

# Supported Housing Quarterly Report

April to June 2008

Housing Services Community Based Service



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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 January 2008 we produced our first Annual report, which is available on the Gateshead Council website in the Housing Options section.

This is our first quarter report for this year and covers the period April to June inclusive for 2008 and is designed to compliment the more detailed information contained in the Annual report.

The initial Annual report detailed a set of Challenges facing the Supported Housing Service in 2007, which were resolved. Challenges for the first quarter of 2007/2008 are detailed below, with outcomes:

- *Supported Housing Database is not at full capacity to fully report on all performance targets.*
- ◆ The first phase of improvements have been made to the database. Some staff within the service are now updating and utilising the database. Further improvements to be made.
- *Lack of capacity within the Domestic Violence Support Service.*
- ◆ A new support workers post was created and appointed. A Senior Domestic Violence support worker post was created and appointed.
- *Lack of capacity within the Refugee Move on Service.*
- ◆ Tyneside Cyrennians were appointed to assist the Refugee Move on Service as part of the Voluntary Grant expenditure, a Support Worker has now been provided by the Cyrennians and the capacity of the Team to deal with transitional support cases has consequently increased. In addition the use of accommodation and bedspaces for Refugees has also been provided by the Cyrennians. The Support worker appointed by the Cyrennians is also qualified as an English for Speakers of Other Languages (ESOL) teacher so English classes are to begin in September

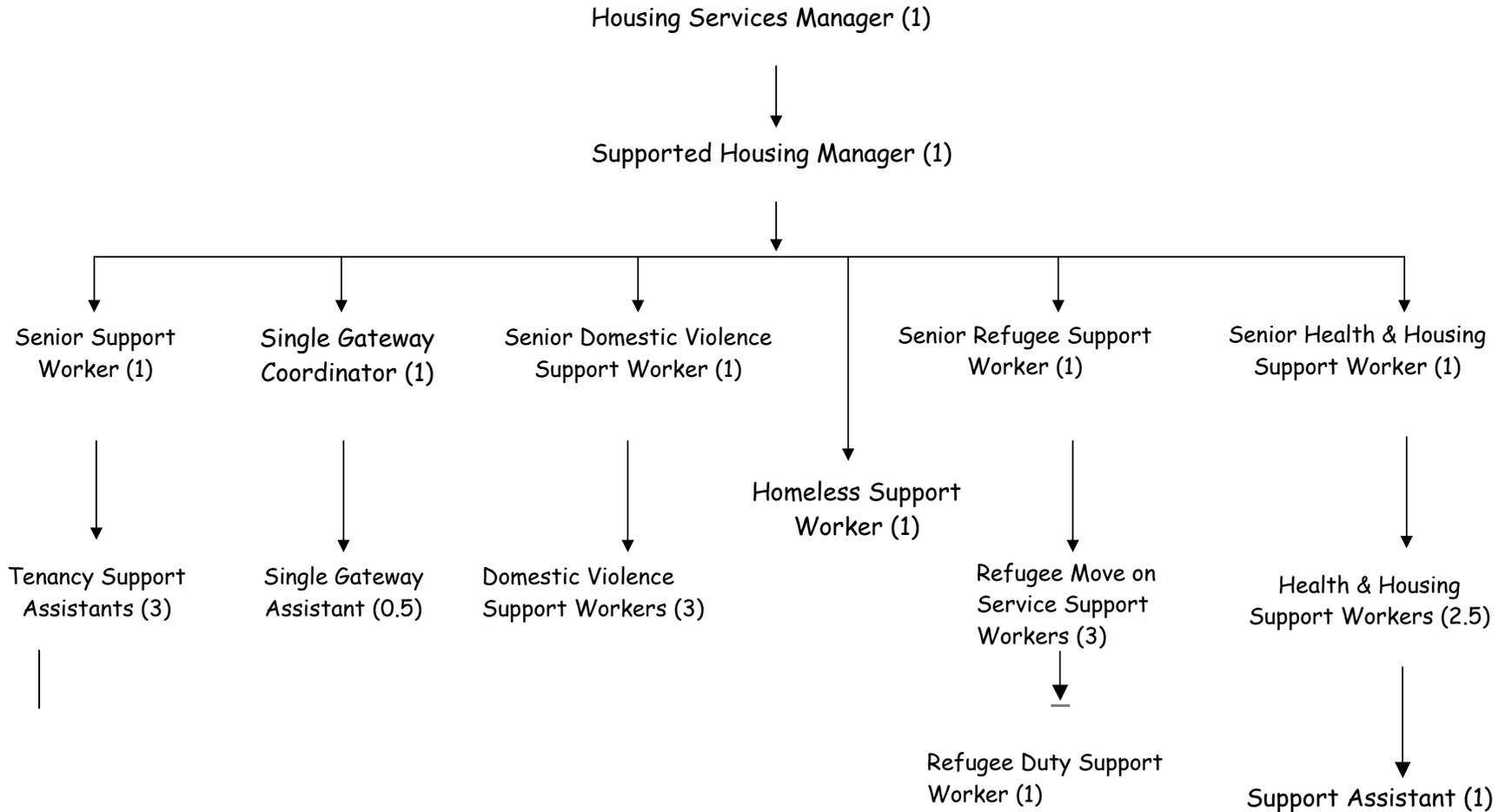
08. Partnership working will continue to improve the quality of service for Refugees and will improve the capacity of the Move on team to respond to the increasing numbers of Refugees approaching the service.

- *Lack of capacity within the management structure.*
- ◆ A Senior Domestic Violence Support Worker and a Domestic violence support worker have been appointed.
- Need to ensure that young people have the right support networks in place. Evidence from The Gateshead Housing Company (TGHC) suggests that young people are likely to terminate tenancies earlier.
- ◆ A bid to the Supporting People team in Gateshead is to be developed jointly with the leaving care team and TGHC to appoint a younger persons worker.

Also in 2008 development work continues to be 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 service.

## 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.

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

## **Tenancy Support Service**

The Tenancy Support Service provides support to 42 Council Tenants, Housing Association and Private Sector Tenants at any one time. The service is designed mainly to provide tenancy support for people living in a Gateshead Housing Company property and there were 20 tenants awaiting support as of June 2008. Support can be focused around advice and assistance with benefits, budgeting, managing bills or obtaining furniture through Community Care Grants or Voluntary Organisations. The Service also works to ensure that households are able to gain access to a wide range of services, through referrals and signposting.

## **Domestic Violence Support Team**

The Domestic Violence Support Team provides support 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.

Six safe houses are also available for households feeling 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.

### **Refugee Move on Service**

This service supports 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. The service is cross tenure.

Support 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.

### **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.

### **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

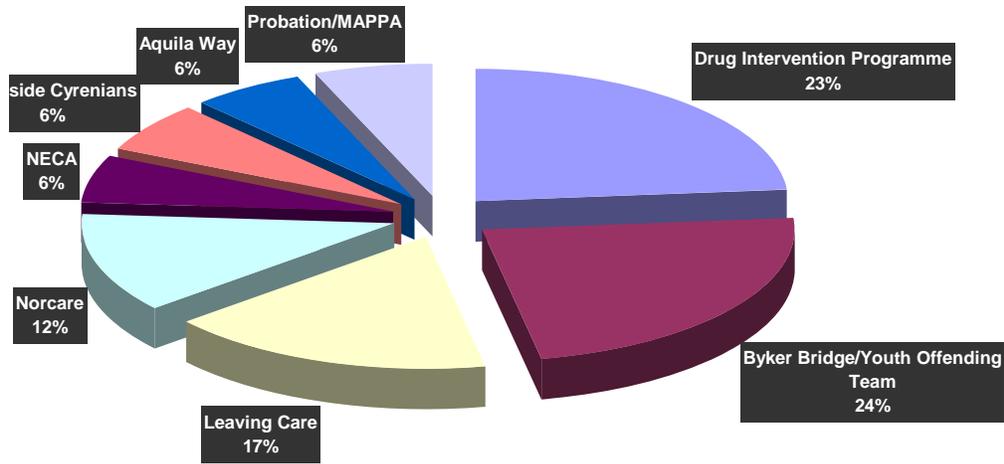
health needs.

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

**Norcare** - 5 properties accommodating young homeless people.

**First Quarter Progress for the Single Gateway Scheme  
Source of referrals received April to June 2008**

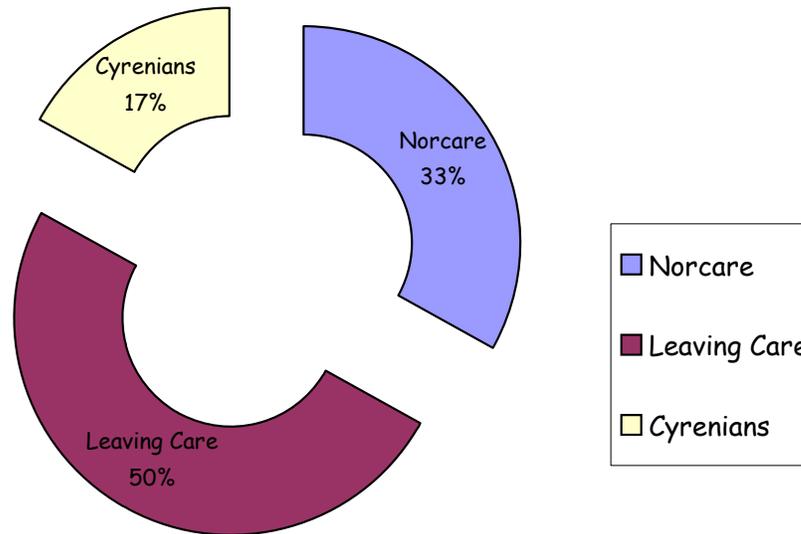
Seventeen applications were made to the Single Gateway Scheme for re-housing between April to June 2008. The source of these referrals is broken down below.



