

Supported Housing Quarterly Report

July to September 2008
Community Based Services
Housing Services



Contents Page	Page
1). Introduction.	2
2). Different Service provision within Supported Housing.	3
3). The Single Gateway Scheme.	7
4). The Tenancy Support Service for Council tenants.	14
5). The Domestic Violence Support Service.	22
6). The Refugee Move on Service.	31
7). The Health and Housing Support Team.	36
8) Appendices	46

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 second quarter report for this year and covers the period July to September and is designed to compliment the more detailed information contained in the Annual report.

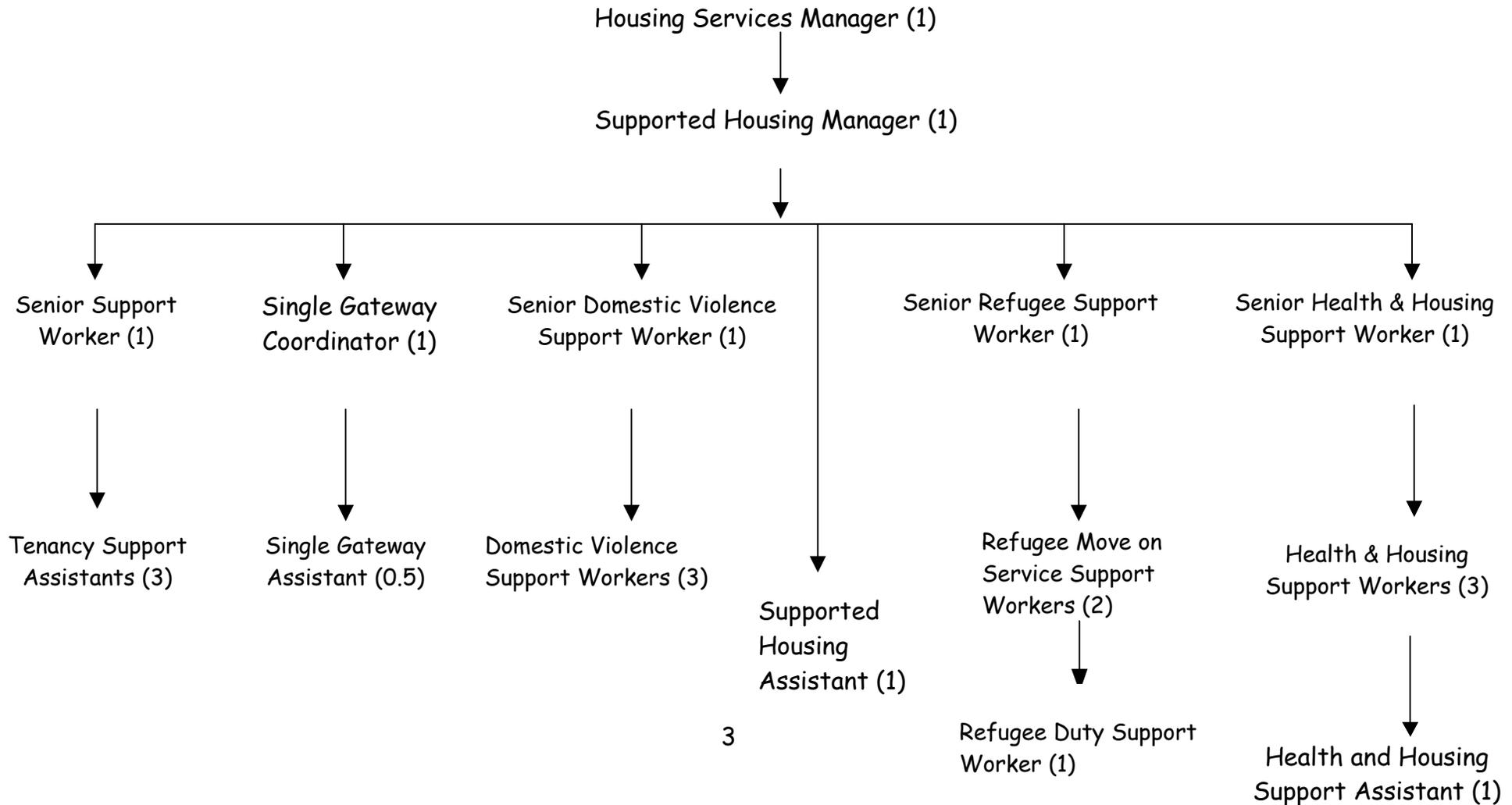
The initial Annual report detailed a set of Challenges facing the Supported Housing Service in 2007, which were resolved. Challenges for the second quarter of 2007/2008 are detailed below, with outcomes:

- *Lack of capacity within the Refugee Move on Service.*
- ◆ A Supporting People bid is going to be submitted in partnership with the Cyrenians to secure the longer term funding of the current support worker post who is employed by the Cyrenians but assisting the Refugee Service. Endorsement for this bid has been obtained from the Housing Sub Group. The vacancy within the team (due to long term sickness) has also now been advertised.
- ◆ **The team is currently waiting to find out if claims for additional work carried out by North East Refugee Service (which assisted the Refugee Move on Service with the extra legacy cases) are to be re-imbursed by the Home Office. Any re-imburement will enable the North East Refugee Service to provide additional support to the team, as the legacy case work has already been funded through the Council's Voluntary Grant.**
- Lack of Safe House accommodation for Single People fleeing Domestic Abuse

- ◆ In July, the service took on a 2 bedroomed flat as a Safe House, there are now suitable Safe House provisions for Single People

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. 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 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.

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 - 6 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.

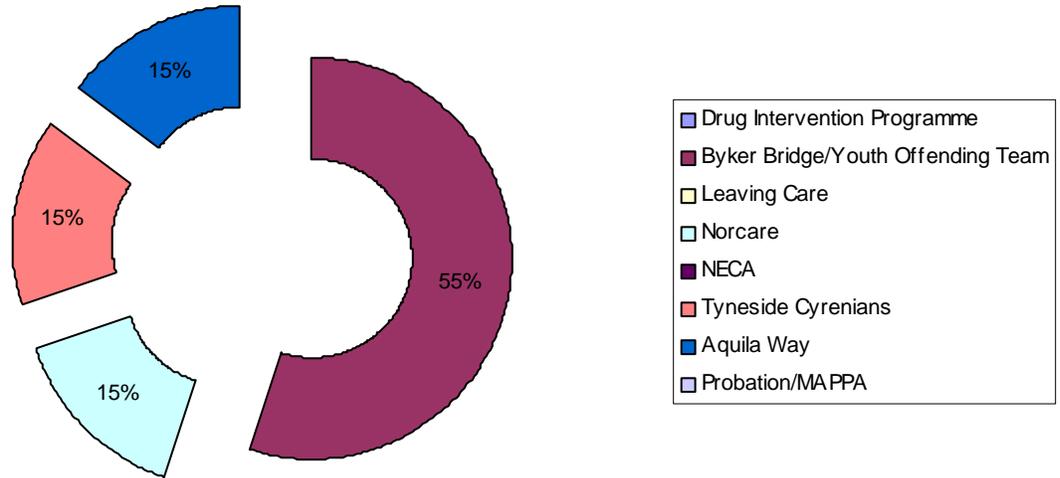
Mental Health Matters - 1 property accommodating service users with mental health needs.

Norcare - 5 properties accommodating young homeless people.

Keyring - 1 property leased for a volunteer in Leam Lane who provides support to neighbouring properties where tenants have learning disabilities as part of a Core and Cluster scheme.

**Second Quarter Progress for the Single Gateway Scheme
Source of referrals received July - September 2008**

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

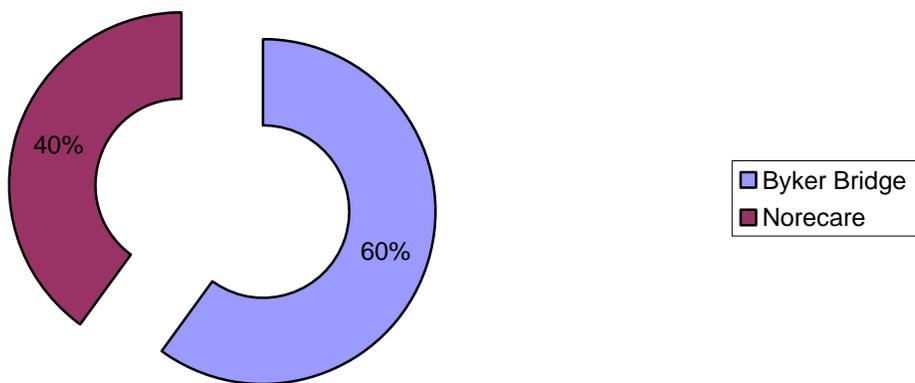


There were fewer sources of referrals in the second quarter with the Byker Bridge/Youth Offending Team dominating the source of referrals.

**Source of the referrals that were re-housed by the Single Gateway Scheme
July - September 2008**

During the quarter the Single Gateway Scheme housed 5 applicants in partnership with support providers and the Gateshead Housing Company. The source of referrals that were re-housed are detailed below:

Source of referrals rehoused

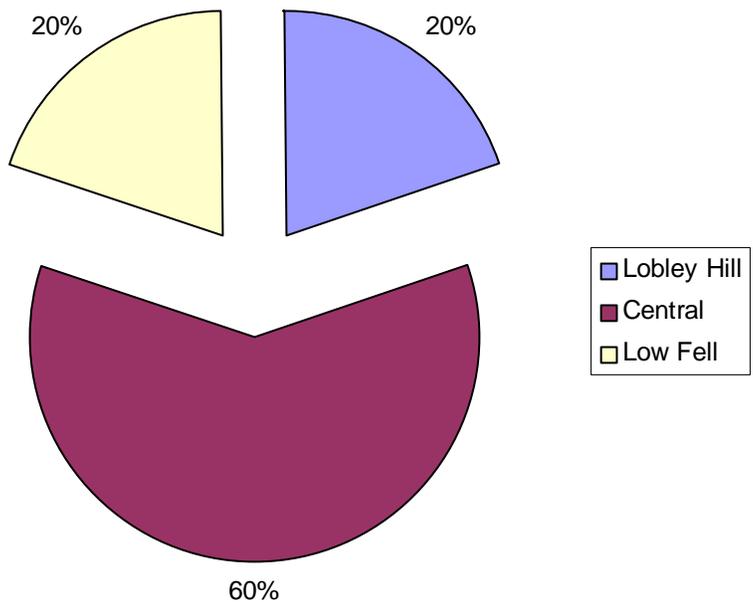


The largest numbers of applicants re-housed through the Single Gateway Scheme in the second quarter were referred from Leaving Care followed by referrals from Norcare and the Cyrenians.

