

### **Overview of Stockton Intensive Tenancy Support Service**

1. Stonham (Stockton Intensive Tenancy Support) have been providing support to vulnerable adults who have substance misuse issues 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.
2. We are part of a scheme, working in partnership with Probation, CJIT, Housing Options and Tristar to enable clients with a 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 client's progress is carefully monitored.
3. Clients usually stay in the flats for 3-6 months and then when they have met all the requirements of their Licence agreement, i.e. engage regularly with all support agencies, regular payment of rent, keep the flat to a high standard they are moved into their own tenancy, usually Tristar, although clients can choose a private landlord or housing association through the choice based letting system. This scheme is unique to the area and we have had a high number of successful outcomes, with clients who have previously led very chaotic lifestyles lacking any stability or consistency whatsoever making positive steps for their future often securing and maintaining their first permanent tenancy.
4. Due to the scheme's success there has been an increase in the number of flats now available and there are now currently 4 PPO flats and 3 licensed flats from Housing Options.
5. In addition to the above we also work closely with patch managers and tenancy support workers at Tristar to address and minimise any issues regarding a client's tenancy, e.g. rent arrears, issues with neighbours and anti social behaviour. Quarterly meetings are also held with the Tristar tenancy support co-ordinator with a project worker from the Stockton team attending where issues with any clients can be discussed. Each member of the Stockton team will provide details of any client they work with who has a Tristar tenancy and details of how their tenancy is progressing provided with the aim of addressing any issues through joint working.
6. Additionally, we also attend the Stockton Floating Support Forum. Through working in partnership with other support providers, e.g. Tristar and Housing Options this forum covers areas such as any new legislation and new services developed, joint leaflets are now produced detailing the service descriptions and criteria, so stakeholders know which service is the most appropriate to service to refer an individual to in order to meet their particular needs. Stonham takes a lead in chairing this meeting and along with Housing Options, our Service Manager has also taken a lead in

gaining funding to create a Gateway model for referrals so that clients can be matched with appropriate support services.

### **Referral flow**

7. All referrals to the Stockton Intensive Tenancy Support team are placed on the referral list for our Supporting People funded service, **(65614)**, which has space for 20 clients. The referrals are then discussed during team meetings. It is then decided, which of the referrals are appropriate to transfer to the service funded by the Safer Stockton Partnership, **(65615)** which has capacity for 8 clients.
8. Whether or not a client will be placed in the **(65615)** service depends on a number of factors.
  - All PPO clients are placed in the 65615 service.
  - If person is at risk of offending –with drug or alcohol problems they are therefore deemed a priority need to reduce the risk of anti social behaviour and re-offending, and will be placed in the service.
  - It will also depend on current vacancies.

### **Outcomes of clients who left service**

Between January 2009 January 2010 nine clients left the service.

#### **Greater Economic Wellbeing**

9. Out of the 9 clients that left the service between January 2009 and January 2010, all clients achieved greater economic well-being, maximising their income. This work largely consisted in helping clients to organise payments ensuring priority bills were addressed first and arranging payment schedules with firms that were manageable and ensuring clients were in receipt of the correct benefits. Clients were also helped when applying for grants i.e. Community Care Grants particularly when it came to their move-on to a more suitable property.

#### **Meaningful Use of Time**

10. During initial assessments clients often state that they are bored and that they have no structure to their days and that this can lead them to relapse to substance abuse. As a result of this, support plans include as a core assessment meaningful use of time in order to look at ways that clients can make better use of their time adding greater structure to their day. As a result clients often enrol on some form of training or take part in voluntary work, which has not only the benefit of greater structure to the day, but can help when they come to look for employment. Types of courses taken included literacy, construction, and site safety courses, one client also undertook voluntary work with animals.

### Physical Health

11. A number of clients have improved their physical health. Referrals to organisations to better manage substance use are frequently made, i.e. Addictive Behaviour Service, the Albert Centre. In addition, we have made a number of referrals to health trainers, who can provide 1-1 support around a client's needs giving advice on eating a balanced diet, smoking cessation and exercise. A high percentage of clients have problems with dental hygiene and a number of clients have been referred to dentists who are taking on NHS patients.