The Drug Intervention Scheme and Byker Bridge/Youth Offending Team were the largest referring agencies to the Single Gateway Scheme in the period.

**Source of the referrals that were re-housed by the Single Gateway Scheme  
April to June 2008**

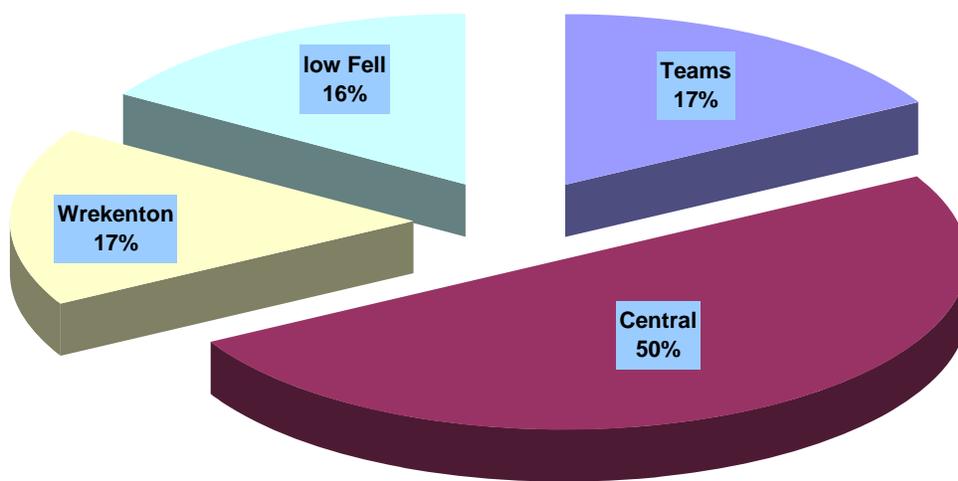
During the quarter the Single Gateway Scheme housed 6 applicants in partnership with support providers and the Gateshead Housing Company. The source of referrals that were re-housed is detailed below:



The largest numbers of applicants re-housed through the Single Gateway Scheme were referred from Leaving Care.

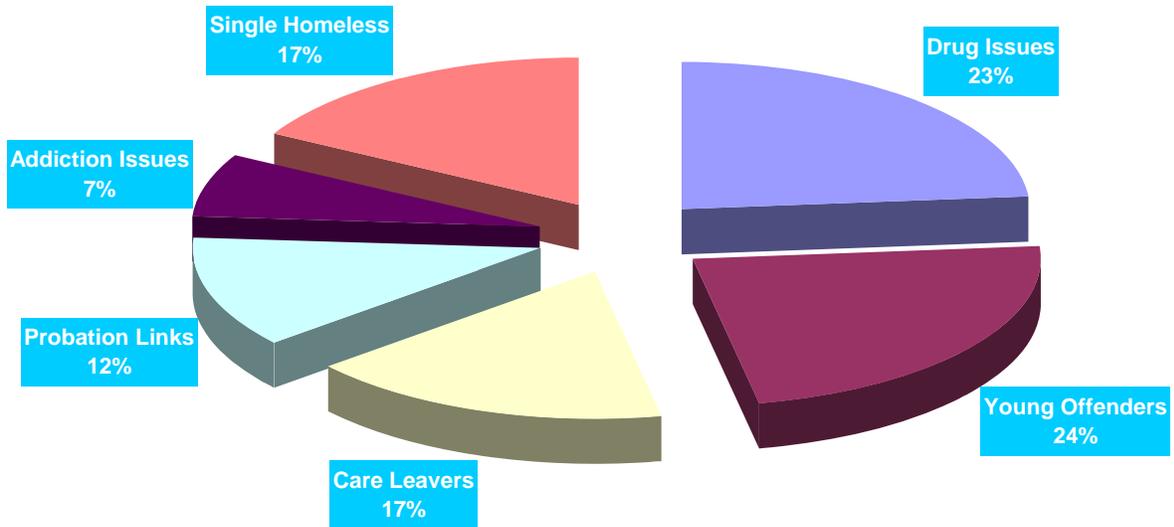
**Area Profile of where applicants were re-housed through the Single Gateway Scheme in the quarter**

Most of the applicants re-housed through the Single Gateway Scheme in the quarter were re-housed within the Central area of Gateshead, this is followed by Wrekenton, Teams and Low Fell.



## Profile of the service user group re-housed

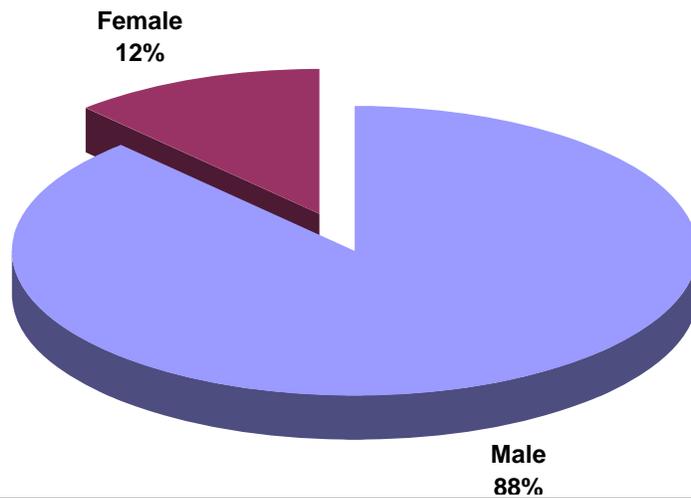
Clients with drug issues (DIP) and young offenders were the largest client group to be re-housed through the Single Gateway Scheme in the quarter. This is followed by care leavers.



**Ethnic Profile of Service Users applying to the Single Gateway Scheme**

<b>Ethnicity</b>	<b>% of total population in Gateshead</b>	<b>% of Applications received within the Single Gateway</b>
White British	96.8%	100%
White Other	1.2%	
White Irish	0.3%	
Mixed White & Black <a href="#">Caribbean</a>	0.13%	
Mixed White & Black African	0.04%	
Mixed White & Asian	0.15%	
Other Mixed	0.08%	
Asian or Asian British Indian	0.25%	
Asian or Asian British Bangladeshi	0.06%	
Asian or Asian British Pakistani	0.26%	
Asian or Asian British Other Asian	0.09%	
Black or Black British Caribbean	0.02%	
Black or Black British African	0.10%	
Black or Black British Other Black	0.01%	
Chinese or Other Ethnic Group Chinese	0.15%	
Chinese or Other Ethnic Group	0.20%	
Not Known or Won't Say	0.00%	

## 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 remains as 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. Further advertisement of the service, including a revised leaflet, will help to even the balance.

### Equality and Diversity Action taken in the quarter 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**

This area of service is being reviewed for Single Gateway and will be reported in future documents.

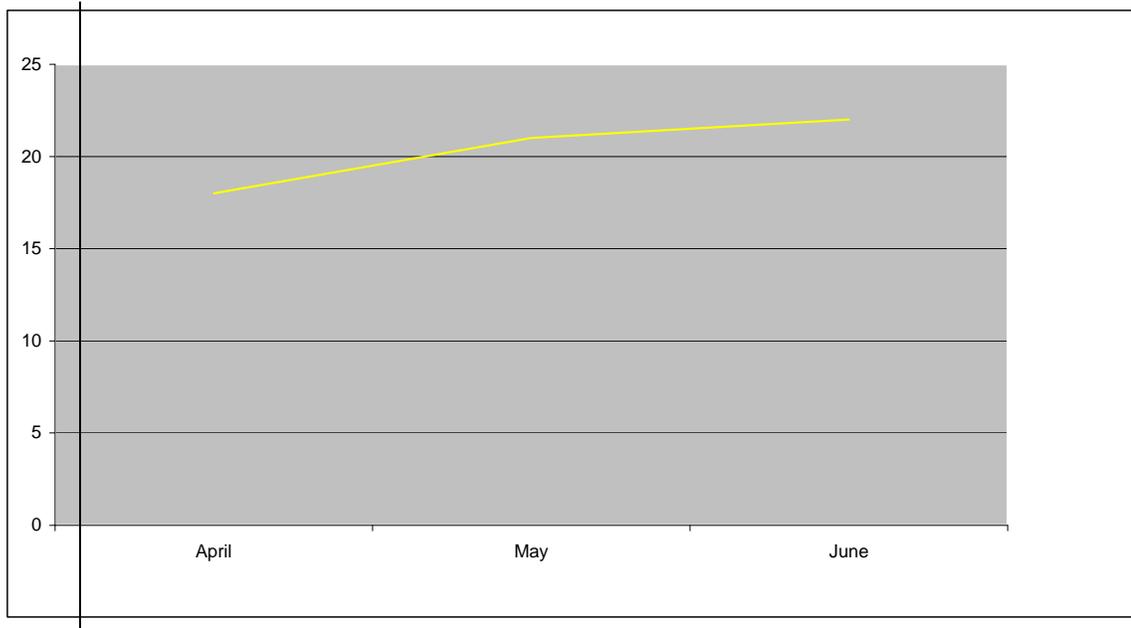
### **Conclusion**

Proportionally in the first quarter, the Single Gateway Scheme received the same amount of referrals as the 2007 annual statistics.

