Service Users

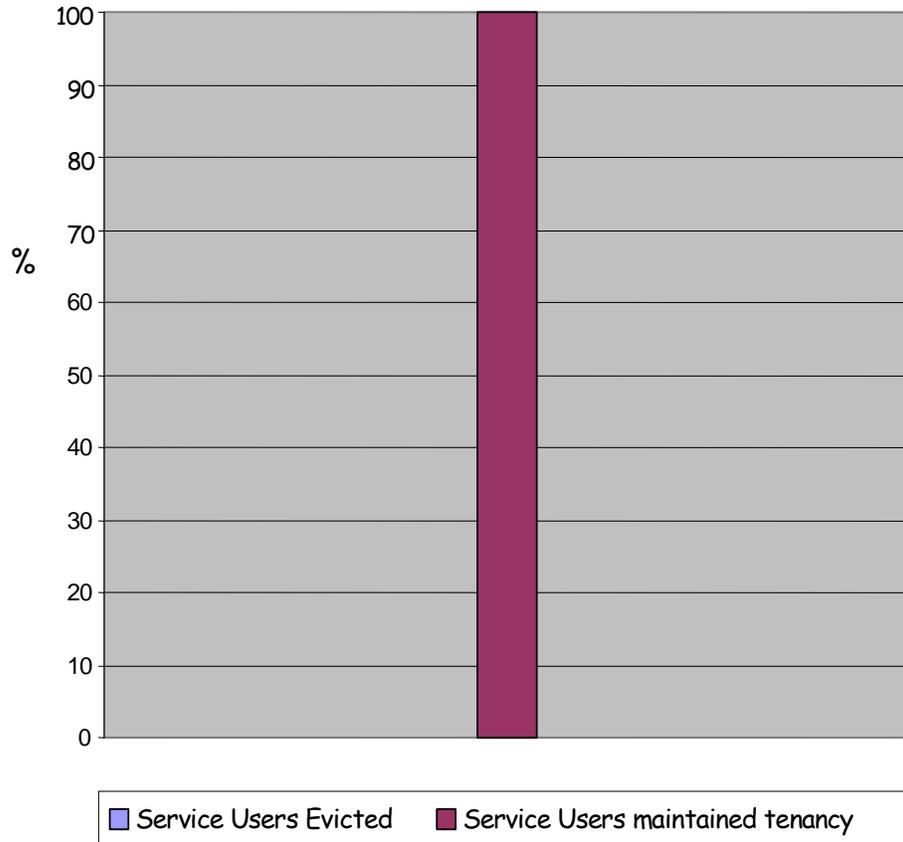
Domestic Violence Service-Money Received For Clients



The majority of income obtained for Service Users was in the form of benefits, with over £14,000 obtained for service users in 2007. This was followed by income through Community Care Grants. In 2007 accessing income from the Early Intervention Funding became a more significant source of income for Service Users.

Outcome of tenancies at the end of Support Intervention in 2007

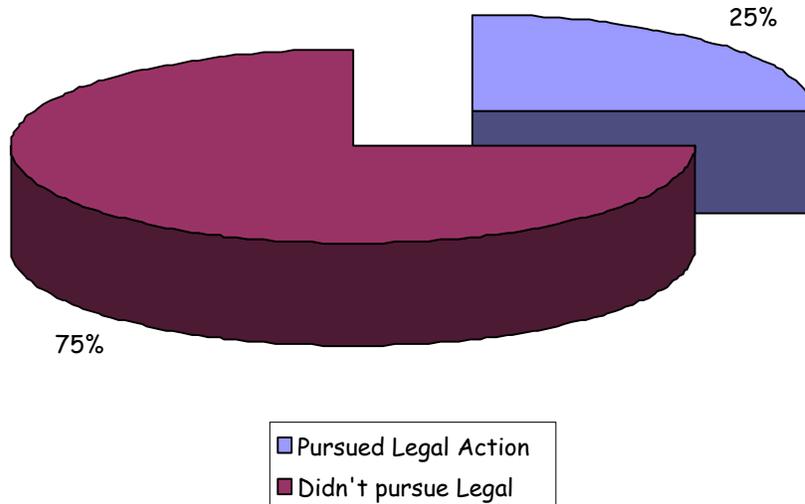
Outcome of Tenancies at the end of support intervention in 2007



All the service users who completed support in 2007 had maintained their tenancy at the point that they were signed off support.

Pursuing Legal Action against Perpetrators

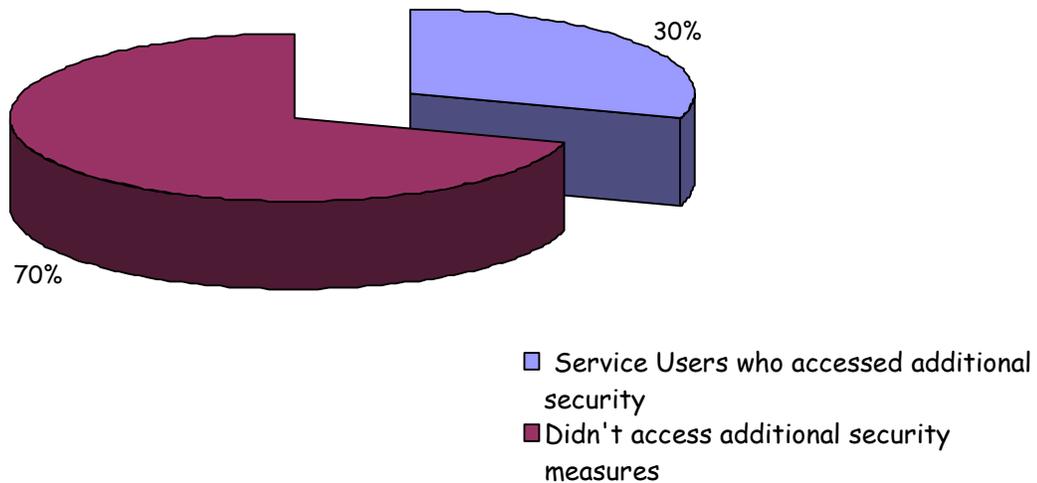
The percentage of Service Users who were assisted to pursue legal action against perpetrators in 2007



A quarter of service users were assisted to pursue legal action in 2007. Figures will again be collected in 2008 and benchmarked against these statistics. Any trends will be monitored.

Service Users accessing additional security measures through support in 2007

Security Measures



Additional Security Measures consist of window locks, security lighting, door viewers, re-enforced doors, mortice bolt and door chains.

The Service will continue to work with the Gateshead Housing Company who provide the additional security measures but will seek to promote this with more service users and work to identify other measures of provision in different tenures in 2008.

Compliments and Complaints received in 2007

1 Compliment was received for the service

2 Complaints were received for the service. This breaks down by the following

1 - Complaint received about a Safe House

1- Complaint received from neighbours about a service user.

Case Study

"Single Female"

Upon the sign up of support, the service user was extremely distressed and at the point of suicide due to her situation. She had been re housed in an unsuitable property after fleeing domestic violence and added to this, in the past she had suffered horrendous abuse from a family member and his friends so this resulted in her being terrified of men.

She had been re housed in a small block of flats where all of the tenants were men. One of the men in there had knocked on her door several times and acted inappropriately towards her. She was so terrified to leave the flat, being on the 1st floor she had to walk past the other tenants front doors, as a result she suffered severe panic attacks and vomiting.