### Management of Tenancy

12. Of the nine clients we worked with four clients were helped to move into more appropriate tenancies, two of these were PPO clients and another from a licensed property were helped as part of their move-on process. This support continued even though they were no longer required to receive support. Of the other clients who exited the service between Jan 2009 and Jan 2010 two maintained their tenancy and 3 had to give up their tenancies as they were taken into custody.

### Number of referrals made from Jan 2009-Jan 2010

13. 74 referrals were made to Stockton tenancy support service between Jan 2009-Jan 2010, out of these 13 have been transferred to the **(65615) service**

These referrals came from the following agencies

CRI (VISION)	(1)
Police/probation	(5)
Criminal Justice Intervention Team, (CJIT)	(3)
Self Referral	(2)
CRI (STAR)	(2)

### Current referrals for service

14. Increasingly, the service has been receiving referrals from a greater range of agencies. With the **65615** service targeting those clients who have a history of offending the majority of the referrals for this service have come from agencies involved with criminal justice system.

Police/probation	(4)
Criminal Justice Intervention Team, (CJIT)	(2)
Self Referral	(1)
CRI (STAR)	(3)

### Current clients Jan 09 – Jan 10

15. Current clients in service Jan 2010 =10  
Number of clients exited service since Jan 2009 = 9  
**See attached appendix (ii)** which has the details of clients signed up to the service over the past year.

## Service Questionnaire for Referring Agencies – Results

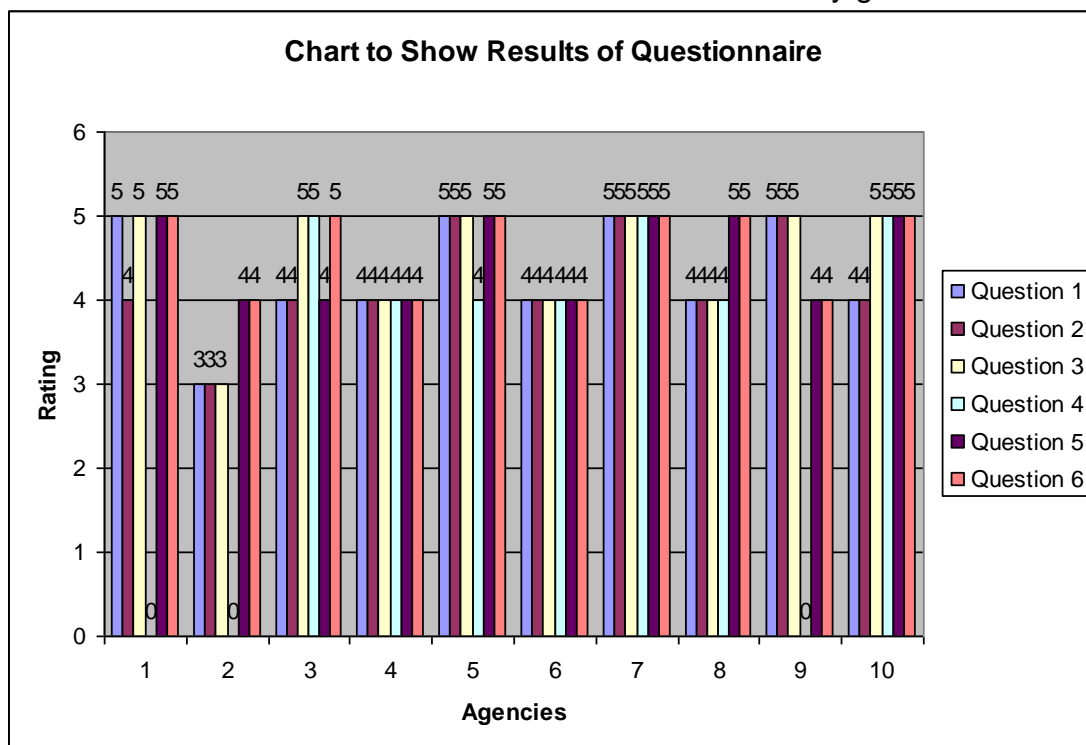
### See Appendix (iii)

16. 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.