The largest referring Agency to the Single Gateway Programme in the first quarter was the Byker Bridge/Youth Offending Team closely followed by the Drug Intervention Programme. In contrast to the 2007 annual statistics, Leaving Care were the third largest referring agency followed by Norcare. As a result of increased partnership working, new referring agencies appeared in the first quarter, with Aquila Way and Probation making referrals to the Service.

**The Tenancy Support Service**  
**First quarter Progress for the Tenancy Support Service**

**Applicants waiting for support**



Although the graph above shows that there were 22 cases awaiting support in June a bid for 2 additional staff has been submitted, which will address the situation.

**Ethnicity Profile of the applications received by the Tenancy Support Service**

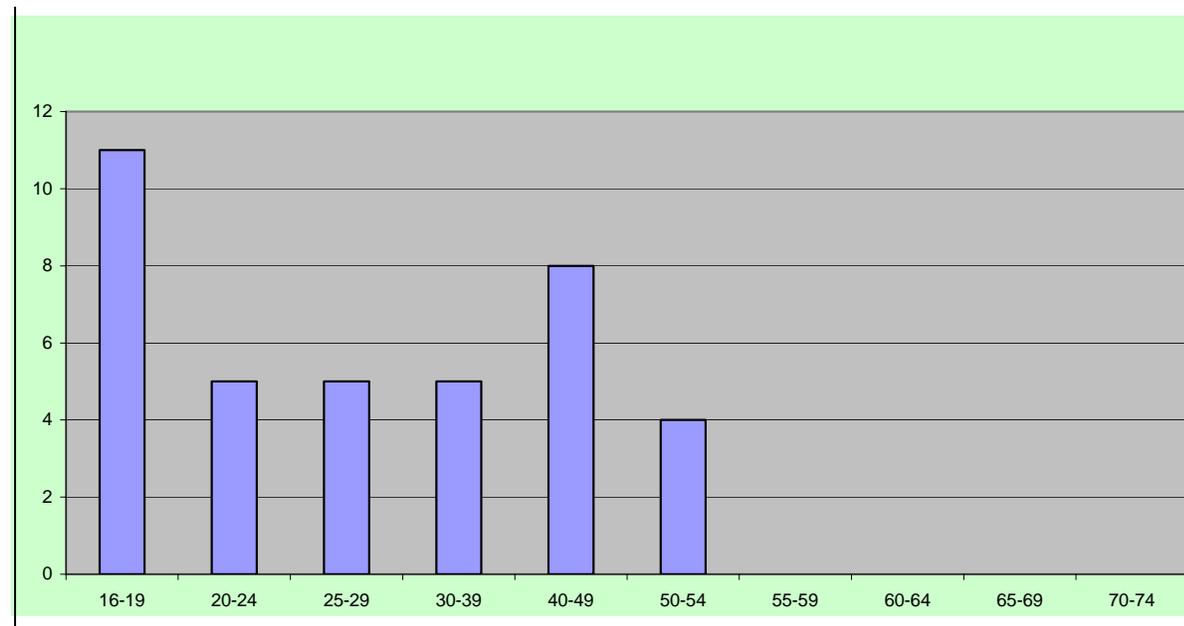
<b>Ethnicity</b>	<b>% of total population in Gateshead</b>	<b>% of Applications received within the Tenant Support Service</b>
White British	96.8%	87.23%
White Other	1.2%	
White Irish	0.3%	
Mixed White & Black Caribbean	0.13%	
Mixed White & Black African	0.04%	
Mixed White & Asian	0.15%	
Other Mixed	0.08%	
Asian or Asian British Indian	0.25%	
Asian or Asian British Bangladeshi	0.06%	
Asian or Asian British Pakistani	0.26%	
Asian or Asian British Other Asian	0.09%	4.25%
Black or Black British Caribbean	0.02%	
Black or Black British African	0.10%	6.38%
Black or Black British Other Black	0.01%	
Chinese or Other Ethnic Group Chinese	0.15%	
Chinese or Other Ethnic Group	0.20%	
Not Known or Won't Say		2.12%

Referrals were pre-dominantly received from White British.

### Positive Equality and Diversity Action Taken in 2007/08 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.

#### Age Profile of the tenants supported First Quarter 2008

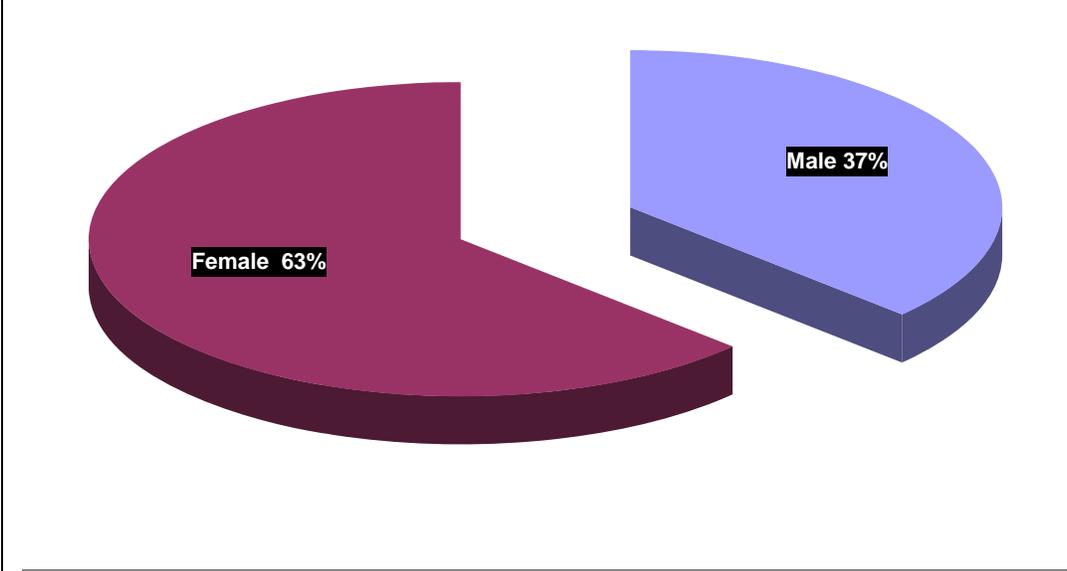


In 2008, the Tenancy Support Service supported 38 tenants in Gateshead Housing Company properties.

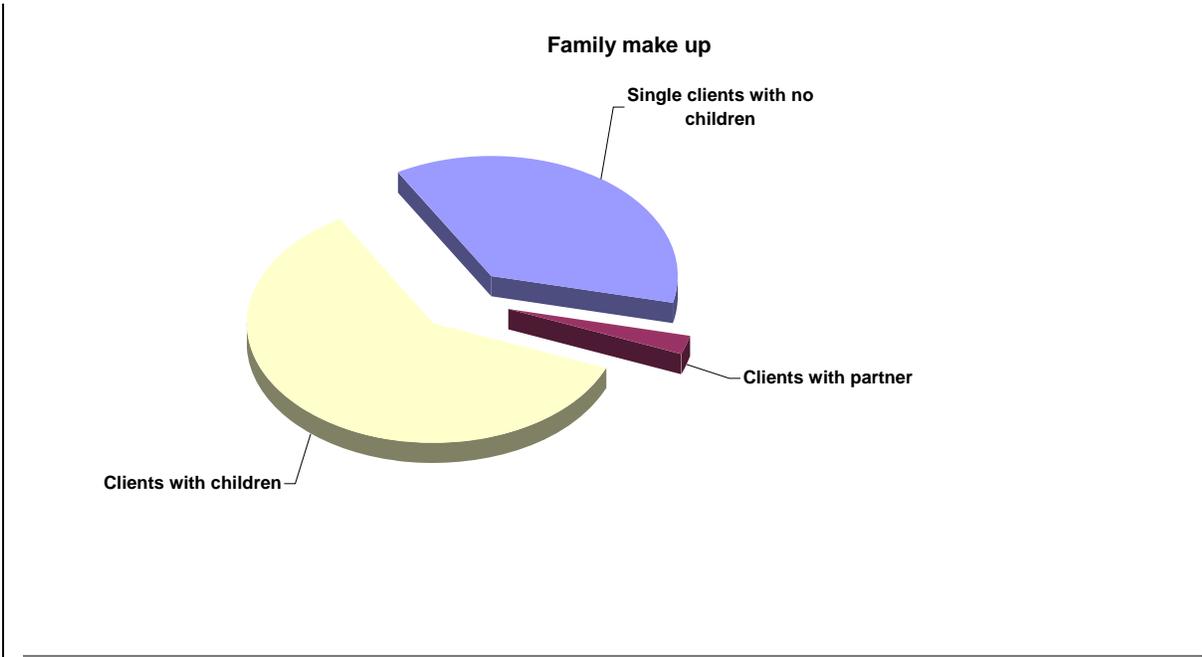
The majority of Council Tenants supported by the Service in 2007 were between the ages of 16-19. This is followed by tenants in the age bracket of 40-49 year olds and jointly followed by tenants in the age brackets of 20-24, 25-29 and 30-39. There is the trend that as the age of tenants increases then the Service is generally less likely to provide support. This is supported by the figures in the 50-54 column.

**Gender Profile of the Council Tenants supported First Quarter 2008**

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 in comparison to the statistics in the Annual Report of 2007 the balance between males and females has improved with a larger proportion of males being supported.