The Service User was assisted to be re-housed and was re-housed in a more suitable property. As she was still frightened to go out and she couldn't always rely on her friends to get her shopping and assist her, the support worker applied to a charity for money to purchase a computer. She was awarded £300. She was then able to buy her shopping over the Internet. She also joined an on line support group and as she loves reading she can now purchase books on line. She was also supported with benefits and was referred the Council's debt advice worker for debts her ex partner had accrued.

As she still felt very vulnerable, she was advised in regard to safety measures and

through the scheme a house alarm was fitted to her property which made her feel much safer at night. The Support Worker was also able to give her a personal attack alarm to carry with her, this gave her extra confidence whilst outside.

She was advised and encouraged to seek help from her G.P. and Mental Health Services due to the abuse she had suffered over the years, which she accessed.

She was encouraged and supported to walk the short distance to the post office to pay her rent. The support worker accompanied her a few times until eventually she could manage herself.

As time went on she felt more confident and is now able to visit friends. Although she is unable to go to busy places like a supermarket she can go to the local newsagents. She says she feels much happier now and this house is the first safe home she has known. The support worker has now closed this case as her needs have been met and she's doing so well but she still contacts the service every now and then to let me know us know how things are going.

Conclusion

During 2007, following a review and increased signposting to other services, the Domestic Violence Support Service saw an 80% reduction in its waiting list. Demand for the service has become much more manageable with new referrals being offered a much more realistic opportunity of being offered support from the service. Regular reviews of the waiting list will continue.

The most dominant profile of service users are White British and female. In terms of ethnicity, the Domestic Violence Service is one of the only support services that appear to be meeting the needs of the White Other Ethnic Group. However there are still a significant amount of disparities in terms of other ethnic groups accessing the service

The Support that is offered via the Safe House appears to be successful as the majority of occupants move on to independence, however there are still occupants who are leaving the Safe House to return to their partners. These statistics will be benchmarked against future results and a review of the support being offered in Safe Houses will be undertaken.

The service users in 2007 appeared to be engaging well and accessed a significant number of other services including Health Services and benefits. Despite a small proportion of service users moving back to live with the perpetrators, all service users successfully engaged with a programme of support and gained independent living skills. The majority of service users taking action against perpetrators also demonstrates the successful levels of engagement within this service.

Refugee Move on Service



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

- The Creation of a Transitional Support Worker Post
- Partnership working with NERS on the Legacy Cases
- Expressions of Interest for the Voluntary Grant
- Accessing accommodation from Three Rivers

The Creation of a Refugee Duty Support Worker

During 2007, extra funding was identified within the existing budget for the creation of a Refugee Duty Support Worker.

The Refugee Move on Support workers have always been contracted to provide a floating support service to refugees in their own tenancy. However the Support Workers often have to deal with Refugees in a crisis situation who have recently received a positive decision to remain in the country and as a result find themselves homeless and with no income.

The team recognised this gap in provision and the consequent pressures that this was placing on the support workers within the team. Using the identified under spend, this new post was created and appointed. Refugee Duty Support Worker was appointed in May 07 and during 2007 assisted 61 Refugees at crisis stage. Of these cases, **only 11 left the area of Gateshead** after initial support from the Refugee Duty Support Worker.

Legacy Cases/ Partnership working with NERS

In September 2007, the Home Office recognised that there were families that had been waiting many years for a decision on their Asylum claim. It was decided that their cases should be determined over a six-month period.

The team pre-empted that this would cause an increase in the amount of refugees that required access to the service. A proactive measure to deal with this issue was made by the service manager, who met with North East Refugee Service (NERS). An agreement was drawn up where our Transitional Duty Support Worker would work in partnership with a designated worker from NERS specifically on the

legacy cases. The partnership has worked successfully and many families have benefited from a prompt and effective support package from both services.

Expressions of Interest for the Voluntary Grant

The numbers of Refugees who approached the service in a crisis situation, i.e. with no accommodation or income, particularly increased in the latter part of 2007 (part of this can be attributed to the Legacy Cases).

Even with the Refugee Duty Support Worker in post, it soon became clear that even further support was needed to assist Refugees in their transitional stage from becoming an Asylum Seeker to a Refugee. The Voluntary Grant within the Housing Revenue Account was identified as a source of funding to attract other providers to work in partnership with the Refugee Move on Service and assist refugees during this transitional stage.

Six Voluntary organisations provided a bid to assist the Refugee Move on Service in supporting Refugees. At the beginning of 2008, Tyneside Cyrenians were identified and shortlisted as the successful organisation to provide this service.

Accessing accommodation

Three Rivers Housing Association

One of the issues facing the Move On Service is the limited availability of suitable accommodation for refugees. To address this issue in 2007, we approached several housing providers in the Gateshead area explaining the problems and requesting assistance through the provision of properties.

We now have a Service Level Agreement with Three Rivers Housing Association who agreed to provide us with up to five units of accommodation with the Move On Service providing the support element to assist the service user in maintaining a successful tenancy. We have received positive feedback from service users in the Three Rivers tenancies and we hope to expand this agreement to other housing providers. This addition of 5 extra units from Three Rivers already complements the Service Level Agreement for 5 properties that we already have in place with Nomad Housing.

The Gateshead Housing Company

In partnership with the Gateshead Housing Company provided 5 properties to enable move on for refugees during 2007

Equality and Diversity Analysis of the Referrals received by the Move on Service

Ethnicity	% of positive decisions	% of referrals within the Move on Service
Asian/Asian Other	14.3 %	42.9%
Black/Black African	80%	54.3%
Chinese or other Ethnic Group	0%	2.8%
Other White (Ecuador/Russian)	5.7%	0%

Refugees receiving positive decisions

The Refugee Move on Service works solely with Refugees and comparing the ethnicity of the referrals received to the make up of the local population within Gateshead wouldn't serve any particular purpose or use in the analysis of identifying unrepresented groups within the service.

The analysis therefore compares the ethnicity of referrals to those refugees receiving positive decisions within Gateshead. The analysis is not conclusive of all the refugees who receive positive decisions within the area, as information from the private providers of Asylum accommodation is unavailable. The data used has been collated from the Council's Asylum Team, however this information still demonstrates some significant gaps between those groups receiving positive decisions and those being referred to the Move On Service.

In particular the Black African ethnic group is the most significant gap within the service, but there are also no referrals being received from Other White Groups.

