

Stonham – Stockton Safer Communities – Intensive Tenancy Support

Stonham have been providing support to vulnerable individuals within the borough of Stockton for 8 years and have helped to reduce anti social behaviour as well as helping clients to sustain and maintain a tenancy. Please find below some useful and informative information as to how the service has been performing over the years.

Referral flow

All referrals to Stockton Tenancy Support are placed on the referral list for Supporting People funded service (20 spaces) and discussed during team meetings. It is then decided which referrals will be transferred to Safer Stockton Partnership (8 spaces).

This depends on:

- If prolific priority offender (PPO clients) in License flat.
- If person at risk of offending – with drug or alcohol problems therefore a priority need to reduce the risk of anti social behaviour and re-offending.
- Current vacancies.

Number of referrals made from April- December 2008

36 referrals were made to Stockton tenancy support service, out of these 9 were transferred to Safer Stockton Partnership funded spaces, all referrals were signed up to receive a service from the team.

Referrals for service came from

Police/probation (4)

Criminal Justice Intervention Team, (CJIT) 2

Tristar (1)

Addictive Behaviour Service (ABS) 1

Self Referral (1)

Throughput April 2008 – December 08

Current Clients in service at Dec 31 st 08	= 7
Number of clients signed up since April	= 9
Number of clients exited service since April	= 8
Throughput	= 15

See attached appendix which has the statistic of clients signed up to the service over the past year in which we submit to Claire Sills at Safer Stockton Partnership.

Partnership Working

We are part of a scheme, working in partnership with Probation, CJIT, Housing Options and Tristar to enable clients with persistent prolific offending history to successfully maintain independent accommodation. Clients are accommodated in licensed furnished flats (temporary accommodation provided by housing options) and have co-ordinated weekly support from Probation, CJIT and ourselves. Weekly reports are provided to housing

options and progress is monitored carefully. Meetings are held quarterly or when required.

Clients usually stay in the flats for 3-6 months and then move into their own council tenancy. This scheme is unique to the area and we have had a lot of successful outcomes, with clients who have previously led very chaotic lifestyles. (See outcomes section)

We have a joint protocol with CJIT, Housing Options Tristar and Probation regarding the License Flats (currently 3 PPO flats and 1 CJIT flat this may be increased due to its success).

We work closely with patch managers at Tristar to address and minimise any issues regarding clients tenancy, e.g. rent arrears, neighbour issues and anti social behaviour. Quarterly meetings are held with their tenancy support coordinator.

We attend the Stockton Floating Support Forum. Working in partnership with other support providers, Tristar and Housing Options this forum covers areas such as new legislation and new services, joint leaflets are produced so stakeholders know which service to refer to.

Outcomes of 8 clients who left service

We complete outcomes monitoring forms to Supporting People when a case is closed. This assesses the goals that have been achieved and follows the agenda of Every Child Matters, hence the 5 sub headings.

Achieve economic wellbeing

From 8 clients identified, 100% of clients maximised their income to include receipt of the correct welfare benefits.

From 6 clients identified, 100% of clients reduced their overall debt.

Enjoy and Achieve

From 5 clients identified, 100% went on to participate in training/education programmes.

Be Healthy

From 8 clients identified, 7 better managed their substance misuse issues by accessing treatment programmes to maintain stability.

3 achieved total abstinence from substance misuse From 4 clients identified, 100% went on to better manage their mental health.

Stay Safe

From 8 clients identified, 7 were supported to successfully manage and maintain their tenancy.

From 4 clients identified, 2 complied with statutory orders in relation to offending behaviour

Make a positive contribution

From 8 clients identified, 100% said they developed confidence and ability to have greater choice of their own lives, both within the community, and at service level.