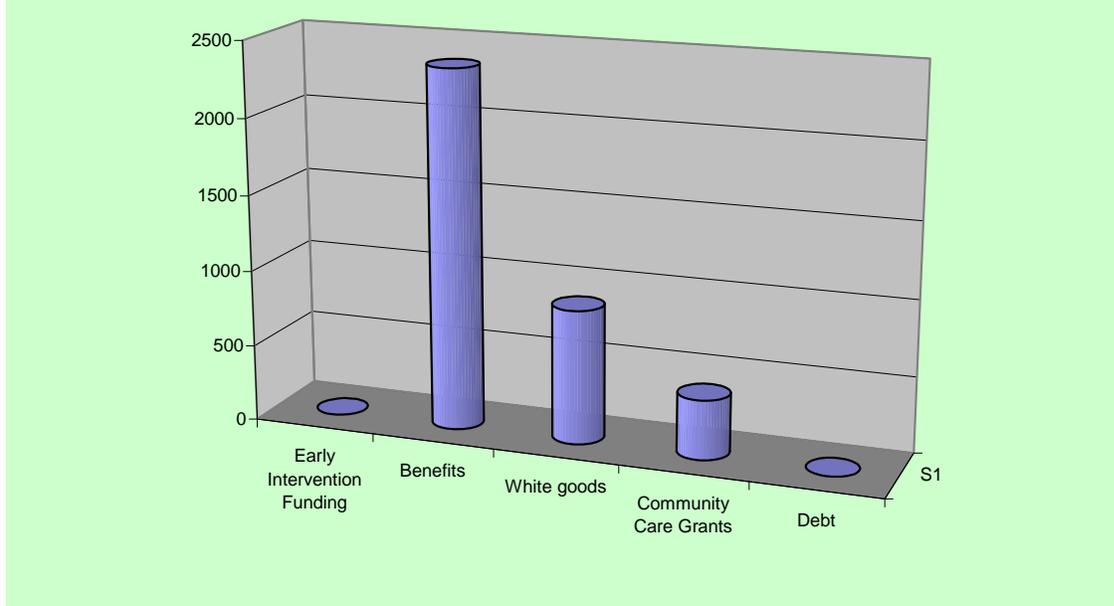
**Family Make up of Council Tenants supported first Quarter 2008**



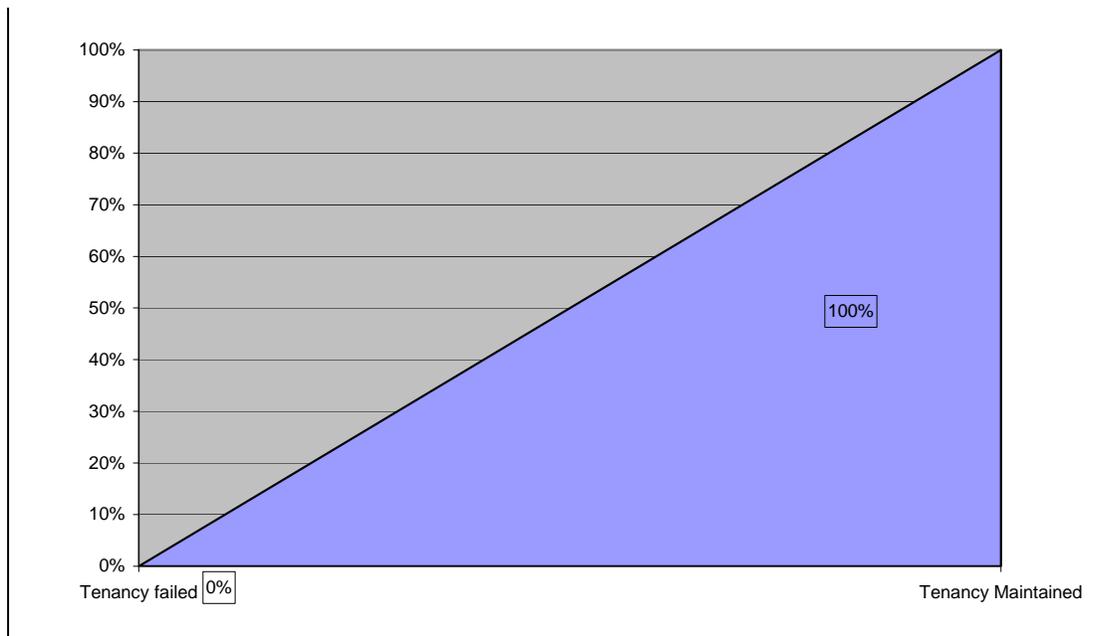
Single clients with no children (23) were the largest group of tenants supported by the Service in the quarter closely followed by Clients with children (14).

## Income obtained for Service Users First Quarter 2008

In terms of gaining income for Tenants, the majority of income was obtained through benefits with £2,360 being obtained for supported Tenants in 2008. Over £390 was obtained through Community Care Grants and over £880 was obtained via the provision of white goods.



## Outcome of Tenancies at the end of support in 2007



All of the Council tenant's supported during 2008 maintained their tenancy at the end of the support period. The service will work further to identify any reasons for failure in 2008 and the service will be developed to address the issues and reasons for failed tenancies.

## Conclusion

The first quarter of 2008, demonstrated a slight increase in the number of cases on the waiting list in comparison to the figures at the end of 2007. The Service had a part time vacant post which will have impacted upon the number of cases on the waiting list. However the waiting list still continues to stabilise at well under half of the original figure as at the beginning of 2007. The waiting list continues to be much more manageable and demand for the Service remains consistent.

As per the statistics in 2007, the Service continues to receive the majority of its referrals from White British ethnic groups, however the Service has become

much more accessible to Asian British Other Asian with four times as many referrals being received from this ethnic group within the first quarter of 2008 than in the whole year of 2007. The service has also become much more accessible to Black or Black British African with six times as many applications being received from this ethnic group within the first quarter of 2008 than in the whole year of 2007. Despite the service still having significant gaps of access for different ethnic groups, in the first quarter of 2008 the service appears to be progressively improving in terms of meeting the needs of the local community.

Further significant changes in the first quarter of 2008 can also be seen in the age of Service Users being supported. In comparison to the statistics of 2007, there was an increase in the number of clients being supported between the ages of 40-49 and a significant proportional reduction of Service Users being supported between the ages of 30-39. Despite the age of Service Users increasing, cases between the ages of 16-19 were the most dominant age group of the all of the Service Users being supported in the first quarter. This is a change from 2007, where the most significant age group of service users being supported was 20-29.

The first quarter of 2008 also saw significant change in the gender make up of Services Users being supported, encouragingly there was an increased amount of males being supported by the service, demonstrating that accessibility to the service has improved for males in the first quarter.

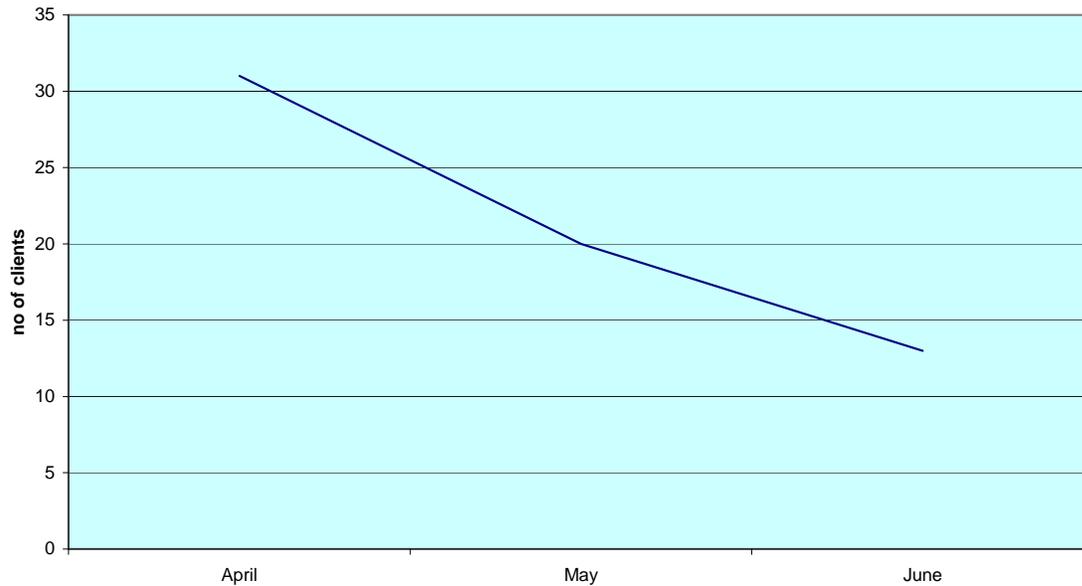
Females still dominate the cases being supported in the first quarter, this is linked to the fact that the majority of Service Users being supported have children, this client group increased slightly in the first quarter of 2008. In line with the Every Child Matters Agenda, the Tenancy Support Service continues to prioritise the needs of households with children.

The Service continues to provide appropriate and suitable support to its Service User group with all Service Users continuing to successfully complete a programme of support and maintain their tenancy.