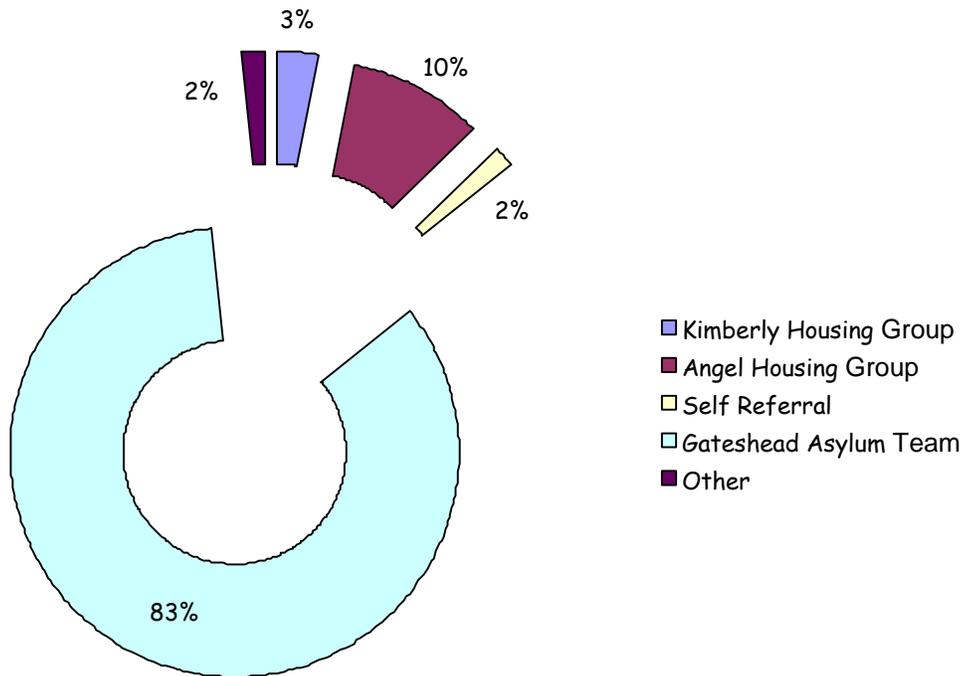
Although this information does not provide a conclusive picture of Refugees receiving positive decisions within Gateshead, drawing conclusions from the information available it could be suggested that Black Africans are not receiving the level of support needed following a positive decision to remain in the country, this could consequently impact on their decision on whether or not to remain in Gateshead.

Positive action undertaken in 2007/Future Developments with regards to Equality and Diversity.

Numerous community organisations were contacted in 2007 to inform them about support services and also to establish if there was a need for the services to provide outreach surgeries. Some follow up work has also been conducted with visits to local centres, throughout 2008 this work will continue and develop.

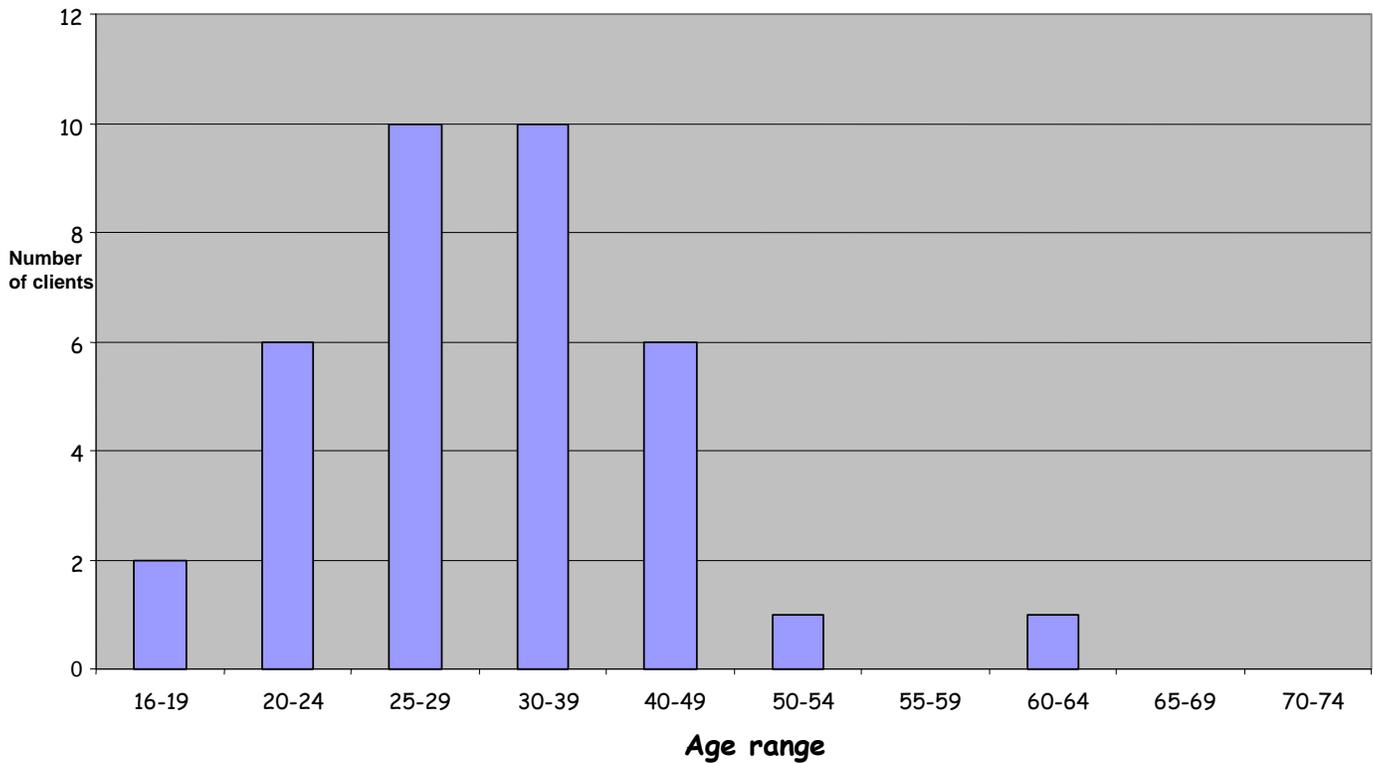
The points system that prioritises referrals also gave recognition to agencies who refer fewer than 5 referrals to the service to encourage applications from services dealing with different client groups.

The source of referrals to the Move on Service in 2007



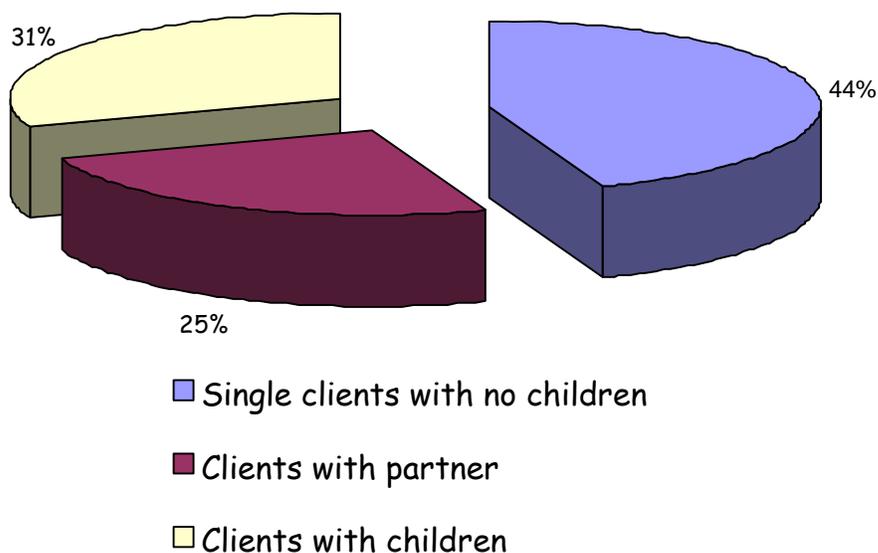
The biggest referring agency to the Refugee Move on Service is from the Council's Asylum Team. This is followed by referrals from the private sector, with Angel Housing being the largest private source of referrals to the Move on Service.