Service Questionnaire for Referring Agencies – Results

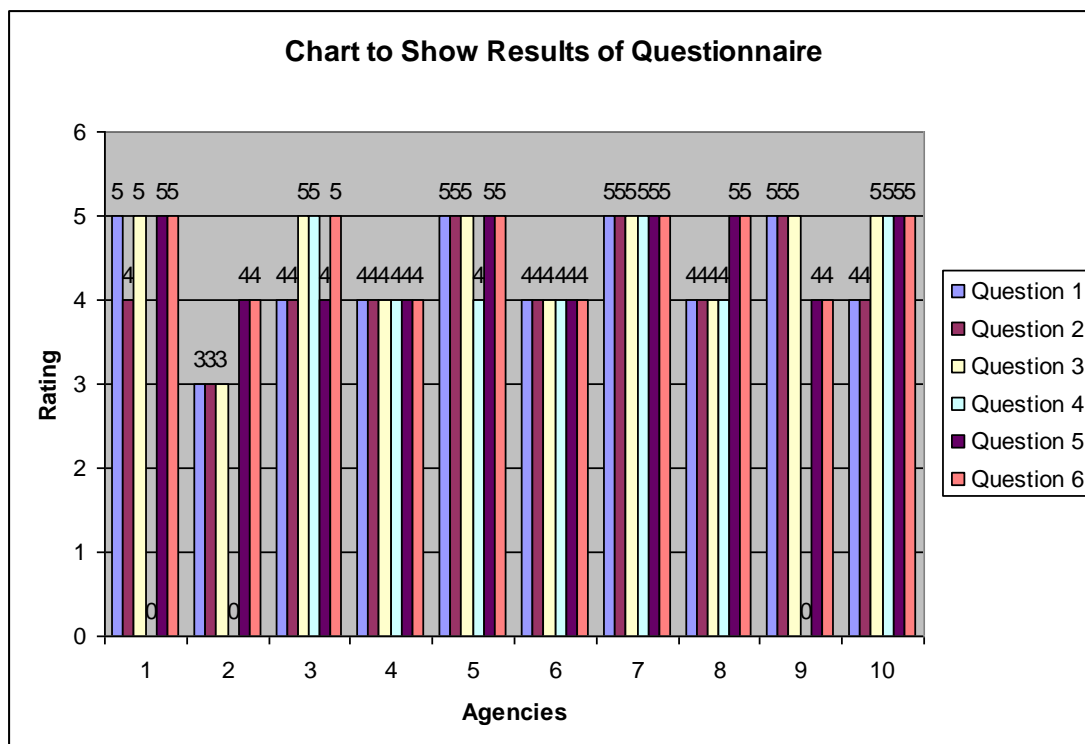
A questionnaire for stakeholders has been developed so that we can reflect on the services that are being offered as well as put any comments into our service improvement planning.

Service questionnaires for referring agencies were sent out to a number of organisations to evaluate the service we offer and identify our strengths and weaknesses in order that we can make any necessary changes.

From the ten replies that we received 9 rated the service as excellent, or very good with an equal split rating the service with either a 4 or a 5 with five being excellent. From the questionnaires returned the rating to the question do you feel you have been provided with enough information about our service to make appropriate referrals only one of the replies rated the service below 4. The last question included on the questionnaire asked how referring agencies rated the service overall and again none of those who replied rated the service as below 4.

In addition, all of the referring agencies rated the communication between Stonham and themselves as excellent or very good

(Example of questionnaire used can be found in Appendix)



To improve partnership working, up-to date Information, referral forms and service description were sent to the service who rated us as 3 for providing information, a member of the team also visited the premises with a client that uses both services.

Networking is also carried out to identify any concerns or queries from agencies and increase awareness of the service

Client Feedback – Mid term questionnaires and exit questionnaires

In order to evaluate the service being offered to our clients we have developed two questionnaires one, which service users complete every 3 months throughout the duration of their support and the other they complete when they have exited from the service. See appendix 2

By undertaking this, it is hoped that as an organisation by seeking the opinion of service users we can further develop the service to meet service user needs.

From the 3 month client feedback questionnaires completed a number of issues can be highlighted. Firstly, service users report that they are pleased with the service that the Stockton team offers. Responses from service users include “The service has helped me a great deal” and “From Stonham coming and helping me I have got a lot of aspect’s of my life in order.” A positive that service users mentioned was the flexibility of the service offered. In the space provided for service user comments clients mentioned the fact that staff were often able to provide support at short notice and that being able to attend unplanned appointments was helpful, specifically as many service users lead chaotic lives and their circumstances can change very quickly.

In addition, service users also feel that what they say is taken on board and that they have an active role and say in the support they receive. This is an issue that Stonham as an organisation has been particularly keen to develop through the implementation of its new paperwork: My Way Forward. All service users who replied, answered yes to the question are you able to contribute to your support plans and support reviews?

As well as using closed questions requiring a yes or no answer a number of open questions are included. By incorporating these it is hoped that service user responses will further highlight how they would like their service to develop. The question "what changes to the service if any, would you like to make", was included. Although a number of replies emphasised that they were happy with the service it was also indicated that service users would like to engage in a wider range of activities in addition to the support they receive. This is something the service has been trying to address having organised a number of events such as ten-pin-bowling. It is hoped by arranging events like these that service users will become more involved with the organisation and further highlight any aspects of support they wish to address. Stonham is also now holding regular service user forums with representatives from a number of Stonham projects attending.