**The Domestic Violence Support Service**  
**First Quarter Progress for the Domestic Violence Support Service**

**Waiting List**

A review of the waiting list of applicants requiring support was also carried out in 2007, the current position for April to June 2008 is as follows:



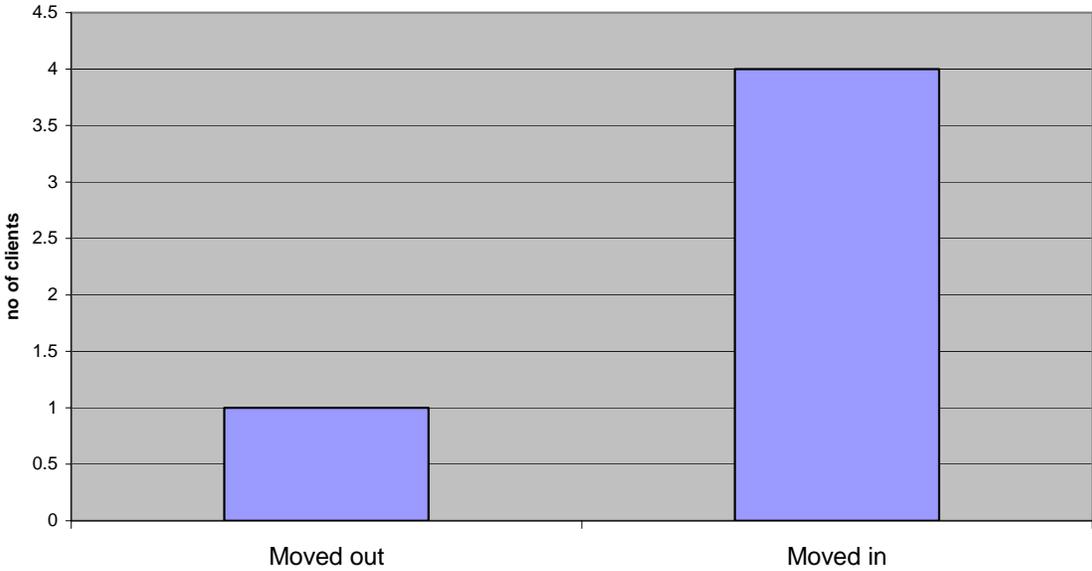
**Ethnic Profile of the referrals received by the Domestic Violence Service First Quarter 2008**

<b>Ethnicity</b>	<b>% of total population in Gateshead</b>	<b>% of Applications received within the Domestic Violence Team</b>
White British	96.8%	95.46%
White Other	1.2%	
White Irish	0.3%	
Mixed White & Black Carribean	0.13%	
Mixed White & Black African	0.04%	
Mixed White & Asian	0.15%	
Other Mixed	0.08%	
Asian or Asian British Indian	0.25%	
Asian or Asian British Bangladeshi	0.06%	
Asian or Asian British Pakistani	0.26%	
Asian or Asian British Other Asian	0.09%	
Black or Black British Carribean	0.02%	
Black or Black British African	0.10%	
Black or Black British Other Black	0.01%	
Chinese or Other Ethnic Group Chinese	0.15%	
Chinese or Other Ethnic Group	0.20%	
Not Known or Won't Say		4.54%

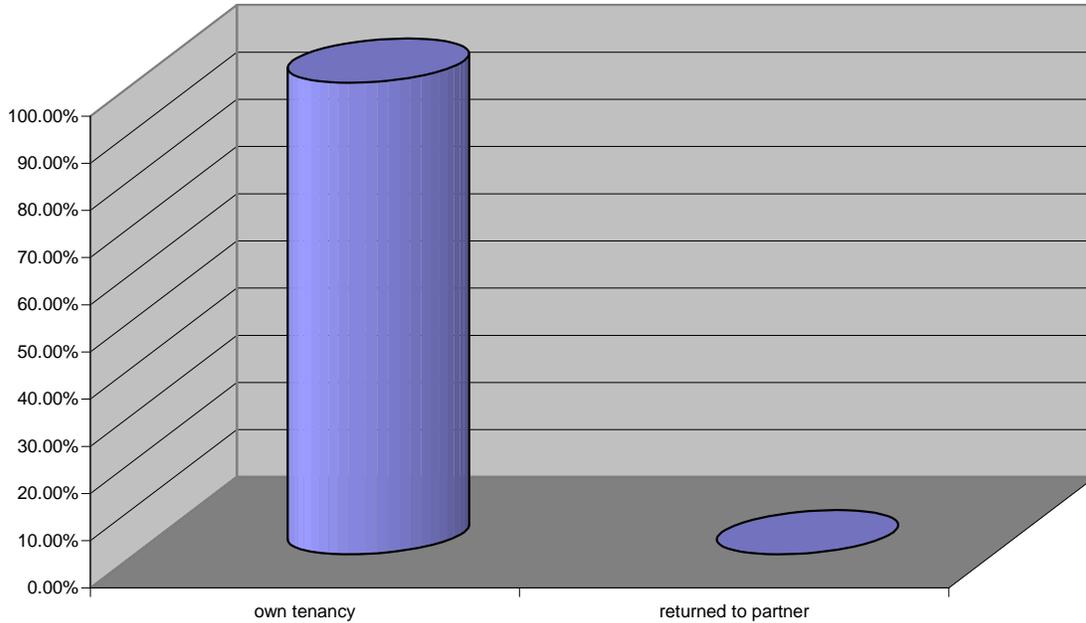
**Gender Analysis of the Service**

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.

**The Utilisation of the Safe Houses First Quarter 2008**

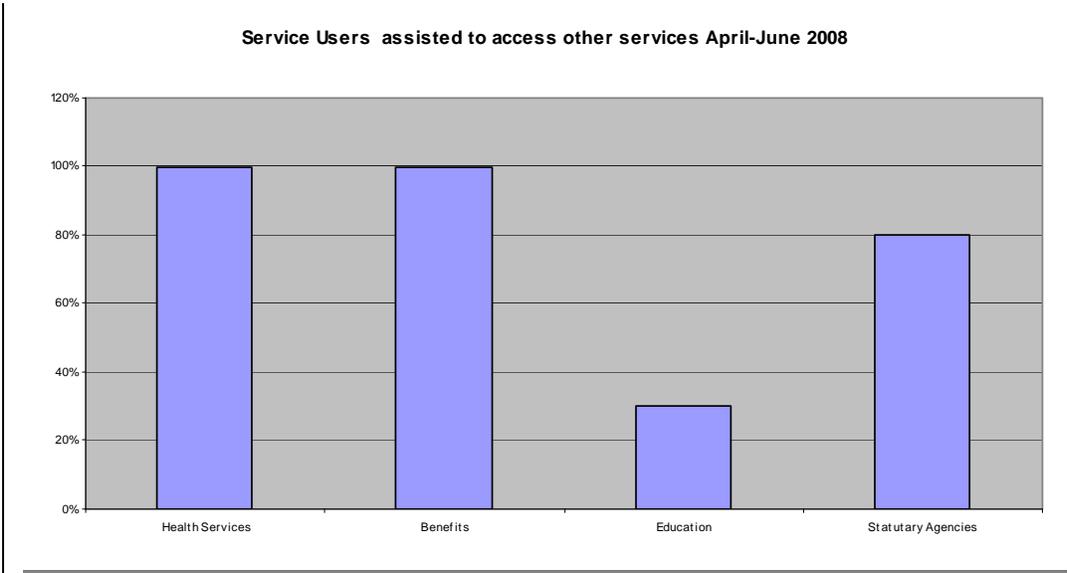


**The Outcomes for Service Users who moved out of the Safe Houses First  
Quarter 2008**



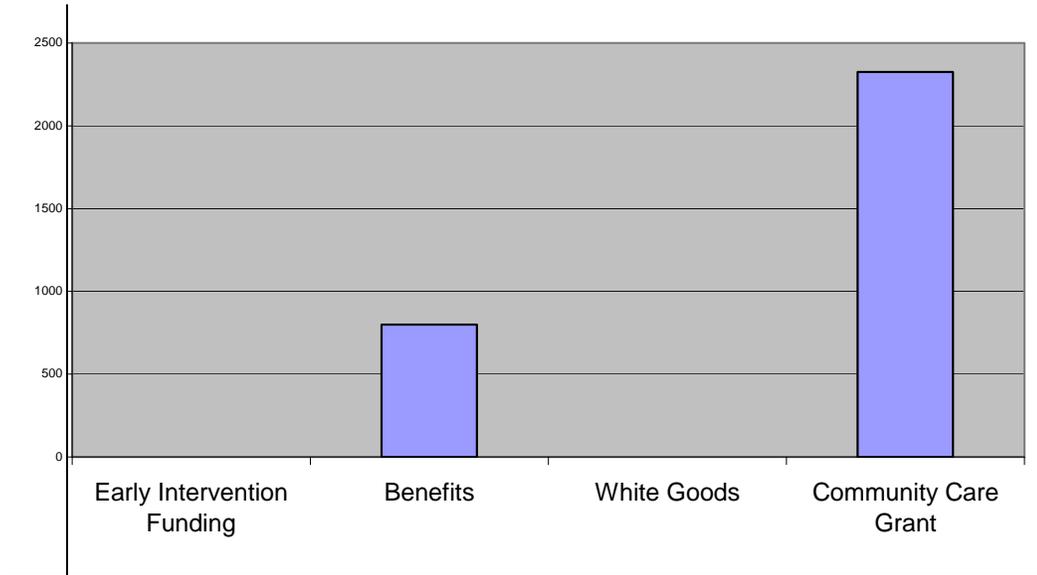
100% of Service Users leaving the Safe Houses moved out to set up home and take on their own tenancy. We will be continuing to monitor and benchmark these statistics to identify any trends or increases.