Age Profile of the Clients supported in 2007



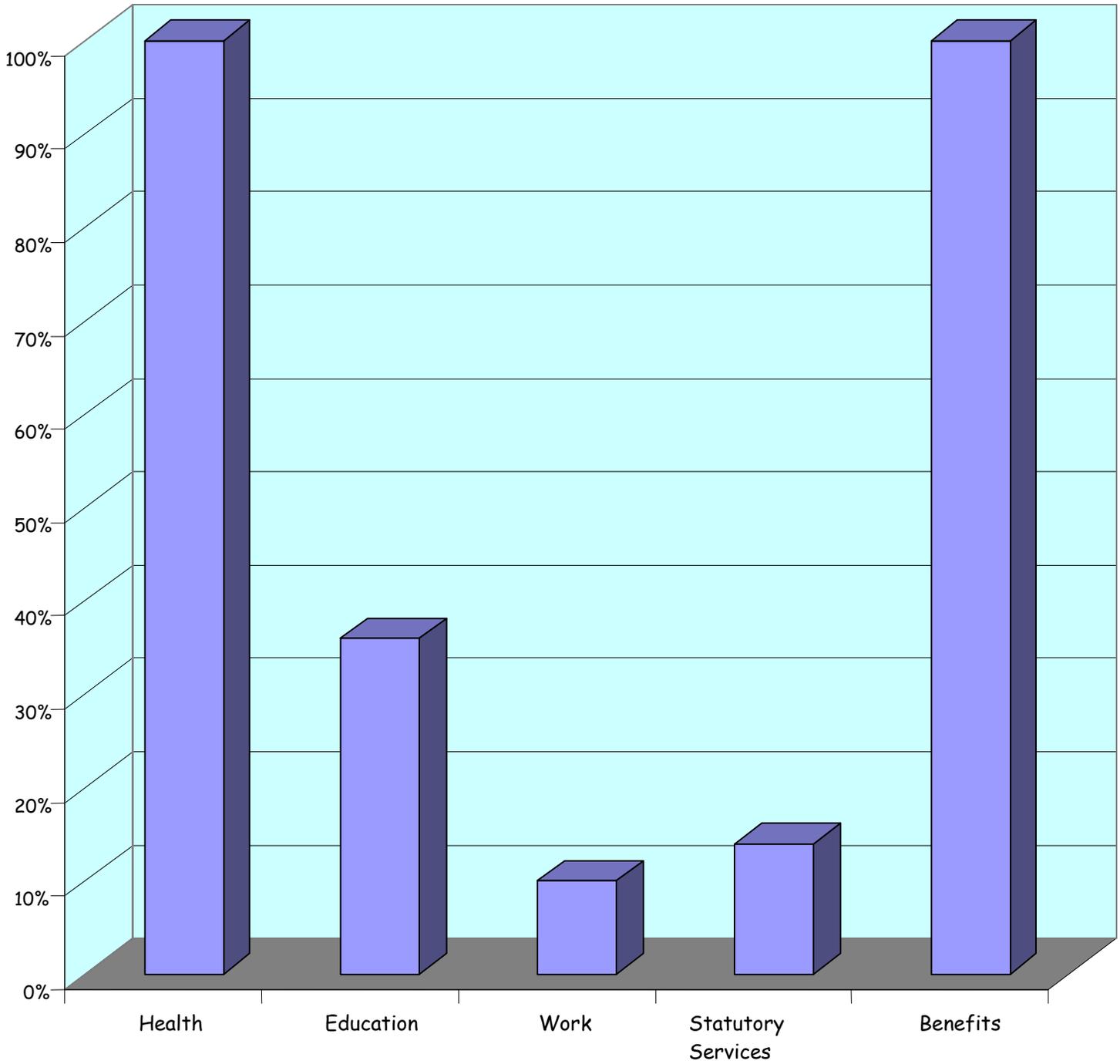
The majority of service users supported by the Refugee Move on Service in 2007 were in their twenties, this is followed by service users in the thirties age bracket. A substantial number of service users supported in 2007 were also in their forties but the numbers of Service Users supported by the service dramatically decreases after the age of 49.

Family make up of Refugees supported in 2007



Single people with no children account for the largest proportion of Service Users supported in 2007. This is followed by service users with children and service users with partners. Although there are some disparities, generally there is an even spread across the family make up of different households that were supported by the service in 2007.

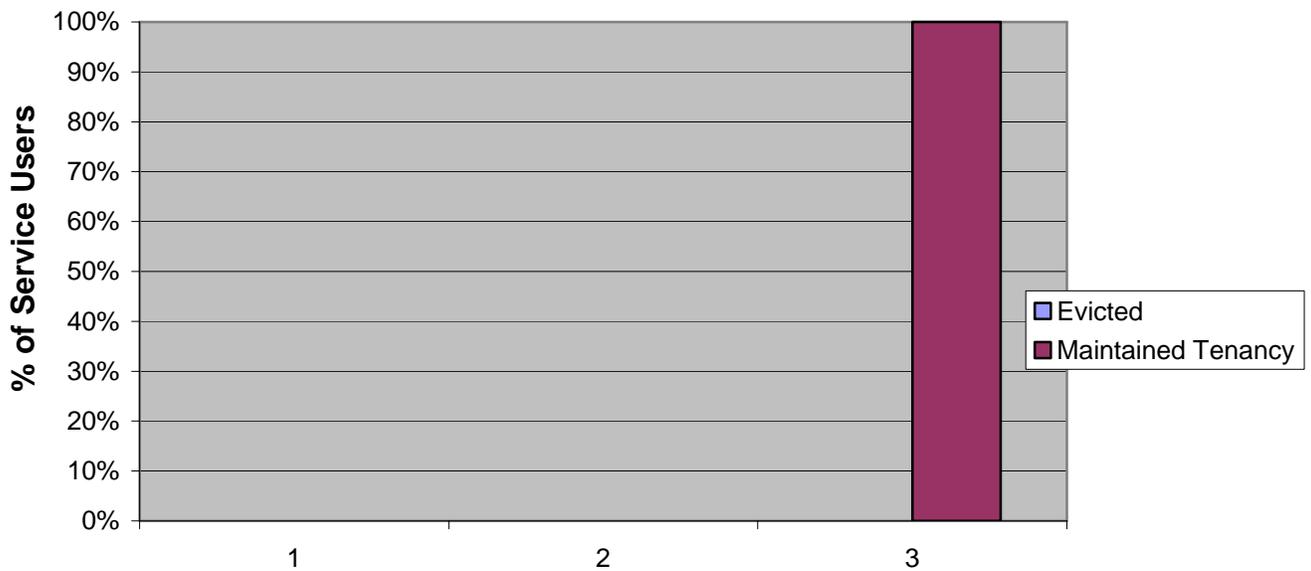
Services that clients accessed during support in 2007



Almost all of the Service Users supported in 2007, accessed Health Services and Benefits during the support. Over 30% accessed Education, this was followed by access to statutory services and a smaller percentage accessed work. This will be monitored as part of the Services Local Performance Target in 2008.

Outcomes at the end of Support in 2007

Outcomes at the end of Support



Every Service User who was signed off the service in 2007 had maintained their tenancy at the end of support.

Compliments and Complaints in 2007

1 Compliment

1 Complaint

Case Study

"Refugee from Somalia"

A Service User from Somalia and supported by the Move On Service was assisted to find accommodation in Felling. It was important to the service user to find employment and his support worker assisted him in applying for and successfully acquiring a six month placement with the R.I.S.E project, working for Newcastle Council as an Environmental Maintenance Operative. It was at this point when the service user informed his support worker that he had a wife and children in Somalia, he was advised and supported through the Family Reunion process.