Area Profile of where applicants were re-housed through the Single Gateway Scheme in the second quarter July - September 2008

Most of the applicants re-housed through the Single Gateway Scheme in the second quarter were re-housed within the Central area of Gateshead; this is followed by Lobley Hill and Low Fell.

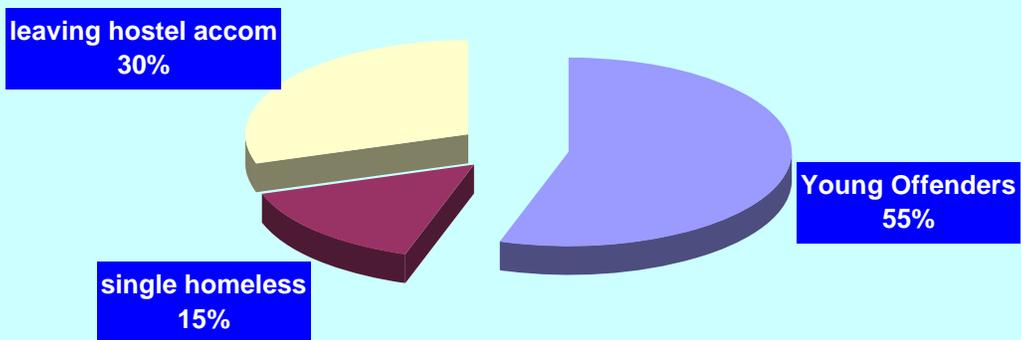
Single Gateway breakdown of areas referrals rehoused



Profile of the service user group re-housed July - September 2008

Young offenders were the largest client group to be re-housed through the Single Gateway Scheme in the second quarter. This was followed by service users leaving Hostel Accommodation and Single Homeless people.

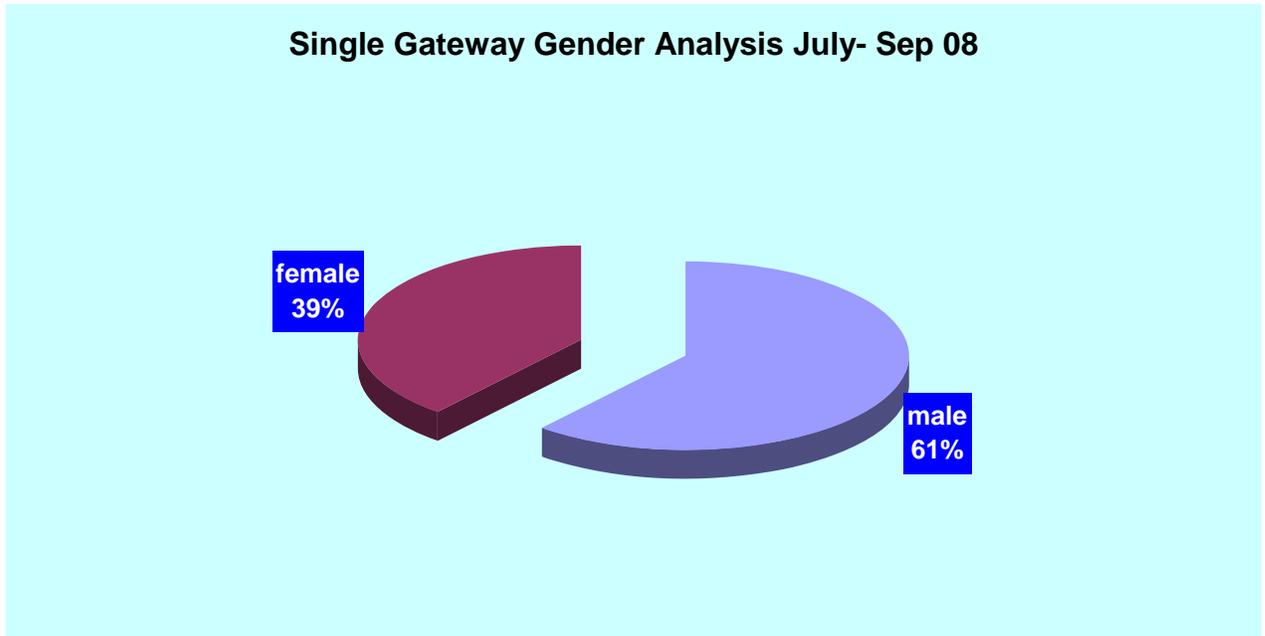
Profile of service user group rehoused single gateway July- September 08



**Ethnic Profile of Service Users applying to the Single Gateway Scheme
July - September 2008**

Ethnicity	% of total population in Gateshead	% of Applications received within the Single Gateway
White British	96.8%	100%
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%	
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
July - September 2008**



Analysis of unrepresented groups within the Single Gateway Scheme

In terms of **ethnicity**, there were significant gaps in referrals being received from all of the Ethnic Groups as all of the referrals were received from British White.

With regards to **gender**, there is still an under-representation of females within the Service, with males dominating the applications being received into the Single Gateway Scheme. The scheme continues to work and engage with support providers who work with under-represented groups.

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. For example the Scheme has recently signed up Aquila Way who have specific schemes for female service users and there has

been an increase in the number of referrals being sent to the scheme.

Conclusion

Compared to the first quarter and the Annual Report 2007, there was a slight reduction in the number of referrals sent to the Single Gateway Scheme for the second quarter and the referral base wasn't as diverse.

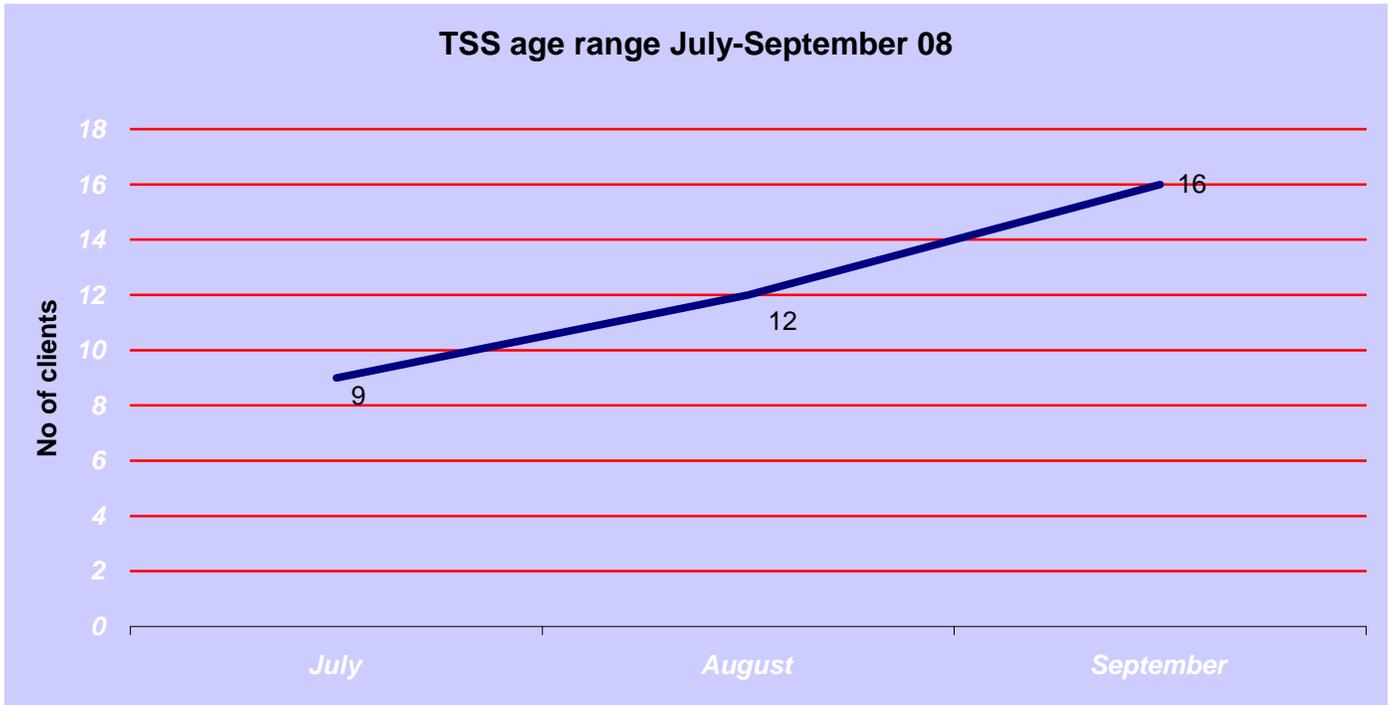
As with the first quarter of this year, the largest referring agency to the Single Gateway Scheme in the second quarter was the Byker Bridge/Youth Offending Team. Again this is in contrast to the 2007 Annual Report where the Drug Intervention Project was the largest referring agency. The scheme saw an increase in referrals from Aquila Way who have recently signed up to the scheme and have schemes specifically working with females.

In terms of ethnicity, as in the first quarter, 100% of the referrals were British White in the second quarter. There has been a reduction in the diversity of referrals being received since the 2007 Annual Report. The service will continue to promote accessibility amongst harder to reach groups, but is specifically designed to work with those who would normally be excluded from Social Housing.

With regards to gender of referrals, since the 2007 Annual Report the first quarter demonstrated a significant reduction in the number of referrals received from females. During the second quarter this has increased and there was a 6% increase of referrals from females since the 2007 Annual Report. Despite this, males are still significantly dominating the gender of referrals being sent through to the scheme.

The Tenancy Support Service July-September 2008

Applicants waiting for support



There was an increase of 7 people who were added to the existing waiting list over the second quarter taking the total up to 16 people waiting for Tenancy Support. There is still a consistent demand for the service.