**Service users assisted to access other services First quarter 2008**



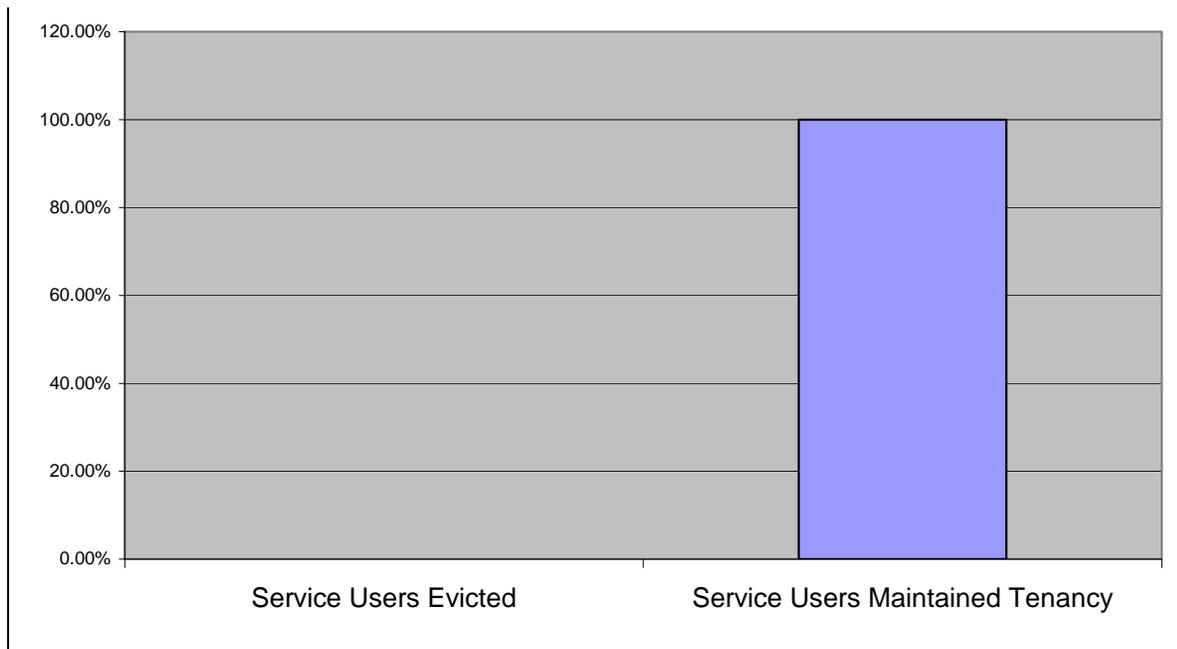
Most Service Users were supported to access benefits, health services and other statutory agencies in the first quarter of 2008. 30% of service users accessed education whilst being supported in the first quarter of 2008.

**Money obtained First Quarter 2008 for Service Users**



The majority of income obtained for Service Users was in the form of Community Care grant, with £2,325 obtained for Service Users in the quarter. This was followed by income through benefits.

**Outcome of tenancies at the end of Support Intervention First Quarter 2008**



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

**Pursuing Legal Action against Perpetrators First Quarter 2008**

Service Uers are assisted to pursue legal action against perpetrators of domestic violence and this was the case for 25% of the total in 2007. Figures will again be collected in 2008 and benchmarked against these statistics. Although support is still offered there were no assisted legal action cases in the quarter.

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## **Service Users accessing additional security measures through support First Quarter 2008**

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

Although there were no requests for this support 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.

## **Conclusion**

In the first quarter there was a reduction in the waiting list figure, the figure was reduced from 31 to 13. This has been as a result of an additional Support Worker within the Team and improved management of the cases waiting through signposting and other measures. As a result 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.

There are still significant gaps in access for different BME groups with all applications in the first quarter being received from British White Groups. The service will continue to promote access to minority groups in order to meet the needs of the whole community,

The 1<sup>st</sup> quarter has seen the service maintain a 100% successful outcome for those leaving support.

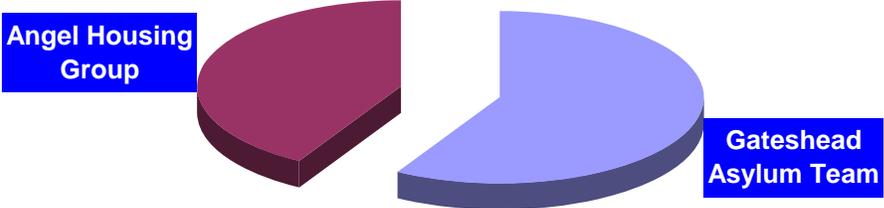
Income obtained for Service Users in the 1<sup>st</sup> quarter was £800 in state benefits, and £2,325 in Community Care Grants.

There was significant activity in signposting people on to other services. In the areas of education, Health services and other statutory agencies.

Overall the service performed well over the quarter and has integrated the new systems (points, waiting list, etc) into its operation. This has improved overall outcomes for the service users.

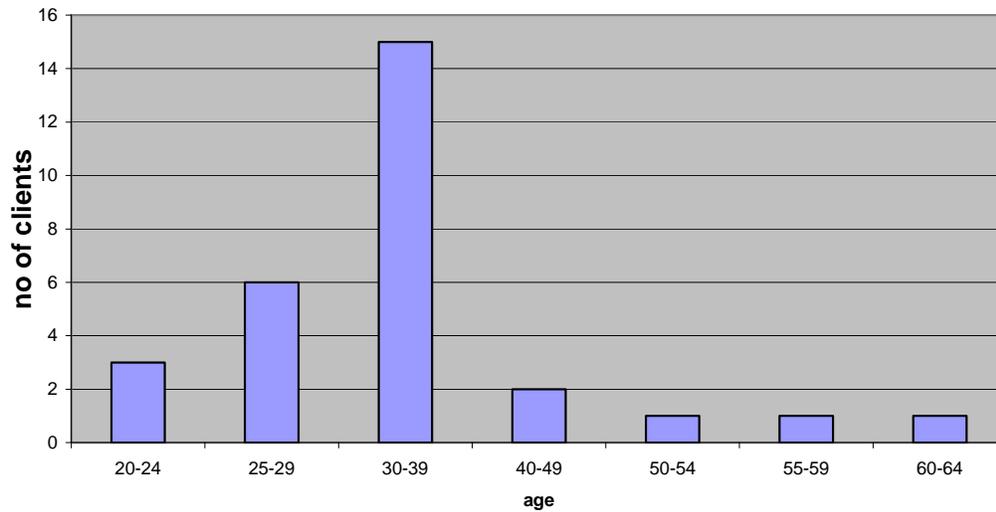
**Refugee Move on Service**  
**First quarter Progress within the Refugee Move on Service**

Source of Referrals to the move on service Apr-June 08



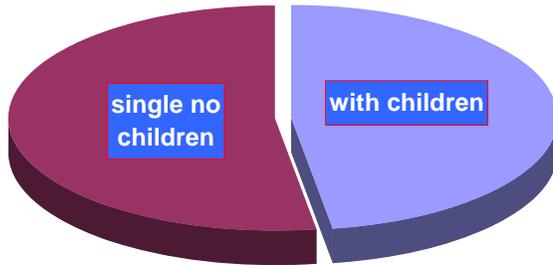
The biggest referring agency to the Refugee Move on Service is from the Council's Asylum Team. This is followed by referrals from the Private Sector, with Angel Housing being the largest private source of referrals to the Move on Service.

### Age range of clients supported



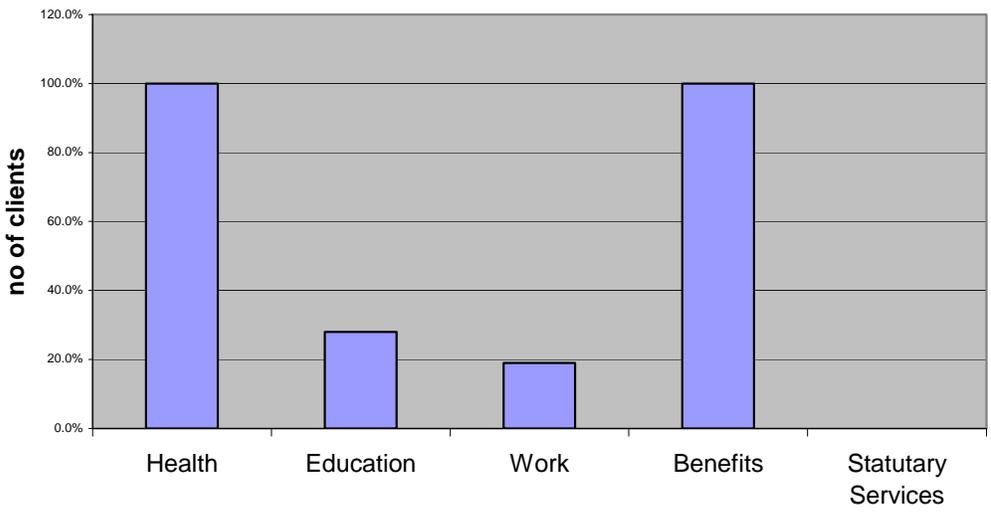
The majority of Service Users supported by the Refugee Move on Service in the quarter were in their thirties, this is followed by Service Users in the twenties age bracket. The numbers of Service Users supported by the service dramatically decreases after the age of 39.

## Family make up of Service Users Supported



Single people with no children continue to account for the largest proportion of Service Users supported in the quarter. This is followed by Service Users with children.