Clients that are engaging with support are encouraged to stick to their treatment programme and also try to get back into employment and education. Time spent with each client varies from the amount of support that is needed with the client and therefore is a needs led service.

Clients	Start Date	End Date	Engaging	Treatment	Education	Approx time spent with clients per week
SF	22.03.07	14.04.08	Yes	Methadone	Cjit. Pathways	4 hours
TB	10.08.07	13.10.08	Yes	Alcohol	New Directions . Moved to Scotland	3 hours
PK	11.04.07	02.09.08	Yes	Methadone	A way Out.	3 hours
CG	16.10.07	17.07.08	Yes	Alcohol	Tees Music Alliance	3-4 hours
MW	16.10.07	17.07.08	Yes	Alcohol	Tees Music Alliance	3-4 hours
RR	01.04.08	15.12.08	Exited	Alcohol		2 hours
JC	25.04.08	26.09.08		Methadone	Cable Course	2 hours
SB	29.04.08	27.08.08	Exited	Alcohol		2-3 hours
SH	06.05.08		Yes	Subutex	Various course through skills for work	2 hours
MB	04.07.08		Yes	Alcohol		3-4 hours
TL	10.07.08		Yes	Alcohol	Cable Course Skills for work	2 hours
GB	22.09.08		Disengaged		NVQ Gardening	1 hours
CG	08.10.08		Yes	Methadone	IT training in 09	4 hours
TC	22.10.08		Re-offended - Prison	Methadone		1 hour
AR	13.11.08		Yes	Methadone	Learning Links	4-5 hours
JI	10.12.08		Yes	Subutex	Enrolling at college	2 hours

Appendix 1

Service Questionnaire for Referring Agencies

Stonham Stockton Intensive Tenancy Support
256, Marton Road,
Middlesbrough
TS4 2EZ
01642 755919
Fax 01642 221164



Please could you complete and return this questionnaire in the envelope provided. This feedback will allow us to continually evaluate and improve the service we offer and your input would be greatly appreciated.

Can you please rate the following from 1 = poor to 5 = excellent.
Circle as appropriate

1. Do you feel you have been provided with enough information about our service to make appropriate referrals?

1 2 3 4 5

2. Is the information provided clear, easy to read and understand?

1 2 3 4 5

3. Do you fully understand the Aims and Objectives of the Service?

1 2 3 4 5

4. Do you feel you are provided adequate information from us if a referral is refused?

1 2 3 4 5

5. How would you rate the level of communication between Stockton Services and yourselves?

1 2 3 4 5

6. Overall, how would you rate our service?

1 2 3 4 5

And finally, please will you include any comments or suggestions that you feel could improve our service?

Your Name & Role: _____

Organisation: _____

Address: _____

Thank you for taking the time to complete this questionnaire.

Appendix 2



Stonham Stockton Intensive Tenancy
Support
Client feedback Questionnaire

We would like to develop our Service and would appreciate your thoughts on the current service and its future. All responses are confidential, the only time we would share any of your responses with others, is if it meant yours or others safety was compromised.

Name _____

Date _____

1. How long have you used the service?

2. How do you think the service has benefited you? Please tick the statements that you agree with.

If I have a problem/issue my link worker will tell me what choices I have, and what the consequence of each choice are.	
My link worker has spoken on my behalf, putting my view point across (e.g. made phone calls, made re-payment plans etc.) when I have not felt confident to do this myself.	
It has given me the confidence to deal with issues about my tenancy myself (e.g. make phone calls, ask questions, and make repayment plans).	
It has told me about, or referred me to other services or agencies that can help me (e.g. Citizens advice, college courses, sure start, progress to work etc.).	
Other (Please state)	

I do not think the service has benefited me at all.

3. Do you think your link worker listens to your opinion/point of view?

☺ Yes____ No_____

4. Are you able to contribute to your support plans and support reviews? ☺ Yes____ No_____

5. Are you happy with your link working sessions?

Frequency ☺ Yes____ No_____

Length ☺ Yes____ No_____

6. What changes to the service if any, would you like to make?



7. Would you like to have a say in how the service develops by taking part in:

Completing questionnaires Yes _____

No_____

* Help to develop questionnaires, Yes_____ No

Brochures, etc.

* Service user group events Yes _____

No_____

* Stonham Regional or National events Yes _____

No_____

* You may meet other clients if you participate in these events

8. Any other Comments

9. Are there any particular questions you would like us to ask at interviews when recruiting for staff.

Thank you for your help.