Ethnicity Profile of the applications received by the Tenancy Support Service July to September 2008

Ethnicity	% of total population in Gateshead	% of Applications received within the Tenant Support Service
White British	96.8%	86.6%
White Other	1.2%	1.9%
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%	
Black or Black British Caribbean	0.02%	
Black or Black British African	0.10%	5.75%
Black or Black British Other Black	0.01%	
Chinese or Other Ethnic Group Chinese	0.15%	5.75%
Chinese or Other Ethnic Group	0.20%	
Not Known or Won't Say		2.12%

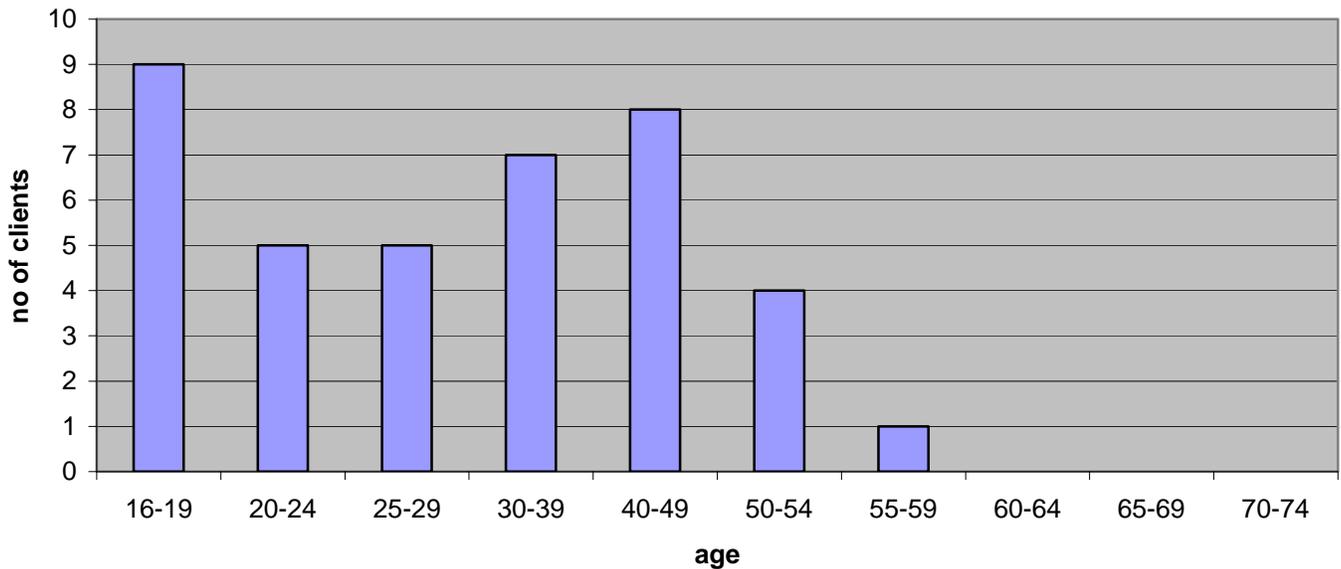
Again in the second quarter, referrals were pre-dominantly received from White British, followed by referrals from Black or Black British African and Chinese or other ethnic group Chinese. The second quarter saw a new ethnic group accessing the service, previously no referrals for Chinese or other ethnic group Chinese had been received.

Positive Equality and Diversity Action taken in 2008 and proposed future developments

Surgeries were carried out at local family centres to encourage increased access to the service. The service will continue to look at the different areas where surgeries can be provided, in particular targeting areas where there are unrepresented groups.

Age Profile of the tenants supported July - September 2008

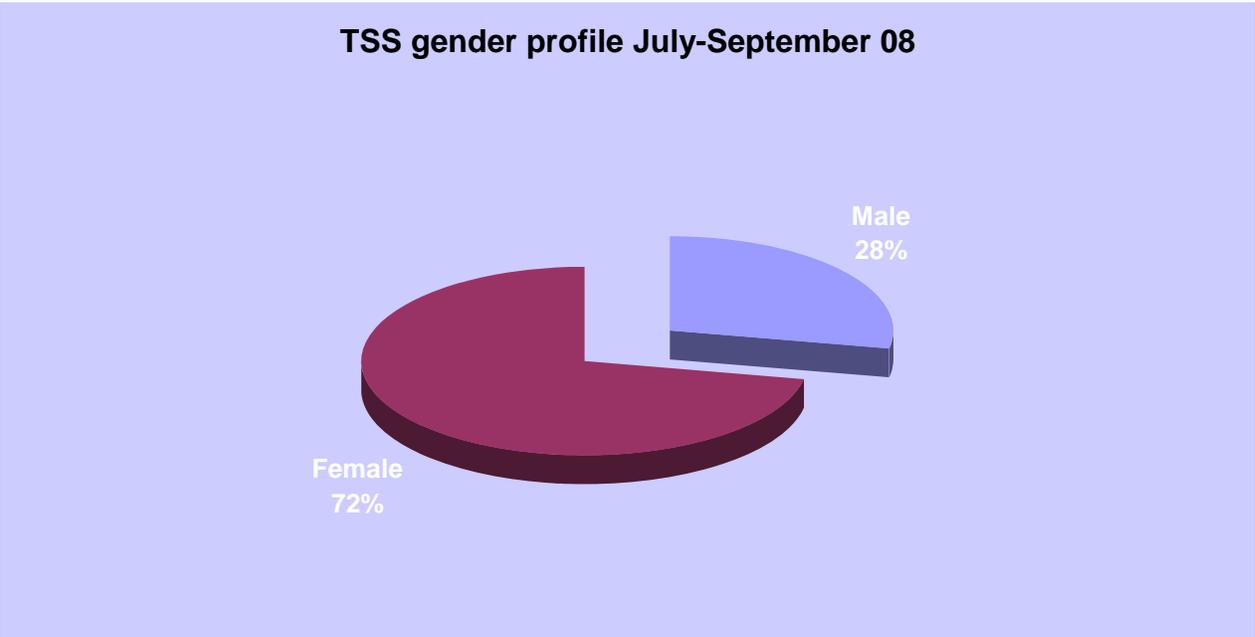
TSS age profile July-September 08



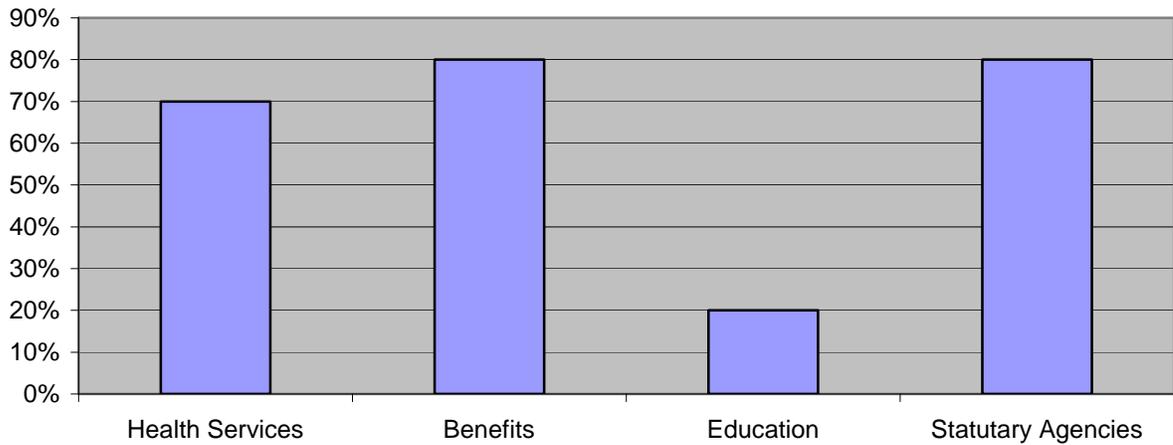
The majority of tenants supported by the Service in the second quarter were between the ages of 20-29. This is followed by tenants in the age bracket of 16-19. There has been a slight deviation in previous trends as previously when the age of tenants increased, the service was generally less likely to provide support. However in the second quarter, more service users between the ages of 40-49 were supported than people in the age bracket of 30-39.

Gender Profile of the Council Tenants supported July-September 2008

The majority of tenants supported by the service were female; there continues to be a significant imbalance between males and females being supported by the service.

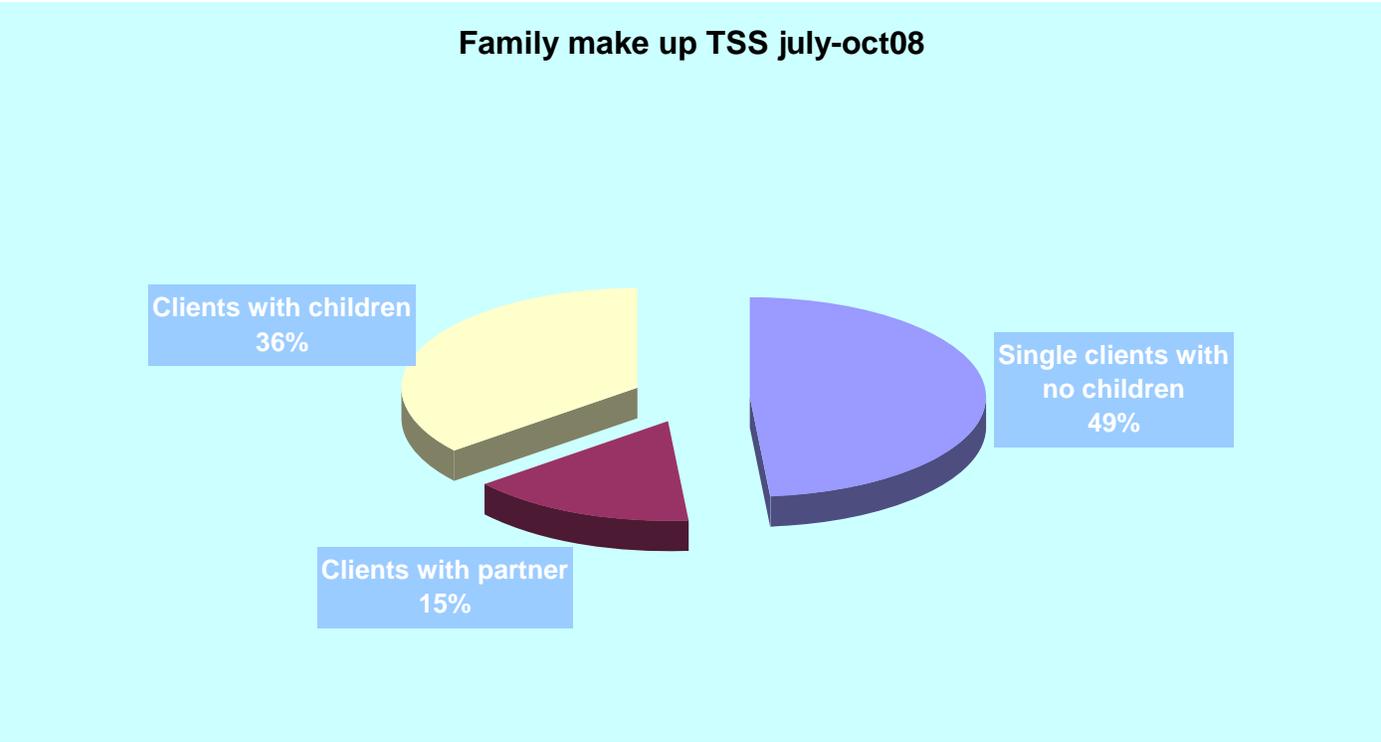


TSS Service users assisted to access other services July-September 08



A large proportion of service users were assisted to access benefit agencies, other statutory agencies and Health services. Encouragingly 20% of Service Users also accessed Education.