A couple of months later his wife and youngest child joined him in the U.K and shortly afterwards the rest of the children joined the family. The Service User was doing so well at his job that he was made a permanent employee at Newcastle City Council. His support worker then assisted him to be re-housed into more suitable accommodation for the family in Gateshead. The Service User has integrated well into the local community and is now very independent.

Conclusion

In 2007, the main client group within the Refugee Move on Service was Black/Black African predominantly under the age of 40 and single. In the context of positive decisions, Asian and Asian Other were proportionally more likely to be supported by the service. The service didn't support any of the service users from the Other White ethnic background. Promotion of the service will continue and in particular will encourage referrals from service users of Other White ethnic backgrounds.

Most of the referrals received for the service were internal with few coming from the private sector or other services, statutory or voluntary. This suggests a potential lack of awareness about the service which is in turn restricting access for some Refugees. The team will continue to promote the services making links with essential agencies and stakeholders.

The move on service had the highest level of all the support services, of service users obtaining work and entering education evidencing the successful engagement levels of Refugees wanting to achieve independent living.

As all of the service users who were signed off the service successfully completed a programme of support, the service continues to provide a format and structure of support that meets the needs of refugees.

Health and Housing Support Team



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

- Successful bid for extra Supporting People funding/Additional Support Worker
- Name Change (Former Special Needs Team)
- Creation of a Health and Housing Support Assistant
- A Review of the role of the Service
- The advertising of adapted properties through Homechoice

Successful bid for extra Supporting People Funding

At the beginning of 2007, the Health and Housing Support Team were successful with a bid to obtain increased Supporting People funding in order to fund an extra full time post. This was in recognition of the vast numbers of Service Users that the service was dealing with and the requirements in meeting the Supporting People Contract.

A new Health and Housing Support Worker was appointed in May 07 adding an additional full time member of staff to the team.

Name Change (Former Special Needs Lettings Team)

As part of a review of the team, it was decided that a name change was required to more accurately reflect the aim of the service. Although the team have always assisted people with medical conditions to access housing, the team have a much wider role in providing support and assistance to households with medical conditions. Furthermore the term 'Special Needs' was considered to be dated. The new name for the service was agreed upon as the Health and Housing Support Team and all staff had their titles changed through the EVP process in August 07.

Creation of a Health and Housing Support Assistant

The Health and Housing Support Team deal with a significant amount of band 1 medical cases and applications. During the review of the Service it became clear that the need to monitor these cases combined with the additional assistance the team now needed to carry out their roles required a full time assistant.

Subsequently a full time Health and Housing Support Assistant post was created and this post was appointed in September 07.

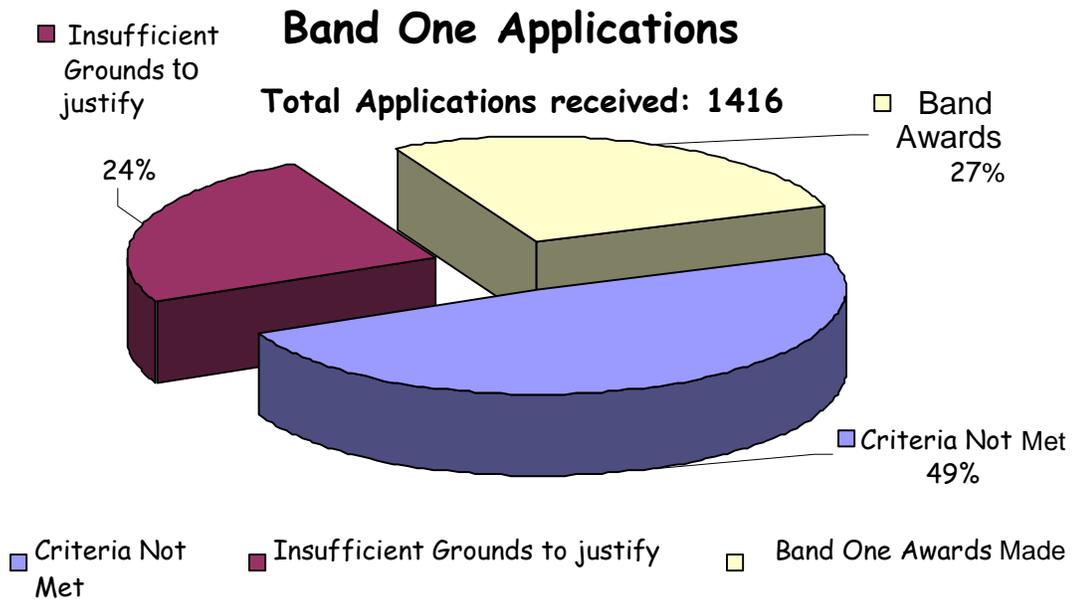
A Review of the role of the service

In reviewing the role of the Service and analysing service provision within a Supporting People Framework, it was clear that there was more scope for the former special needs lettings assistants to undertake a support workers role. Many of the former special needs lettings assistants were already performing similar duties to a support worker, but with a new full time member of staff in place this allowed increased scope to undertake increased support work.

2007 saw staff developing their roles in line with the duties of other support workers within the Supported Housing Team. Staff were supported to achieve this through training and staff supervision. The increased support focus that the service now took on also required an overhaul of policies and procedures with staff now completing Needs Assessments, Support Plans and Risk Assessments.