17. From the ten replies that we received 9 of the replies 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



18. To improve partnership working, up-to date Information, referral forms and a 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. In addition, we have also developed a new service description leaflet that has been widely distributed to agencies in the Stockton area.

## **Client Feedback – Mid term questionnaires and exit questionnaires**

### **See Appendix (iv)**

19. 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.
20. 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.
21. 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.
22. 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? ‘
23. As well as using closed questions requiring a yes or no answer a number of open questions were included. By incorporating these it was hoped that service user responses would 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.
24. This is something the service has been trying to address having organised a number of events such as ten-pin-bowling; we hope to further develop this as we now have a member of staff who is now responsible for service user involvement. 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 in the area attending. These are held approximately every three months.

25. We as an organisation and the Stockton team are keen to get as much feedback from our clients as possible and involve clients in order to further improve and develop the service. We have recently undertaken a review of policies, Jan (2009), which was completed by Stonham workers with the help of clients.

## **Appendix (i)**

### **Case Study**

26. This client has had a long history of offending behaviour having been involved in the judicial system from a very young age, being in and out of youth offending institutions. This pattern of behaviour continued into adulthood when they also developed substance misuse problems, which they are currently on a methadone reduction program for. Their substance misuse led them to lead a life that was chaotic lacking in any stability or consistency whatsoever and a pattern of offending resulting in regular custodial sentences ensued.
27. After coming out of prison early in 2009 and being placed on the PPO (Priority and Prolific offenders), scheme and having been housed by Housing Options in a temporary property they have made huge strides in putting their previous problems behind them and building a more stable future for themselves. There has been no re-offending and they have met all the requirements of their tenancy, attending regular meeting with all agencies involved in their support making regular payments of rent and maintaining their flat to a high standard. There has also been no substance use since leaving prison.
28. In addition, they have made a number of positive steps to enhance their employment prospects completing a level two counselling course and now progressing onto level three. They are also undertaking voluntary work with the 5-lamps organisation and are in the process of setting up meetings for AA and NA in the Stockton area. With their past substance and offending history they are very keen to put something back and have expressed an interest in working with young people who are in danger of making the same mistakes.
29. As they have successfully fulfilled the requirements of their tenancy they are presently bidding for their own permanent tenancy through choice based lettings. Although they are no longer required to receive support through Stonham they have indicated that they would like to do so for the foreseeable future in order to make the transition to commencing and maintaining their own tenancy. Stonham workers have helped them complete applications for A Community Care Grant, liaise with representatives from housing associations, given advice in regards to the choice based lettings system and when they move in to permanent accommodation provide assistance in the setting up of utility supplies and organise the appropriate safety checks.

**Appendix (ii)**

Clients	Start Date	End Date	Engaging	Treatment	Education Training
JH	05/08/09		Yes	Methadone	Counselling course
DC	11/08/09		Yes	Subutex	Looking for Training/ employment with DISC (P2W)
NR	04/12/09		Yes	Subutex	
NR	09/04/09		Yes	ABS	Asbestos/ CSCS Courses
LF	12/02/09		Yes	Subutex	
LO	05/02/09		Yes	Subutex	
JI	13/10/08		Yes	Subutex	Hairdressing Not completed
KD	08/04/09		Yes	Subutex	Counselling, inter-personal skills
SW	24/09/09		Yes	Subutex	Due to commence plastering course Feb
TL	10/07/08		Yes	ABS	Rigging course/enrolled on IT course

**Appendix (iii)**

**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?

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Your Name & Role: \_\_\_\_\_

Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

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**Thank you for taking the time to complete this questionnaire.**

Appendix (iv)



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?



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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

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

Thank you for your help.