Family Make up of Council Tenants supported July-September 2008

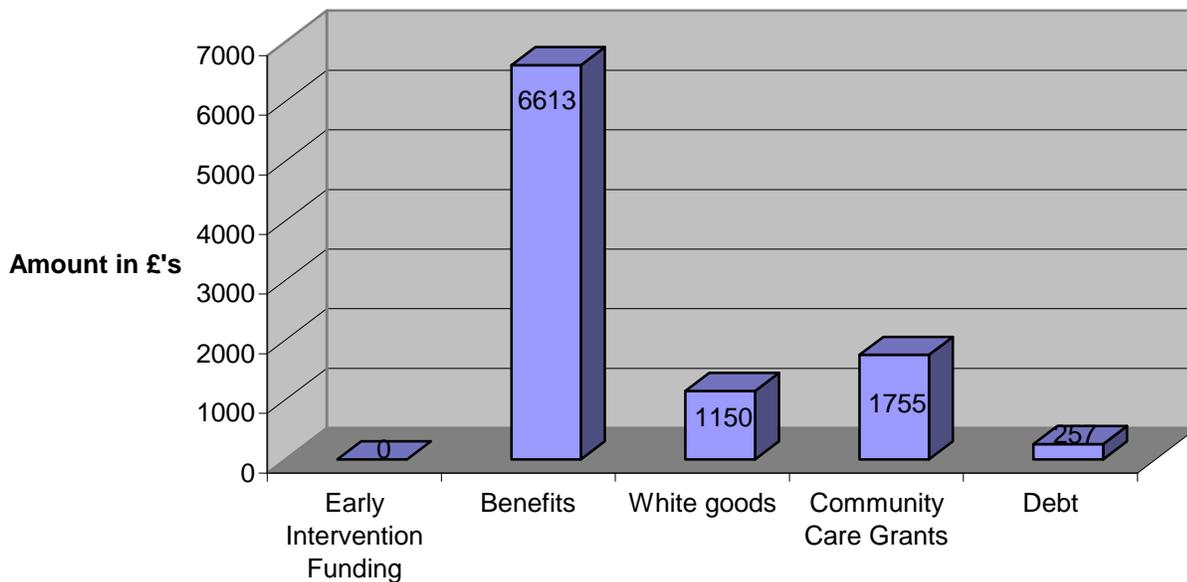


Single clients with no children were the largest group of tenants supported by the Service in the second quarter followed by clients with children. Couples were the family make up least likely to receive support from the service in the second quarter.

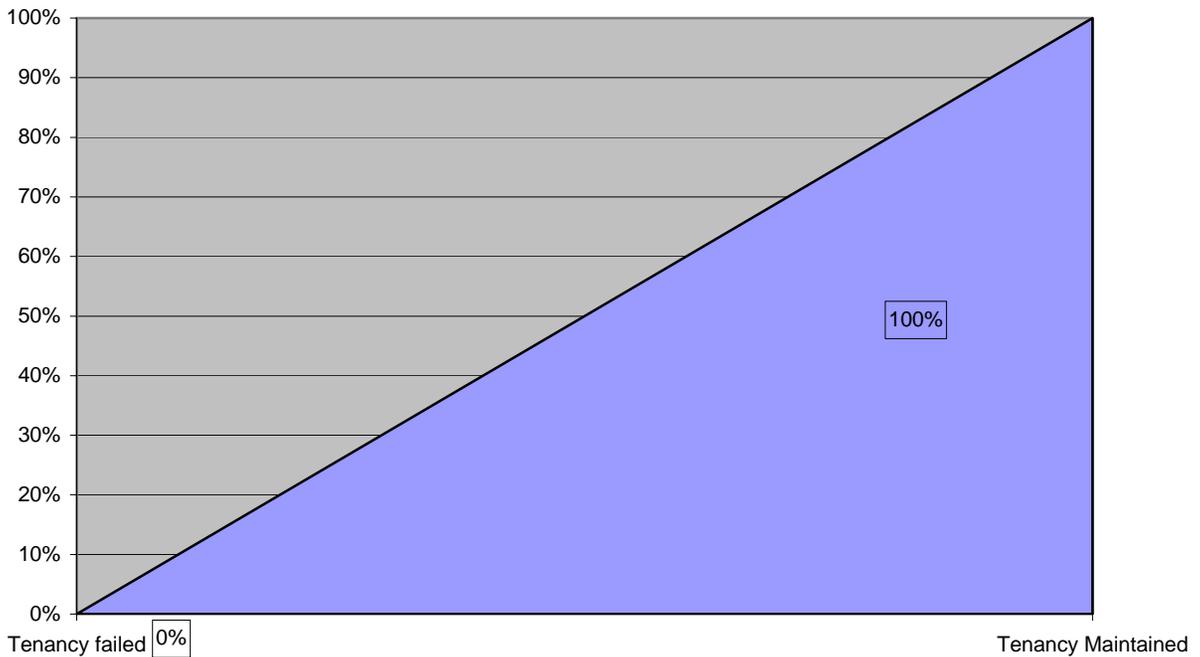
Income obtained for Service Users July-September 2008

In terms of gaining income for tenants, the majority of income was obtained through benefits with £6613 being obtained for supported Tenants in the second quarter of 2008. Over £1755 was obtained through Community Care Grants and over £1150 was obtained via the provision of white goods. There was a significant increase of income obtained of all financial sources for service users in the second quarter. Due to a change in the funding regime, no income was obtained through the Early Intervention Fund.

TSS money received July-September 2008



Outcome of Tenancies at the end of support July-September 2008



Every tenant supported during the second quarter maintained their tenancy at the end of the support period.

Conclusion

There was a slight increase in the number of cases on the waiting list during the second quarter from 9 to 16. The waiting list continues to be well managed and with a good rate of throughput as the number of cases at the end of the first quarter was significantly higher with over 20 cases waiting for support.

The service continues to be accessible to Black or Black British African with a consistent number of referrals being made to the service from this ethnic group in the second quarter. Despite there being no referrals from Asian/Asian British other as in the first quarter, the service started receiving referrals from Chinese or other ethnic group Chinese in the second quarter. No referrals from this ethnic group were received in the first quarter or in the whole of 2007, so the service has become more accessible in the second quarter to this unrepresented group.

As per the other statistics such as the 2007 Annual Report and the first quarter, the most dominant age groups supported by the service are aged between 16 and 19 and service users in their twenties. In the second quarter the service also became more accessible to service users in their 30s and early fifties. As per the first quarter, the service didn't support any cases over the age of 59.

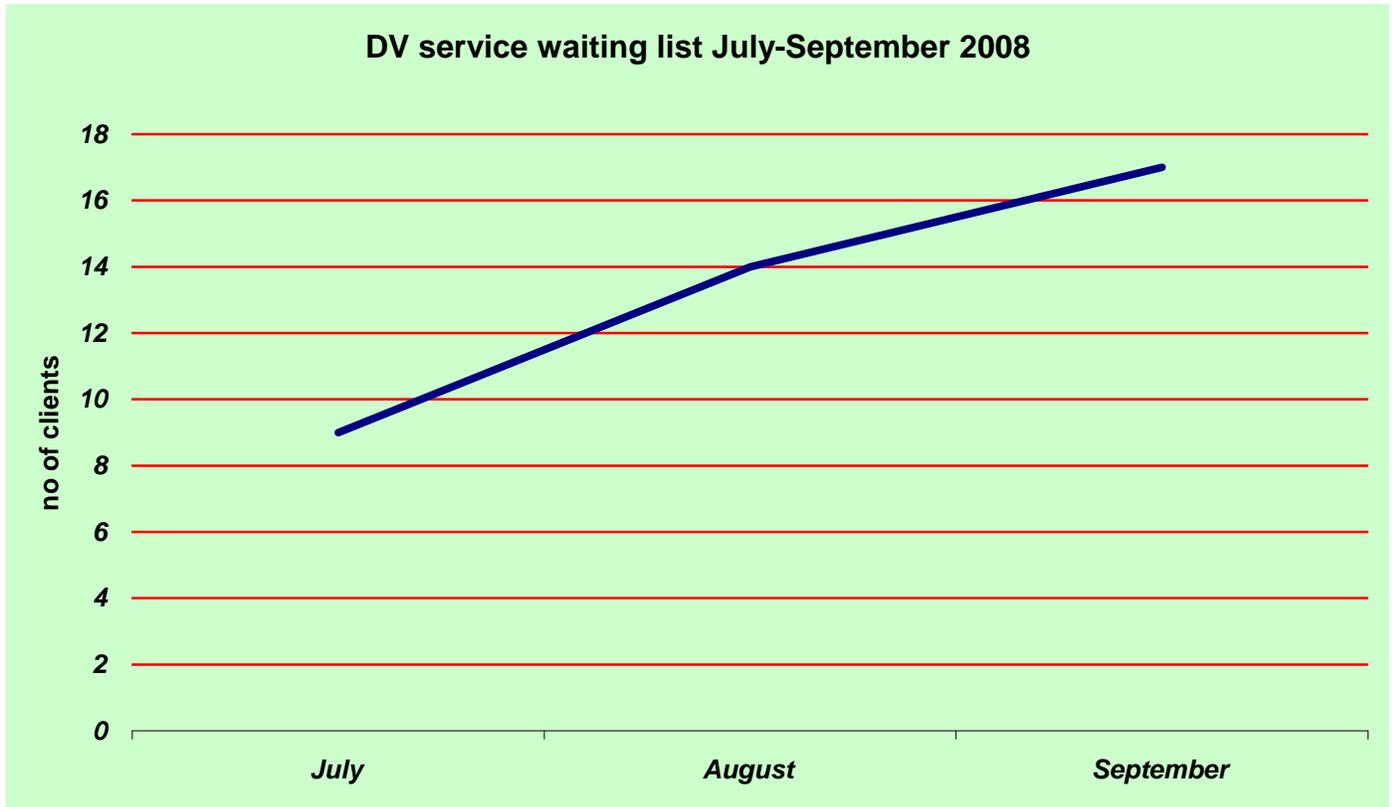
The first quarter of 2008 saw an improvement in the imbalance of the gender makeup of service users being supported. However the second quarter saw a further increase in the imbalance with the number of females being supported increasing by 9% and a reduction of 9% in the number of males being supported by the service, this was the position of the gender makeup of supported during 2007. This trend will continue to be monitored.