Advertising adapted properties through Homechoice

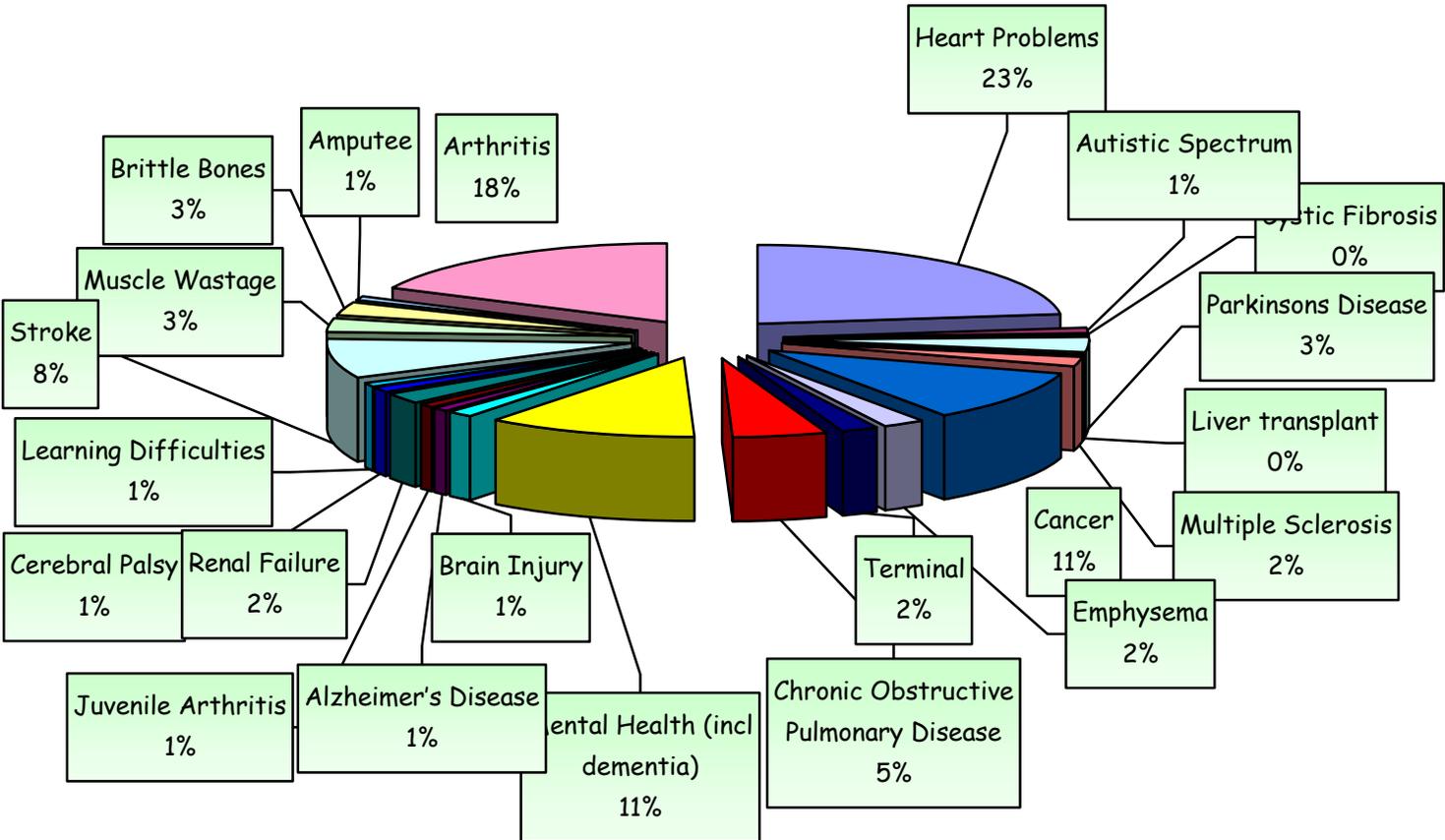
In July 2007 in partnership with the Gateshead Housing Company we started advertising adapted properties for band 1 medical applicants. Previously the Health and Housing Support Team selected applicants for adapted properties. Now Band 1 medical applicants can bid for adapted properties through Homechoice and the Health and Housing Support Team work with the HomeChoice team with the Company to ensure that the applicant with the greatest need for the adaptations within the property is allocated the property.



Of the total applications received in 2007 (1416), just under half of the applications received did not meet the band 1 medical criteria. Awards of band 1 priority were made to just under a third of all the applications received. Of the applications received, 490 of these cases were visited by a Health and Housing Support Worker in 2007 prior to a decision being made.

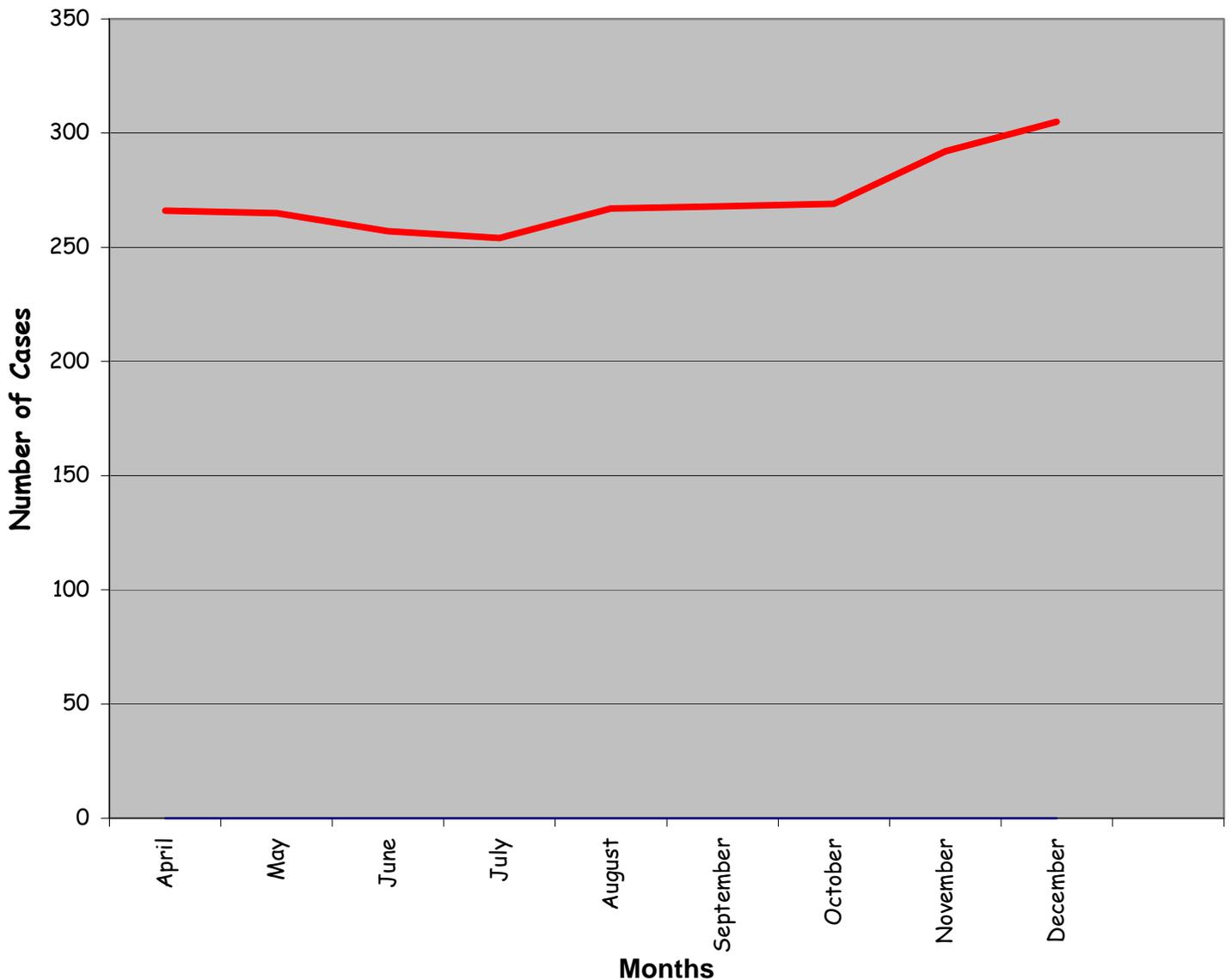
Profile of applications received by Illness Type in 2007

Number of applications by illness



Just under a quarter of applicants who applied to the Health and Housing Support Team in 2007 were suffering from heart problems, this was followed by applicants suffering from Arthritis, and then by applicants with Mental Health illnesses including dementia and applicants suffering from cancer.