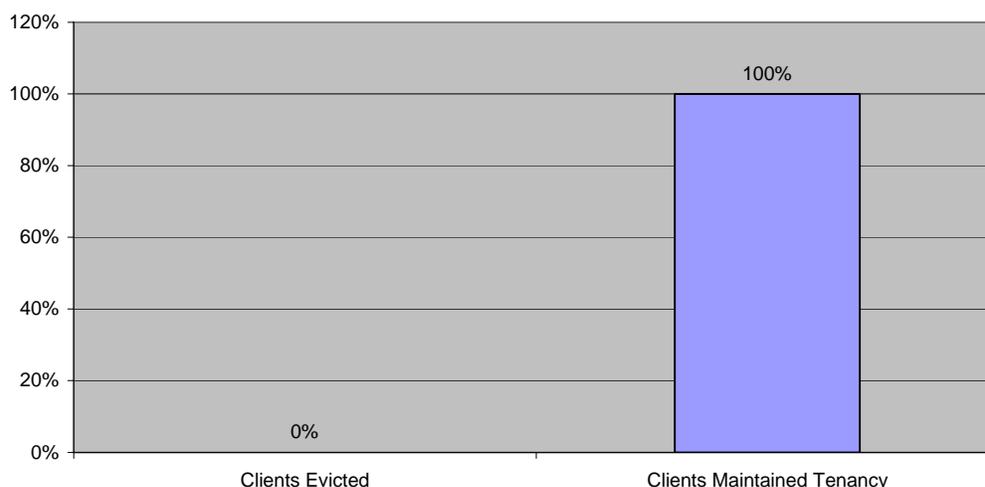
**Services that Supported Tenancy clients accessed 1st Quarter 2008**



Almost all of the Service Users supported in 2008, accessed Health Services and Benefits during the support. Additionally 28% accessed Education.

This will be monitored as part of the Services Local Performance Target in 2008.

### Outcomes at the end of Support 1st quarter 2008



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

### Conclusion

The first quarter for the Move on Service revealed a change in the source of referrals being sent through to the service. There was an encouraging increase in referrals from the Private Sector, however this quarter received no self referrals or referrals from other agencies. Sources of referrals are still limited for the service, again suggesting a lack of awareness or knowledge about the service. Promotional work, including the introduction of a revised leaflet will help to address the situation.

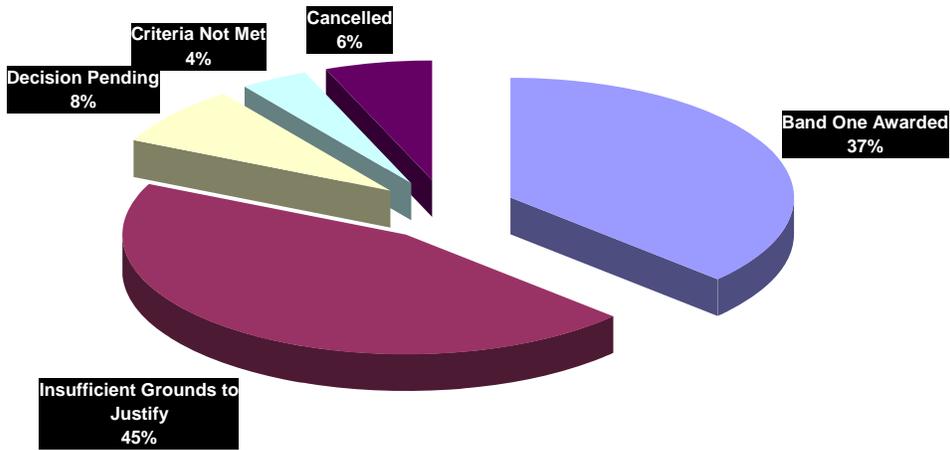
The largest age group to be supported were aged between 30-39, this differed from the annual report with the age group 20-29 being the most dominant age range of Service Users. However the overall trend of the reduced number of Service Users being supported from the age of 40 is still consistent with the figures from the annual report in 2007.

The first quarter shows an encouraging increase of Refugees accessing work, an increase of around 10% in comparison to the annual report. All of the Refugees accessed Health and Benefits which is a slight improvement on the annual report figure of 2007. There was a slight reduction in Refugees accessing education in the first quarter, but the overall trends of Refugees accessing other

services show an encouraging increase in the first quarter.

**Health and Housing Support Team  
First Quarter Progress for the Health and Housing Support Team**

**Applications received/Band 1 awards - April to June 2008**



Of the total applications received in the quarter (320), just under half of the applications received did not meet the Band 1 medical criteria. Awards of Band 1 priority were made to over a third of all the applications received.

This demonstrates the effectiveness of the system to identify and help people with medical need.

**Profile of applications received by Illness Type First Quarter 2008**

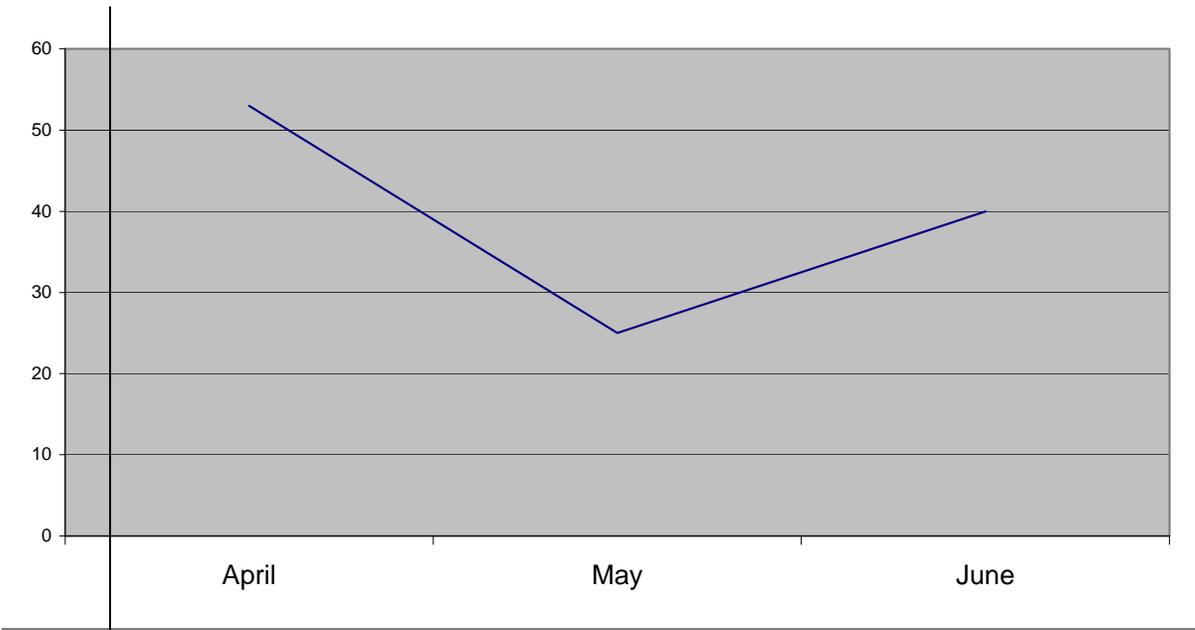
Please see next page for chart:

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.





Trend of accepted band 1 medical cases April to June 2008

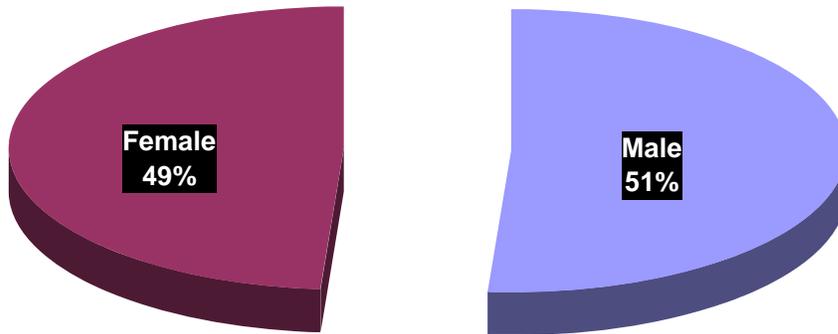


In the quarter, the number of Band 1 cases started to decrease but then stabilised. A more dramatic increase took place in May/June and this continued with 40 cases being accepted in June.

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

<b>Ethnicity</b>	<b>% of total population in Gateshead</b>	<b>% of Applications received within the Medical Team</b>
White British	96.8%	100%
White Other	1.2%	
White Irish	0.3%	
Mixed White & Black Carribean	0.13%	
Mixed White & Black African	0.04%	
Mixed White & Asian	0.15%	
Other Mixed	0.08%	
Asian or Asian British Indian	0.25%	
Asian or Asian British Bangladeshi	0.06%	
Asian or Asian British Pakistani	0.26%	
Asian or Asian British Other Asian	0.09%	
Black or Black British Carribean	0.02%	
Black or Black British African	0.10%	
Black or Black British Other Black	0.01%	
Chinese or Other Ethnic Group Chinese	0.15%	
Chinese or Other Ethnic Group	0.20%	