There was a shift in the family make up of service users being supported in the second quarter, with the majority of service users supported being single, as opposed to families with children as was the case in the first quarter.

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

The Domestic Violence Support Service July-September 2008

Waiting List



There has been a continuing increase in the number of service users on the waiting list for the Domestic Violence Support Service; demand for the service continues to remain consistent. With a Senior Domestic Violence Support Worker in place, the waiting list is now being regularly reviewed. Newly appointed staff were also still in their probationary period and were unable to immediately start working with some of the cases waiting for support.

Ethnic Profile of the referrals received by the Domestic Violence Service July-September 2008

Ethnicity	% of total population in Gateshead	% of Applications received within the Domestic Violence Team
White British	96.8%	100%
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%	
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%	

Ethnicity Analysis

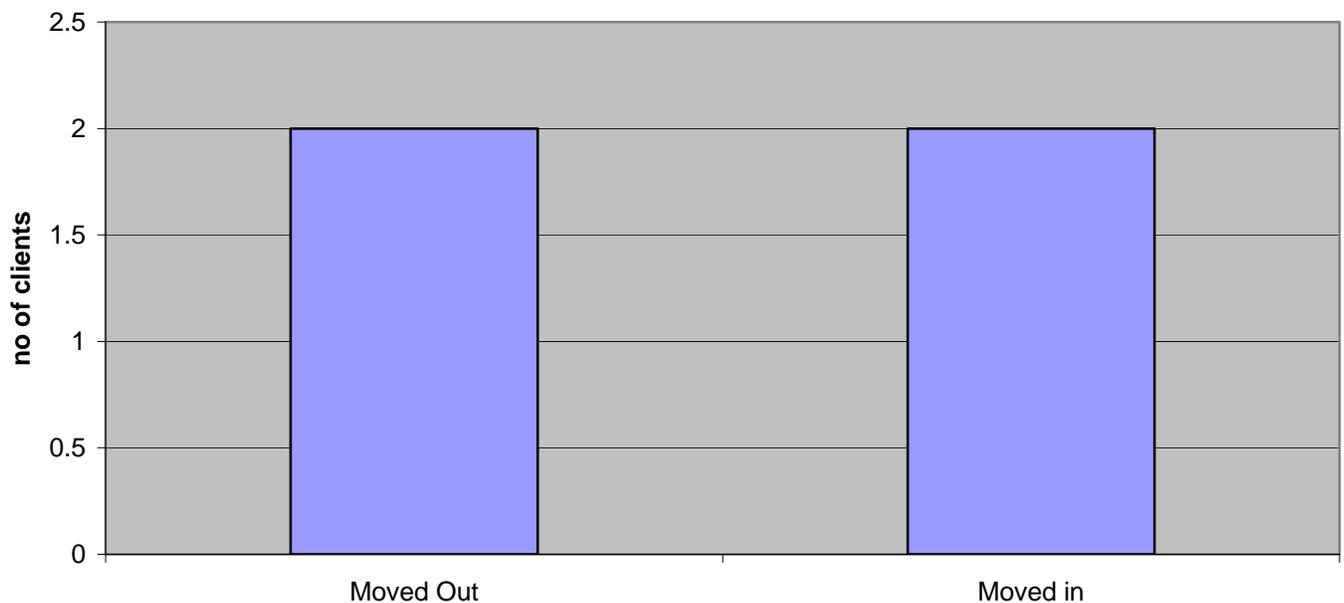
All of the referrals received in the second quarter were from White British applicants.

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.

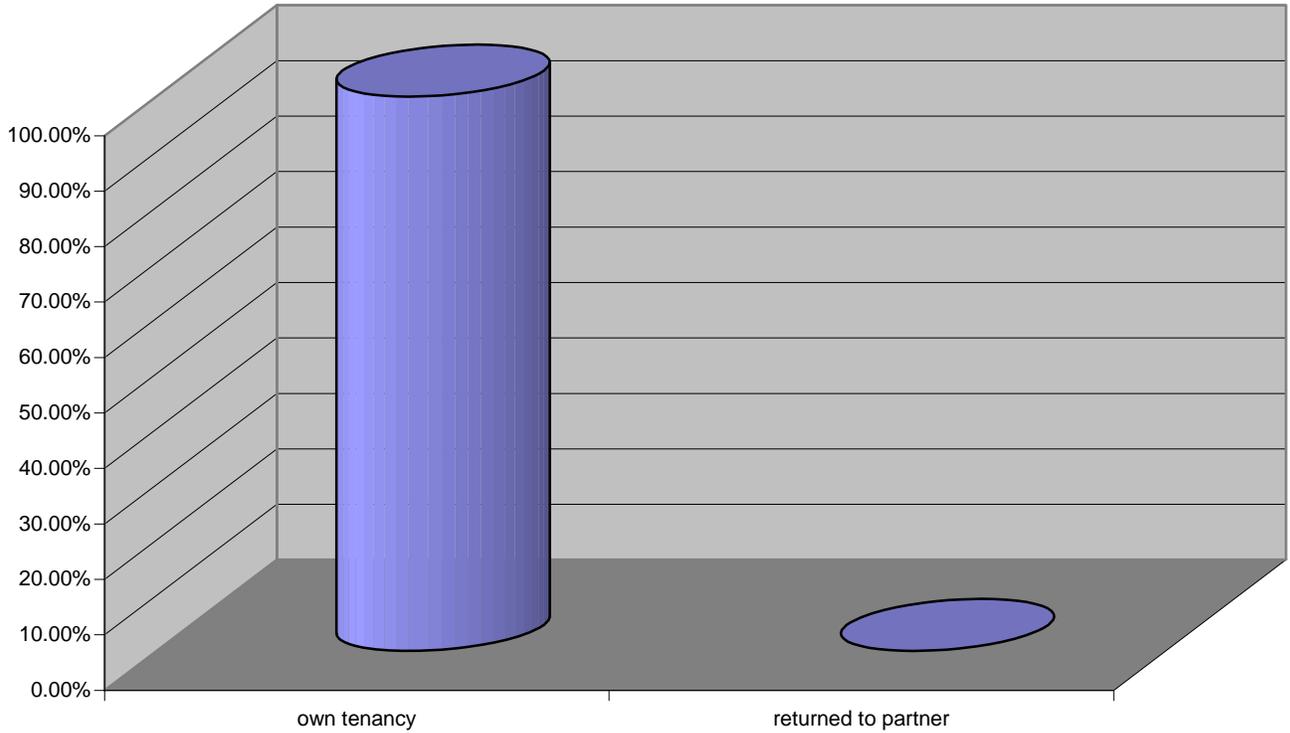
The Utilisation of the Safe Houses July-September 2008

DV service safe house utilisation July-Sep 2008



Throughput for the service was 100% with 2 cases moving in and 2 cases moving out of the Safe Houses.

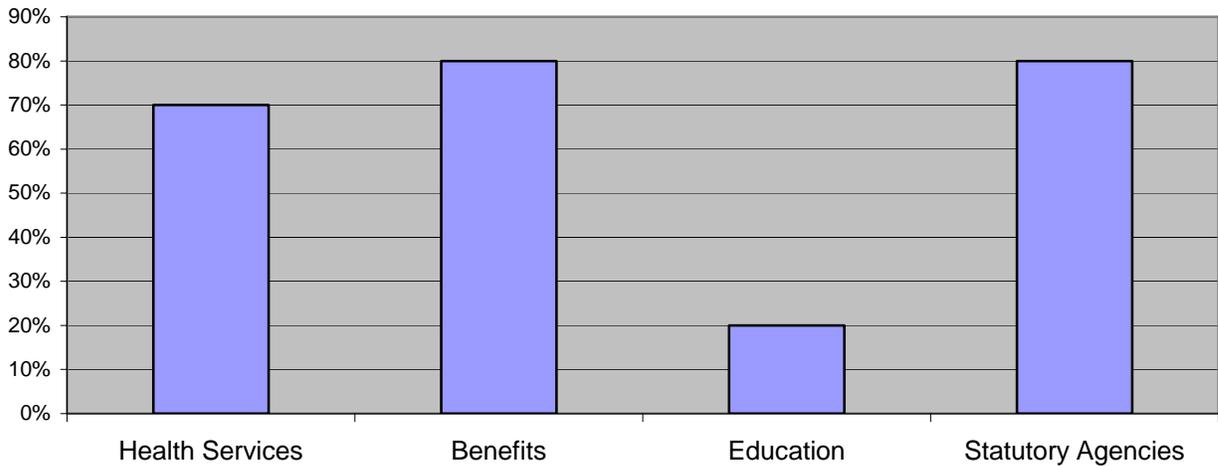
**The Outcomes for Service Users who moved out of the Safe Houses
July-September 2008**