Number of Band 1 Medical cases since April 2007

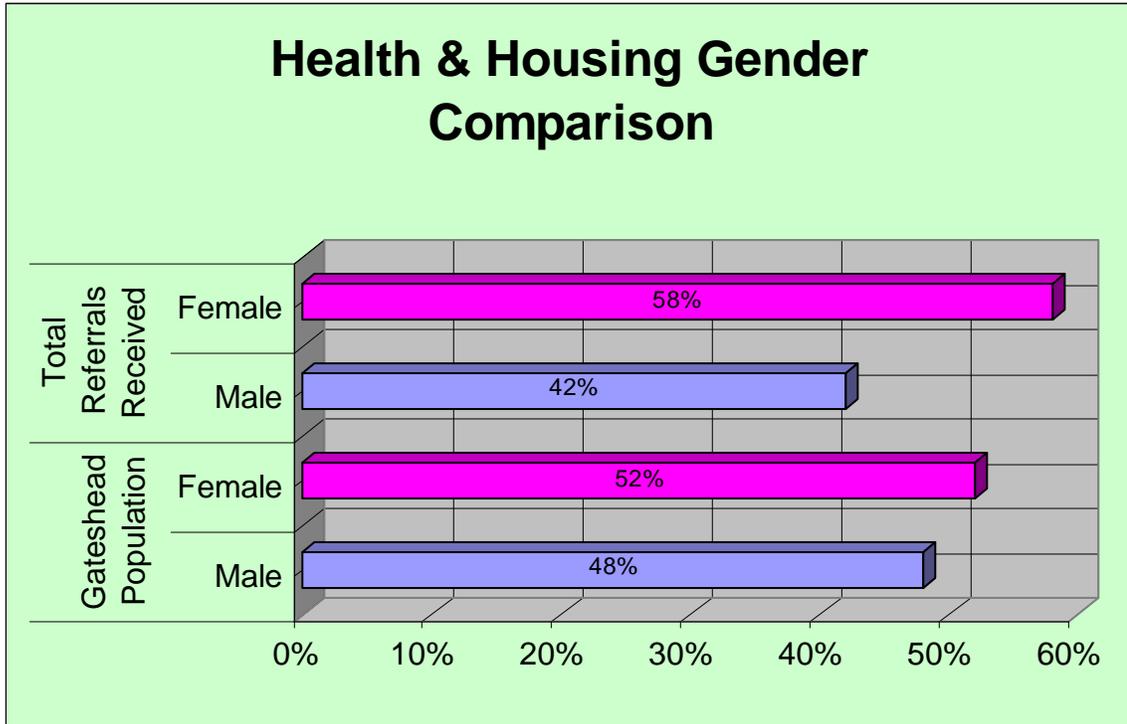


From July 07 onwards, the number of Band 1 cases started to increase but then stabilised. A more dramatic increase took place in October 07 and this continued until the end of the year. As at the **24/12/07**, the number of band one medical cases stood at **319**.

Equality and Diversity Analysis of the applications received for the Health and Housing Support Team

Ethnicity	% of total population in Gateshead	% of applications received within the Health and Housing Team
White British	96.8%	96.7%
White Other	1.2%	5.76%
White Irish	0.3%	0%
Mixed White and Black Caribbean	0.13%	0%
Mixed White and Black African	0.04%	0%
Mixed White & Asian	0.15%	1.92%
Other Mixed	0.08%	0%
Asian or Asian British Indian	0.25%	0%
Asian or Asian British Bangladeshi	0.06%	0%
Asian/Asian British Pakistani	0.26%	1.92%
Asian or Asian British Other Asian	0.09%	0%
Black or Black British 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%

Gender Comparisons of applications received in 2007

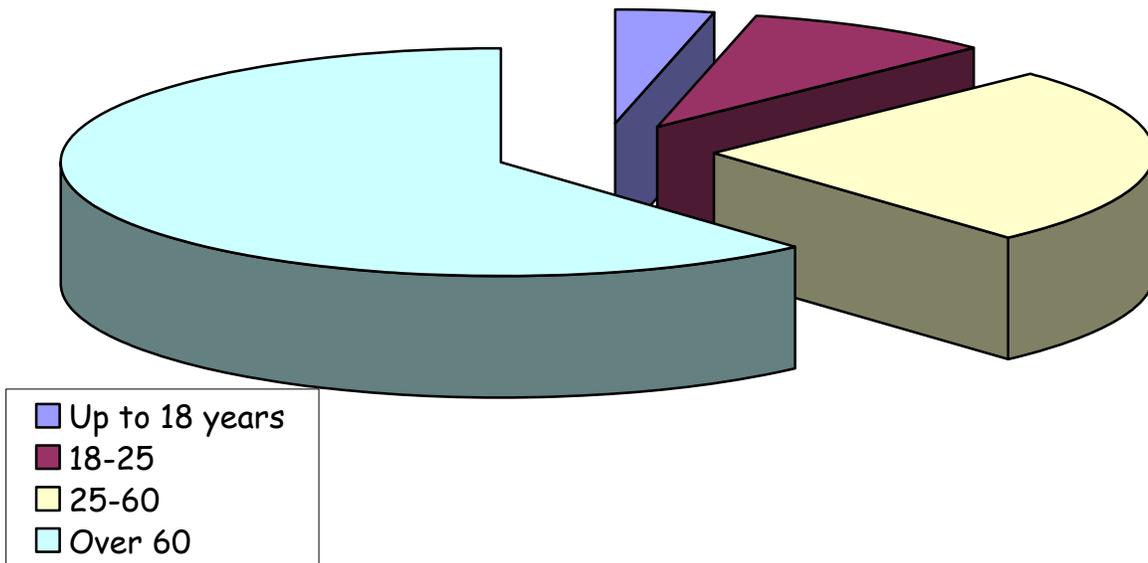


Identification of unrepresented groups within the Health and Housing Support Team

There are no significant gaps in ethnicity with regards to the 1% disparity that is used to identify significant gaps with referrals to the services. However gaps do exist for the service and these are mainly within the ethnicities of White Irish, Asian with Pakistani, Indian, British and mixed origin. Further gaps are also identifiable through the ethnic groups of Black or Black British African, and Chinese or other ethnic group Chinese.

In terms of **gender** the service is almost evenly separated between males and females, comparing this information against the make up of the local population suggests a slight over representation of males within the service.

Profile of applications received in 2007 by age



The majority of medical applications received were for applicants aged 60 and over. There is a direct link between age and the number of medical applications received, the younger the age bracket the fewer medical applications were received in 2007.

Delayed Discharges

During 2007 the service dealt with 8 delayed discharge cases. These are cases that are unable to be discharged from hospital or respite care, as their current home is unsuitable. Reasons for the initial admissions into hospital are detailed below

Tetraplegic
Brain injury
Amputee
Mental Health
Stroke

Advice Provided to Service Users in 2007

In 2007, the following types and advice were offered to Service Users. In addition to this, **96 Service Users were provided with specific advice on how to avoid falls within the home.**

Type of advice and assistance offered

- Risk factors e.g. Loose rugs
- Additional benefits
- Bathing and stair climbing assessments
- Additional aids e.g. perching stool
- Housing Options
- Eligibility criteria
- Community facilities
- Housing Associations
- Extra care facilities (Housing 21)
- Wheelchair assessments
- Pendant alarms

Band One Cases Re-housed:

In 2007, **209 Band 1 medical applicants were re-housed.** Ensuring best use of adapted stock saves the Council having to spend extra money on adaptations. In July 2007, the Health and Housing Team devised a system to calculate the potential savings from not having to buy adaptations for an applicant as they are re-housed into an already adapted property.

The results from this demonstrate that 101 applicants were re-housed between July and December 2007 and if these applicants had pursued adaptations to their homes the cost to the council would have potentially been £1,007,400.00. The work of the Health and Housing Team in partnership with the Gateshead Housing Company potentially saved £1,007,400.00 for the Council.