## Gender Comparisons of applications received April to June 2008

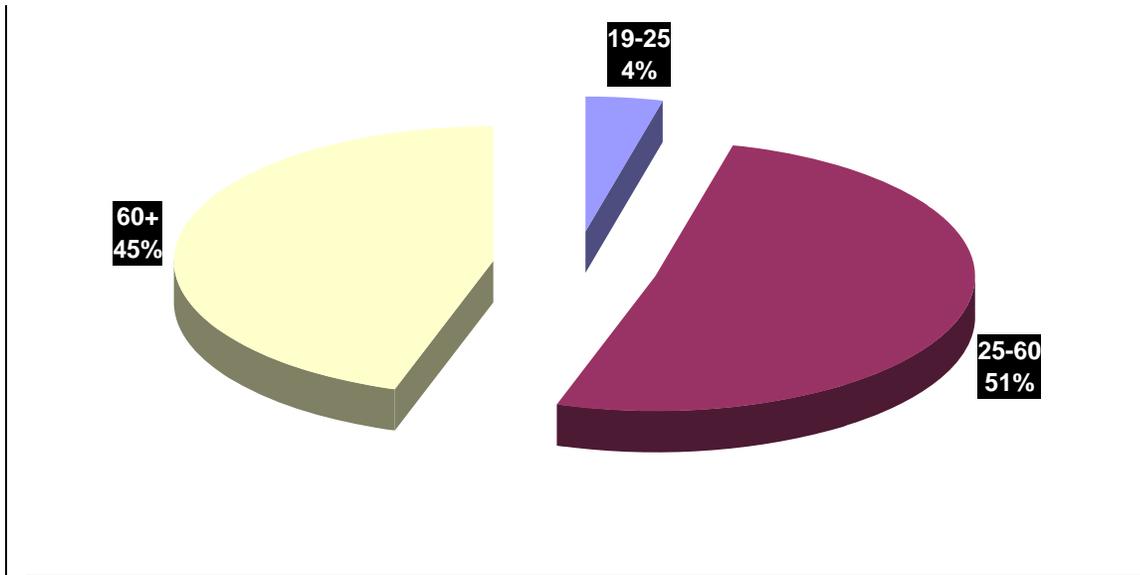


### Identification of unrepresented groups within the Health and Housing Support Team

Apart from British White, there are significant gaps with all of the different ethnic groups accessing the service.

In terms of **gender** the service users are almost evenly split between males and females.

### Age Ranges of applicants



The majority of medical applications received were for applicants aged 25 to 60 and over.

### Delayed Discharges

During April to June 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.

### Advice Provided to Service Users First quarter 2008

In the quarter, the following types and advice were offered to Service Users. In addition to this, 56 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 the quarter, 51 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 51 applicants were re-housed between April and June 2008 and if these applicants had pursued adaptations to their homes the cost to the Council would have potentially been £524,600. The work of the Health and Housing Team in partnership with the Gateshead Housing Company potentially saved £524,600 for the Council.

### **Timescales in processing applications**

Average number of days from receipt of application to home visit	<b>14.9 days</b>
Average number of days from visit to decision:	<b>7.7 days</b>
Average number of days from receipt of application to decision	<b>23.7 days</b>

## Conclusion

During the first quarter, proportionally there was a decrease in the number of applications received in comparison to the annual report statistics. However with a 10% increase in the number of Band 1 cases being accepted during the first quarter, the total number of Band 1 medical cases waiting to be re-housed as at the end of the first quarter, 30<sup>th</sup> June 2008 was 325. This compares to 318 at the end of 2007, so there has been an increase of 7 cases waiting to be re-housed since the end of 2007.

Of the applications received within the first quarter, the number who had insufficient grounds to justify Band 1 status almost doubled in comparison to the 2007 statistics. There was a significant reduction in the first quarter of applications received where the medical criteria was not met, signifying a reduction in inappropriate referrals being sent to the service.

In the first quarter, arthritis was the most significant medical reason for people applying to the service, followed by heart problems. Despite both of these medical conditions being the two biggest reasons for applications in the annual statistics of 2007, heart problems was the most significant medical reason for applications in 2007. Cancer was also a significant reason as to why applications were sent to the Health and Housing Service in 2007, however this has been significantly reduced by 8% in the first quarter.

Significant changes in the first quarter that differ from the annual statistics of 2007 are also apparent when analysing the gender of applications received. In the first quarter, there was a much more even balance in the applications received from males and females, with slightly more applications being received from males. This compares to the statistics in 2007, where females dominated the applications being sent to the service.

Further changes in trends can also be seen when analysing the age of applicants. In 2007, the majority of applications were aged 60 and above. In the first quarter, most of the applications were between the ages of 26-60 followed by applications from people aged over 60. The service appears to have become more accessible to a wider age group.

All of the applications received in the first quarter were from White British groups, the service appears to have been less accessible to other Black and Minority ethnic groups in the first quarter in comparison to the annual report

statistics of 2007.

Overall the service met its target in the average total number of days it took to process an application to the decision stage. However the service failed to meet its target in terms of the timescales it took to carry out a visit and the timescales from the visit until the decision making stage.

## 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 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-coordinator 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.

### **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 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 Health and Housing Service**

1. If a medical visit is required, then this will take place within 3 weeks (15 working Days) upon receipt of a medical application.
2. A Decision on an application will be made within 4 weeks (20 working days) following a visit.

## Appendix - Performance against Local performance targets First Quarter 2008

### Quarterly Performance Reports for the Single Gateway.

The database for these targets is still under development. Information will be reported in future documents.

### Quarterly Performance Reports for the tenancy Support Service

April - June 08

1.

Number of cases referred to the service.	35
Number of these cases contacted within 14 days.	35
Target achieved	100%
<b>Local Target met</b>	<b>YES</b>

2.

Number of clients who were signed up and had income maximised.	11
Target Achieved	100%
Local Target	To be set
<b>Local Target Met</b>	<b>To be set</b>

3.

Number of clients signed up who were in need of white goods	3
Number of clients in need of white goods upon sign up who obtained white goods	3
Target achieved	100%
Local Target	80%
<b>Local Target Met</b>	<b>YES</b>

4.

Number of cases supported through the quarter	50
-----------------------------------------------	----

Number of cases signposted during the quarter	40
Target achieved	80%
Local Target	80%
<b>Local Target Met</b>	<b>YES</b>

5.

Number of cases signed off the service, who were initially signed up with rent arrears	16
Number of cases where rent arrears were reduced	10
Target achieved	62.5%
Local Target	80%
<b>Local Target Met</b>	<b>NO</b>

Reasons – Clients disengaging

6.

Number of cases signed up without access to healthcare	0
Number of these cases who now have access to healthcare	0
Target achieved	N/A
Local Target	80%
<b>Local Target Met</b>	<b>N/A (no cases)</b>

7.

Number of cases currently being supported as at 1/7/08	45
Number of those cases who have accessed voluntary placements/work	2 (4.5%)
Number of those cases who have accessed training or education	2 (4.5%)
Number of those cases who have accessed paid employment	0

## Quarterly Performance Reports for the Domestic Violence service

April - June 08

1.

Number of Cases referred	16
Number of cases signed up who are residing in a Gateshead Housing Company Tenancy.	8
Number of cases signed up living in other sectors	2 private tenancies
Number of Cases contacted within 14 days	16
Target Achieved	100%
Local Target	100%
<b>Local Target Met</b>	<b>YES</b>

2.

Number of clients who were signed up and had income maximized.	10
Target Achieved	100%
Local Target	<b>To be set</b>
<b>Local Target Met</b>	<b>To be set</b>

3.

Number of clients signed up who were in need of white goods	5
Number of clients in need of white goods upon sign up who obtained white goods	5
Target achieved	100%
Local Target	80%
<b>Local Target Met</b>	<b>YES</b>

4.

Number of cases supported through the quarter	17
Number of cases signposted during the quarter	17
Target achieved	100%
Local Target	80%
<b>Local Target Met</b>	<b>YES</b>

5.

Number of cases with children who required school transfers	1
-------------------------------------------------------------	---

Number of cases where initial contact was made with the Education Department	1
Target achieved	100%
Local Target	100%
<b>Local Target Met</b>	<b>YES</b>

6.

Number of cases signed off the service, who were initially signed up with rent arrears	6
Number of cases where rent arrears were reduced	5
Target achieved	83%
Local Target	80%
<b>Local Target Met</b>	<b>YES</b>

7.

Number of cases signed up without access to healthcare	1
Number of these cases who now have access to healthcare	1
Target achieved	100%
Local Target	80%
<b>Local Target Met</b>	<b>YES</b>

8.

Number of cases currently being supported as at 1/7/08	17
Number of those cases who have accessed voluntary placements/work	1
Number of those cases who have accessed training or education	1
Number of those cases who have accessed paid employment	1

9.

Number of cases signed off within the quarter	6
Number of cases who stated that they felt safe within their own	5

home when they were signed off	
Number of cases who successfully completed a programme of support	5

### Quarterly Performance Reports for the Refugee Move on Service

April - June 08

1.

Number of cases referred to the service	17
Number of cases contacted within 48 hours?	0
Number of cases signed up	3
Number of cases signed up who had a Support Plan drawn up within 5 working days	3
Target achieved	100%
Local Target	100%
Local Target Achieved	Yes

2.

Number of cases signed up without access to healthcare	3
Number of these cases who now have access to healthcare	3
Target achieved	100%
Local Target	100%
Local Target Met	Yes

3.

Number of clients signed up who were in need of white goods/furniture	3
Number of clients in need of white goods upon sign up who obtained white goods	3
Target achieved	100%
Local Target	80%
Local Target Met	YES

4.

Number of cases currently being supported as at 1/7/08	42
Number of those cases who have accessed voluntary placements/work	2
Number of those cases who have accessed training or education	7
Number of those cases who have accessed paid employment	9
Number of positive decisions received.	17
Number of Refugees choosing to remain in Gateshead following a positive decision.	17

#### **Quality Performance report for the Health and Housing Team**

1. If a medical visit is required, then this will take place within 3 weeks (15 working Days) upon receipt of a medical application.

◆ **Performance: 12.1 working days.**

2. A Decision on an application will be made within 4 weeks (20 working days) following a visit.

◆ **Performance: 19.8 working days.**



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