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

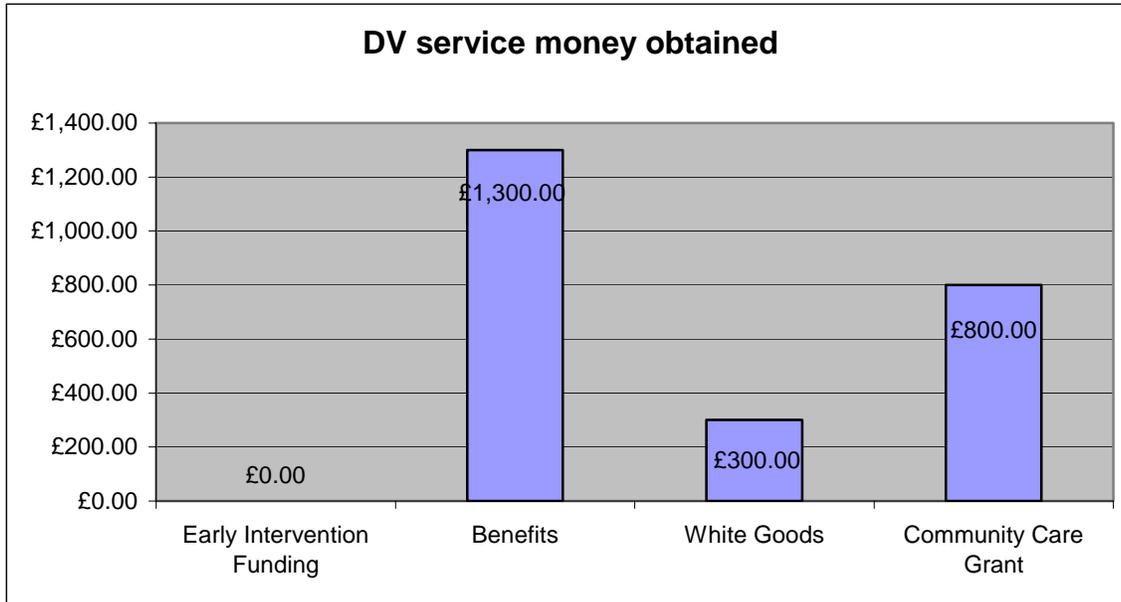
Service users assisted to access other services July-September 2008

Service Users assisted to access other services July-September 2008



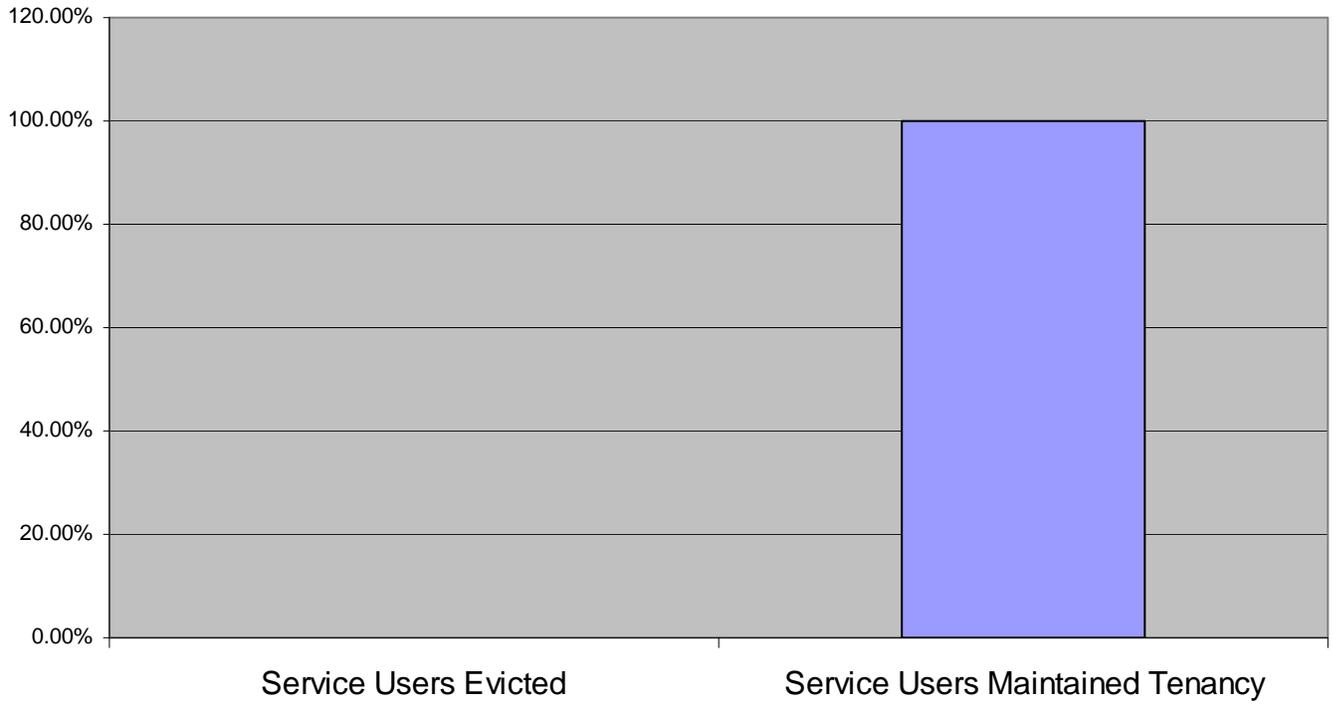
Most service users were supported to access benefits, health services and other statutory agencies in the first quarter of 2008. There was a slight reduction from the first quarter with service users accessing education being reduced from 30 to 20%.

Money obtained July-September 2008 for Service Users



The majority of income obtained for Service Users was in the form of benefits, with £1,300 obtained for Service Users in the second quarter. This was followed by income through Community Care Grant and income for White Goods.

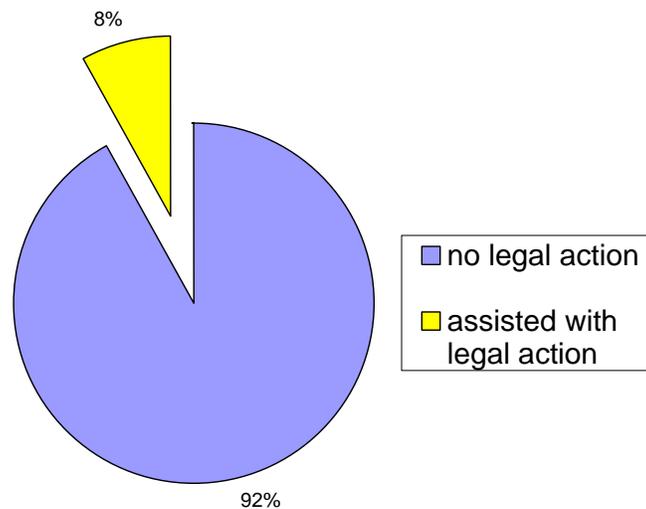
Outcome of tenancies at the end of Support during July-September 2008



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

Pursuing Legal Action against Perpetrators July-September 2008

Service Users assisted with legal action



In contrast to the first quarter, in the second quarter service users were assisted to take legal action against the perpetrator. The number of services users being supported with this has generally decreased since the Annual Report 2007. If this trend continues, the service will look to identify reasons for this. For example it may be that fewer service users actually want to take action against the perpetrator.

**Service Users accessing additional security measures through support
July-September 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 during the second quarter, the service will continue to work with the Gateshead Housing Company who provide the additional security measures.

Conclusion

The second quarter saw the increase in the waiting list for only the second time since 2006. With a new Senior Domestic Violence Support worker in place, the waiting list will be regularly reviewed.

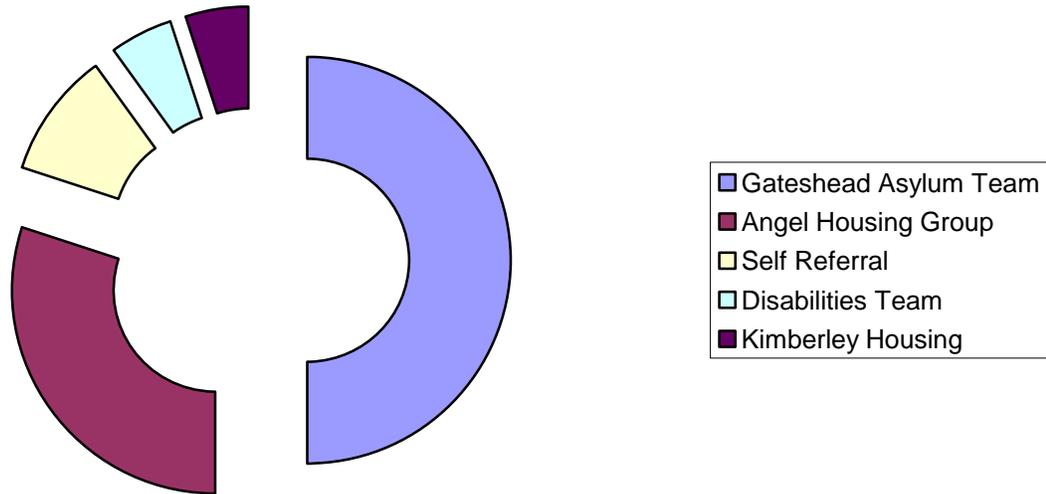
The service continues to remain inaccessible to service users from ethnic minority backgrounds with 100% of referrals in the second quarter received from British White Groups. Leaflets for the service are currently being reviewed and developed and will be distributed to a number of community organizations with particular emphasis on targeting centres which unrepresented ethnic minority groups attend.

The 2nd quarter has seen the service maintain a 100% successful outcome for those completing a programme of support and 100% of those leaving the Safe House moved onto independent living without returning to their partner. In line with the first quarter, the statistics demonstrate that since the annual report of 2007, there has been an improvement in the rate of service users leaving the safe house and moving onto independent living as opposed to returning to live with the perpetrator.

The second quarter saw a reduction in the number of service users accessing Health Services and Education. This will continue to be monitored and if a reduction in the number of services users accessing these services continues, then reasons for this will be identified and actioned.