Timescales in processing applications

Average number of days from receipt of application to home visit	12.6 days
Average number of days from visit to decision:	9.4 days
Average number of days from receipt of application to decision	22.2 days

Compliments and Complaints

- 9 Compliments received for the Service
- 2 Complaints received, both with regards to re-housing

Conclusion

In 2007, the majority of applications received were not awarded band 1 status demonstrating that the service continues to provide to those most in need despite the increased numbers of band 1 medical cases. The service re-housed a significant number of applicants in 2007, which was 70% of the waiting list as at the end of 2007.

The dominant profile of service users are White British, female and over the age of 60. The service appears to meet the needs and is accessible to White Other, Mixed White and Asian British Pakistani. However significant gaps and lack of accessibility to the service is apparent for other ethnic groups.

The service provides advice and assistance to wide range of households on a variety of information continuing to promote the independence of households with medical need.

Appendices



Appendix 1 - Information about the Support Providers signed up to the Single Gateway Scheme

Norcare - they 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 age 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 and 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 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.

Appendix 2 - Local performance targets for the Support Services

Local Targets for the Domestic Violence Support Service

- We will aim to contact all of our referred cases within 14 working days of their referral
- We will aim to maximise income for 100% our clients that are not in receipt of any income.
- We will aim to obtain white goods for 80% of our clients if they are in need of white goods.
- We will aim to signpost 80% of our service users
- We will aim to make initial contact with the Education Department for 100% of children who are in need of school transfers.
- We will aim to reduce rent arrears for 80% of our clients who are referred to us with rent arrears
- We will aim for 80% of our clients to access health care if they don't already have access to health care
- We will aim to maximise the opportunity of social and civic participation of our clients by monitoring the numbers accessing education, voluntary placements and employment.
- We will endeavour to make all of our clients feel safe within their own home before we end support.

Local Targets for the Refugee Move on Service

- Contact will be made with the client in the first 48 working hours upon receipt of their referral
- An individual Support Plan will be drawn up within 5 working days of a client being allocated a support worker
- For those service users wishing to access health services, arrangements will be made so that 100% of those clients can access health services
- For those clients in need of furniture, we will aim to assist those clients so 80% of them can obtain furniture
- We will monitor the levels of refugees who are accessing
 - Education
 - Employment
 - Voluntary Placements
 - Establishing their own business
 - In touch with community organisations.

Local Targets for the Tenancy Support Service

- We will aim to contact all of our referred cases within 14 working days of their referral
- We will aim to maximise income for 100% our clients that are not in receipt of any income.
- We will aim to obtain white goods for 80% of our clients if they are in need of white goods.
- We will aim to signpost 80% of our service users
- We will aim to reduce rent arrears for 80% of our clients who are referred to us with rent arrears
- We will aim for 80% of our clients to access health care if they don't

already have access to health care

- We will aim to maximise the opportunity of social and civic participation of our clients by monitoring the numbers accessing education, voluntary placements and employment.

Local Performance Targets for the Single Gateway Scheme

- The scheme will look at approximately 10 referrals per month from all partners
- Of all referrals which are not excluded from the housing register, the scheme will aim to re-house 100%
- The scheme will aim to monitor tenancies and ensure that 90% of all applicants who were re-housed are still in their tenancy after six months
- An application to the scheme will be registered within 5 working days
- 100% of applicants will be offered an interview with the Single Gateway Co-ordinator and will be given full contact details.
- We will monitor the areas in which applicants are offered accommodation to ensure that they meet individual need

Appendix 3- Customer Satisfaction Surveys

Refugee Move on Service/Tenancy Support Service/Domestic Violence Service (floating support)

SUPPORT SERVICE

Tell us what you think

Now that you have completed your support, we would really appreciate your thoughts on the service. This will only take a few minutes of your time. We use this information to check that we are providing a service that our customers want to receive.

What was the name of your support worker?

How do you feel your support worker treated you?

How would you rate the treatment from your support worker?

Excellent	Good	Average	Poor	Very Poor
<input type="checkbox"/>				

Did you ever have any problems contacting your support worker?

Did your support worker explain the paperwork that they completed whilst visiting you?

Yes No

Did your support worker draw up a Support Plan for you?

Yes No

Did you receive a copy of your Support Plan?

Yes No

Did you have your own ideas written into the Support Plan?

Yes No

Did your support plan and support worker help you to achieve the things you wanted?

Yes No

Please provide any comments that you might have about the Support Plans below

What help was given to you by your support worker?

1).

2).

3).

4).

5).
6).
7).
8).
9).
10).

Did your Support Worker inform you about other support services that could also help you?

Yes No

Did you access any other support services as a result of your support worker?

Yes No

If you didn't access other support services, please tell us the reasons why?

Do you feel that the length of time that you were supported was right for you?

Yes No

If you have answered **No** to the above question, please explain your reasons below

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

Yes No

Do you feel you need more help?

Yes No

If you need more help, what do you need more help with?

1).

2).

3).

4).

5).

If anything, what would you change about the service?

If you would like to know what action we have taken as a result of your comments, then please provide us with your name and address and we will provide you with feedback

Thank you for taking the time to answer this questionnaire, your comments are extremely important to us as we are always looking to improve the services we provide

Customer Satisfaction Survey - Domestic Violence Support Service (Safe Houses)

SUPPORT SERVICE

Domestic Violence Support Service (Safe House)

Customer Feedback Form

Tell us what you think

Now that you have completed your support, we would really appreciate your thoughts on the service. We use this information to check that we are providing a service that our customers want to receive.

What was the name of your support worker?

How satisfied were you with the furniture provided in the Safe House?

Very Satisfied Satisfied Dissatisfied Very Dissatisfied

How satisfied were you with the location of the Safe House?

Very Satisfied Satisfied Dissatisfied Very Dissatisfied

Please tell us about any further thoughts or comments that you have about the Safe Houses?

How do you feel your support worker treated you?

How would you rate the treatment from your support worker?				
Excellent	Good	Average	Poor	Very Poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Did you ever have any problems contacting your support worker?

Did your support worker explain the paperwork that they completed whilst visiting you?
Yes <input type="checkbox"/> No <input type="checkbox"/>

<u>Did your support worker draw up a Support Plan for you?</u>
Yes <input type="checkbox"/> No <input type="checkbox"/>
<u>Did you receive a copy of your Support Plan?</u>
Yes <input type="checkbox"/> No <input type="checkbox"/>
<u>Did you have your own ideas written into the Support Plan?</u>
Yes <input type="checkbox"/> No <input type="checkbox"/>
<u>Did your support plan and support worker help you to achieve the things you wanted?</u>
Yes <input type="checkbox"/> No <input type="checkbox"/>

Please provide any comments that you might have about the Support Plans below

What help was given to you by your support worker?
1).
2).
3).
4).
5).
6).
7).
8).
9).
10).

Did your Support Worker inform you about other support services that could also help you?
Yes <input type="checkbox"/> No <input type="checkbox"/>
Did you access any other support services as a result of your support worker?
Yes <input type="checkbox"/> No <input type="checkbox"/>

If you didn't access other support services, please tell us the reasons why?

Do you feel that the length of time that you were supported was right for you?

Yes No

If you have answered **No** to the above question, please explain your reasons below

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

Yes No

Do you feel you need more help?

Yes No

If you need more help, what do you need more help with?

1).

2).

3).

4).

5).

If anything, what would you change about the service?

If you would like to know what action we have taken as a result of your comments, then please provide us with your name and address and we will

provide you with feedback

Thank you for taking the time to complete and return this questionnaire, your comments are extremely important to us as we are always looking to improve the services we provide.



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