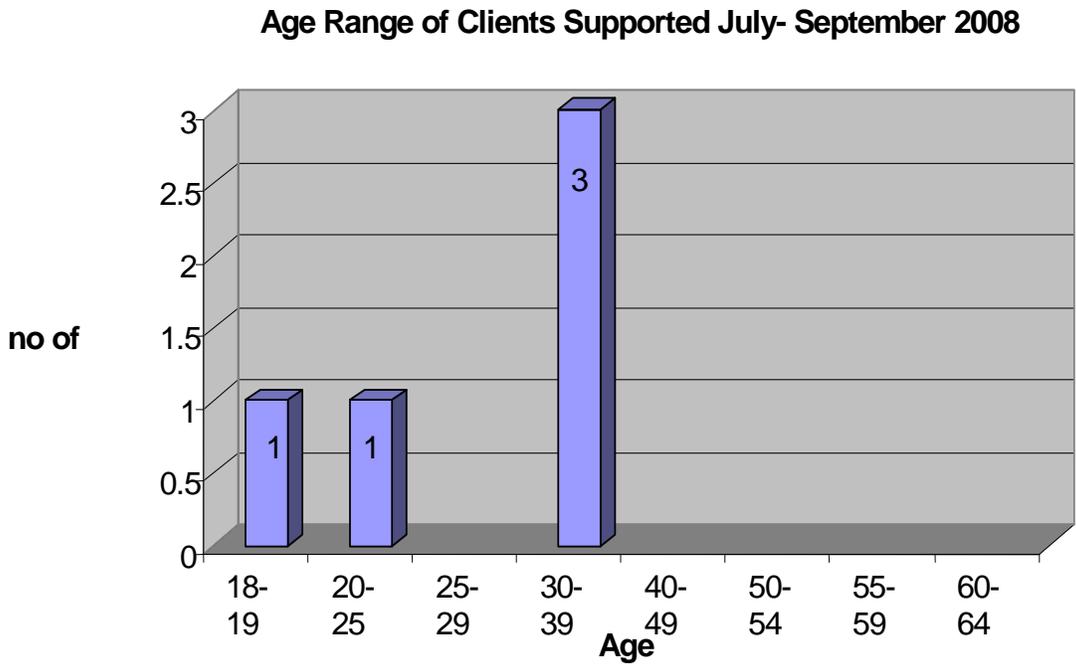
Refugee Move on Service July-September 2008

Source of Referrals to the Move On Service July-September 08



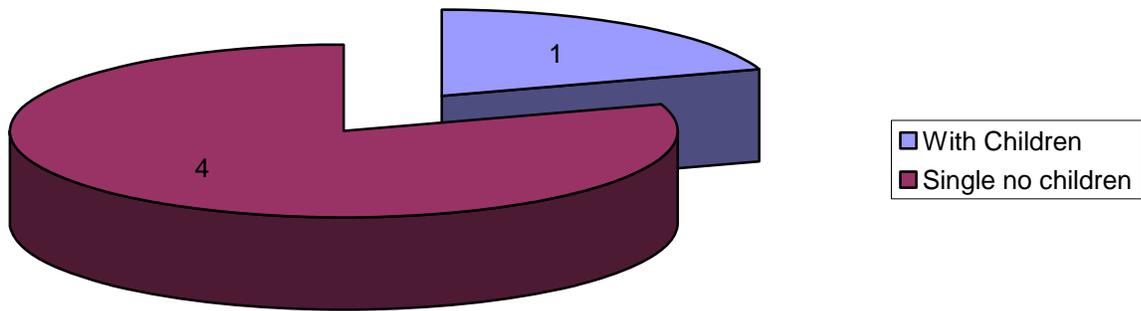
The biggest referring agency to the Refugee Move on Service is from the Council's Asylum Team. This is followed by referrals from the Private Sector, with Angel Housing being the largest private source of referrals to the Move on Service in the second quarter. **Encouragingly there was also a new source of referrals in the second quarter from the Disabilities Team. Self-Referrals also increased in the second quarter.**

Age range of clients supported July - September 2008



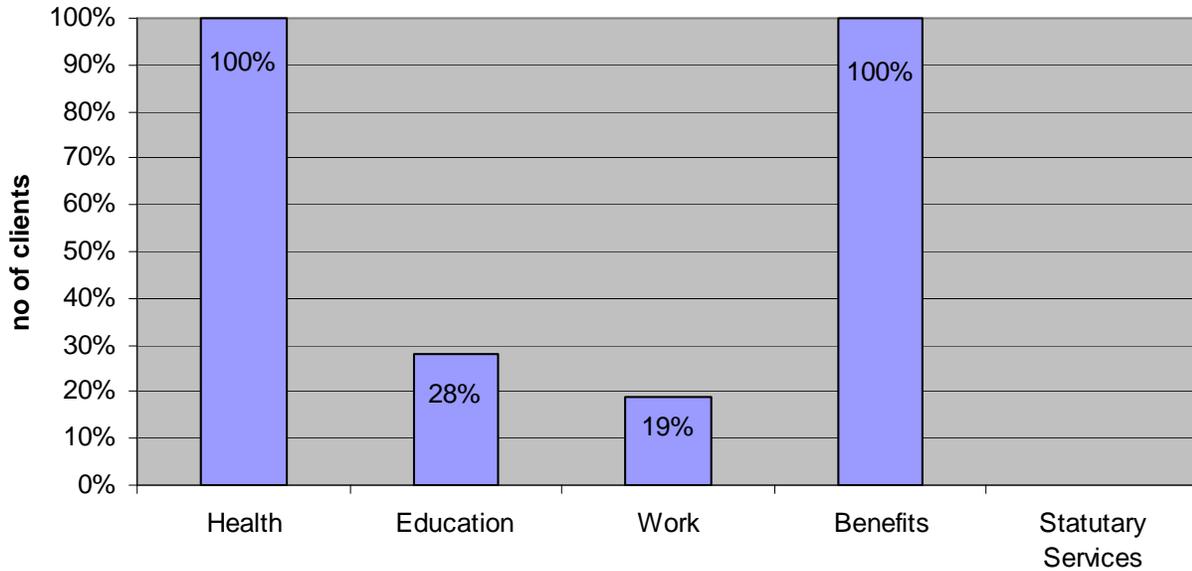
The majority of Refugees supported by the Move on Service in the second quarter were in their thirties, this is followed by Refugees aged 20-25 and 18-19. There were no Refugees supported in the second quarter over the age of 39.

Family make up of Service Users Supported July - September 2008



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

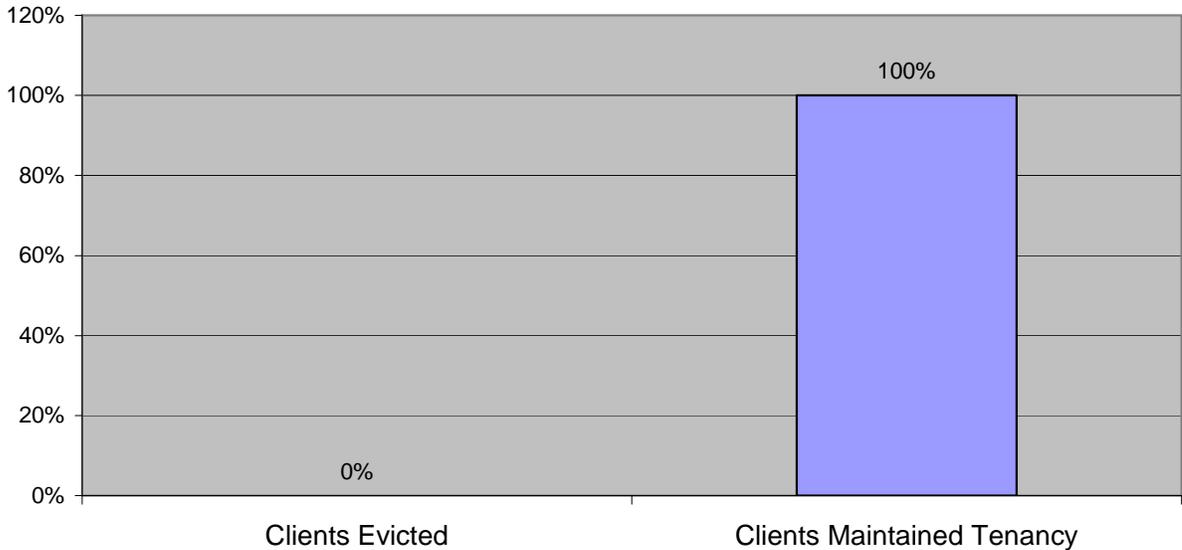
Services that Refugees accessed July-September 2008



All of the Refugees supported in the second quarter of 2008, accessed Health Services and Benefits during the support. Additionally 28% accessed Education and 19% accessed work.

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

Outcomes at the end of support July-September 2008



Every Refugee who was signed off the service in the second quarter had maintained their tenancy at the end of their support programme.

Conclusion

The second quarter for the Refugee Move on Service revealed a change in the source of referrals being sent through to the service. The Council's Asylum Team still continue to be the biggest source of referrals, however the source of referrals were more diverse in the second quarter. There was an increase in self-referrals and a new source of referrals from the disabilities team. In the second quarter, the Move on Service was a more accessible service with a wider range of referral sources.

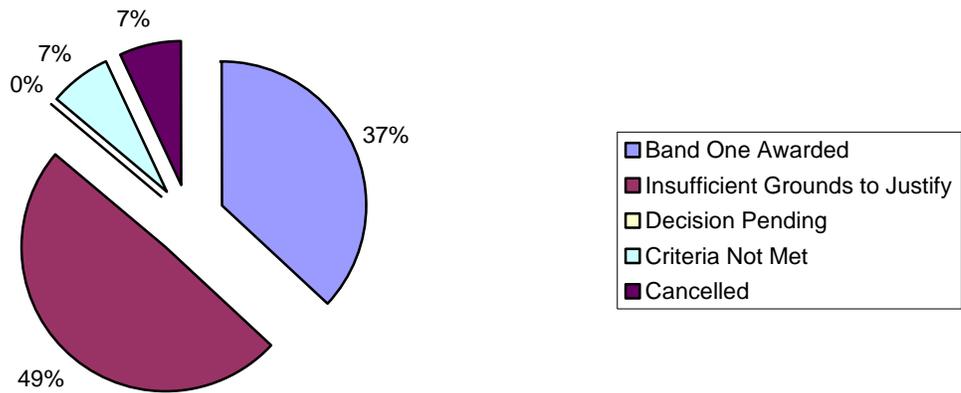
Since the Annual Report in 2007, the service has seen a shift in the most dominant age group of Refugees being supported. The first two quarters have revealed that Refugees in their thirties are now more likely to be supported by the service. The second quarter saw fewer older people being supported by the service with no Refugees over the age of 39 being supported.

The second quarter showed that the level of refugees accessing health, benefits and education remained consistent. Since the 2007 Annual Report, the number of Refugees accessing employment has almost doubled.

Health and Housing Support Team July-September 2008

Applications received - Band 1 awards - July to September 2008

Applications received/ Band one awards

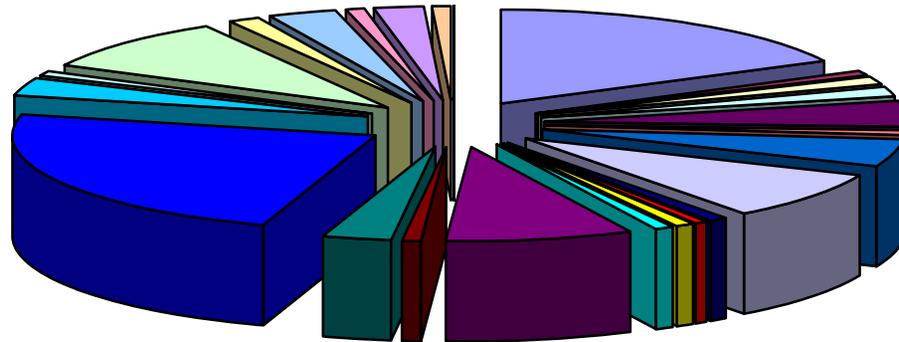


Of the total applications received in the second quarter (275), just under half of the applications received were visited but did not have sufficient grounds to meet the band 1 medical status. Awards of Band 1 priority were made to 37% of the applications received. Only 7% of those applications received did not meet the criteria upon the point of receipt.

The majority of applications received are not awarded band 1 status, the Health and Housing Team continue to award band 1 medical priority status to those most in need.

Profile of applications received by Illness Type July-September 2008

Please see next page for chart:



- | | | |
|---------------------------------------|------------------------------------|-----------------------|
| Heart Problems | Autistic Spectrum | Parkinsons Disease |
| Multiple Sclerosis | Cancer | Emphysema |
| Chronic Obstructive Pulmonary Disease | Mental Health (including dementia) | Brain Injury |
| Alzheimer's Disease | Renal Failure | Learning Difficulties |
| Stroke | Muscle Wastage | Brittle Bones |
| Arthritis | Blind/Visually Impaired | Spinabifida |
| Diabetic | Liver Complaint | Kidney Complaint |
| Chronic Disease | Epilepsy | Spinal Injury |

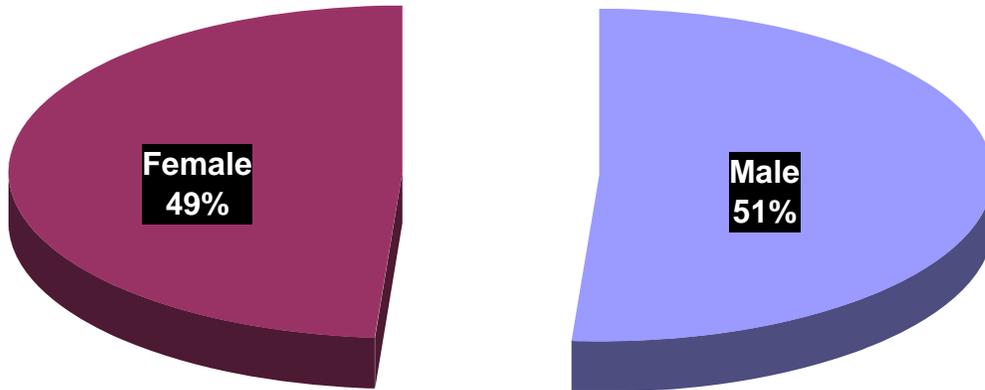
<i>Heart Problems</i>	<i>23</i>
<i>Autistic Spectrum</i>	<i>1</i>
<i>Parkinson's Disease</i>	<i>2</i>
<i>Multiple Sclerosis</i>	<i>2</i>
<i>Cancer</i>	<i>6</i>
<i>Emphysema</i>	<i>1</i>
<i>Chronic Obstructive Pulmonary Disease</i>	<i>6</i>
<i>Mental Health</i>	<i>11</i>
<i>Brain Injury</i>	<i>1</i>
<i>Alzheimers Disease</i>	<i>1</i>
<i>Renal Failure</i>	<i>1</i>
<i>Learning Difficulties</i>	<i>1</i>
<i>Stroke</i>	<i>11</i>
<i>Muscle Wastage</i>	<i>1</i>
<i>Brittle Bones</i>	<i>4</i>
<i>Arthritis</i>	<i>31</i>
<i>Blind/Visually Impaired</i>	<i>4</i>
<i>Spinabifida</i>	<i>1</i>
<i>Diabetic</i>	<i>12</i>
<i>Liver Complaint</i>	<i>2</i>
<i>Kidney Complaint</i>	<i>4</i>
<i>Chrohns Disease</i>	<i>1</i>
<i>Epilepsy</i>	<i>3</i>
<i>Spinal Injury</i>	<i>1</i>

Arthritis is the most common reason as to why people apply for band 1 medical status, this is followed by Heart Problems and Mental Health.

Equality and Diversity Analysis of the applications received for the Health and Housing Support Team July - September 2008

Ethnicity	% of total population in Gateshead	% of Applications received within the Medical Team
White British	96.8%	93.3%
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%	
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%	6.66%

Gender comparisons of applications received July - September 2008

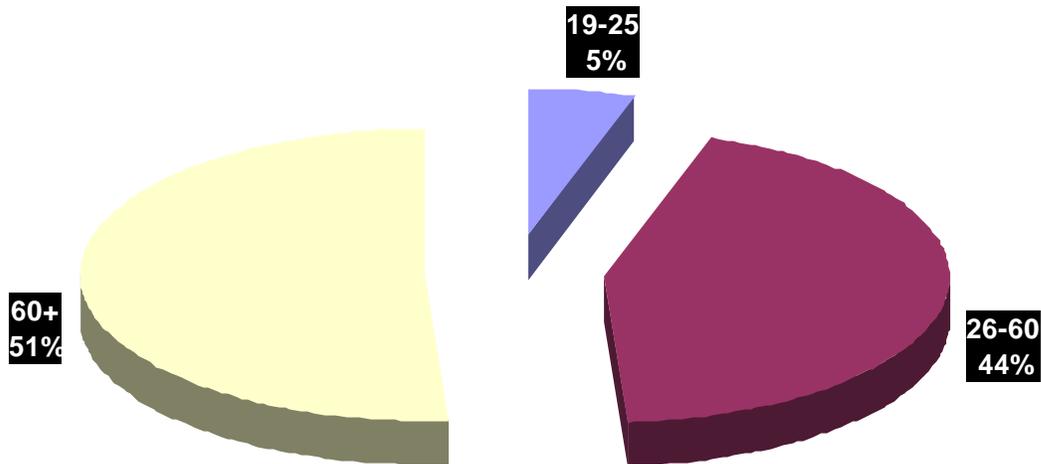


Identification of unrepresented groups within the Health and Housing Support Team

Apart from British White, there are significant gaps with all of the different ethnic groups accessing the service, except for Chinese or other Ethnic Group. The service will continue to promote its service to unrepresented groups.

In terms of **gender** as in the first quarter, applications in the second quarter are almost evenly split between males and females. The service continues to remain accessible to both gender groups.

Age Ranges of applicants July - September 2008



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

Delayed Discharges

During July to September 2008 the service re-housed **6** 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 July-September 2008

In the second quarter, the following types and advice were offered to the following number of service Users.

Type of advice and assistance offered

- Risk factors e.g. Loose rugs - **55** service users advised
- Additional benefits – **83** Service Users advised
- Bathing and stair climbing assessments – **87** Service Users advised
- Additional aids e.g. perching stool – **89** Service Users advised
- Housing Advice – **111** Service Users advised
- Eligibility criteria - **110** Service Users advised
- Community facilities - **21** Service Users advised
- Housing Associations - **83** Service Users advised
- Extra care facilities (Housing 21) – **13** Service Users advised
- Wheelchair assessments – **21** Service Users advised
- Pendant alarms – **20** Service Users advised

Band One Cases Re-housed July - September 2008

In the second quarter, **54** Band 1 medical applicants were re-housed into adapted/adaptable properties. 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 54 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 £344, 300. The work of the Health and Housing Team in partnership with the Gateshead Housing Company potentially saved £344, 300 for the Council.

Timescales in processing applications July - September 2008

Average number of days from receipt of application to home visit	15.8 days
Average number of days from visit to decision:	5.2 days
Average number of days from receipt of application to decision	19.9 days

Conclusion

The second quarter saw a decrease in the number of applications received by the Health and Housing Team. The number of people re-housed remained stable but increased slightly to 54.

The proportion of applications awarded band 1 status remained consistent at 37% in comparison to the first quarter. In comparison to the Annual Report of 2007, the proportion of band 1 cases being accepted has increased in the first 2 quarters. This trend will be monitored in the following Annual Report.

Arthritis continues to be the most significant medical reason for people applying for band 1 status; this is followed by Heart problems and Mental Health. This is exactly the same trend as the first quarter and similar to the trends of applications in 2007.

The first and second quarter saw an increase in males accessing the service, so applications for the service were almost evenly split between males and females. This has been an improvement since the Annual Report 2007 as previously females dominated application to the service.

The second quarter saw a shift in the age of applications being received. In contrast to the first quarter, most of the applications were received from those aged 60 and over. This was the same age pattern of applications in 2007.

The second quarter saw an increase in the accessibility of the service in comparison to the first quarter with 6.66% of applications coming from Chinese or other ethnic Chinese group. The Annual Report 2007 demonstrated that a

wider range of ethnic groups accessed the service. The first 2 quarters so far demonstrate that there are still significant gaps for different ethnic groups and the service will continue to promote accessibility to unrepresented groups.

The second quarter saw an increase in the time taken to carry out the initial home visit after receiving the medical application form. However in comparison to the Annual Report 2007 and the first quarter, the service in the second quarter was quicker in making a decision on band 1 status following the initial visit. The second quarter also demonstrated that the overall decision making process was completed in a quicker response time in comparison to the first quarter and the Annual Report 2007, improving the speed of response to service users.

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 Counseling 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.