

## **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 9 years and have helped to reduce crime, anti social behaviour as well as helping clients to maintain their tenancies in the community.
2. We work in partnership with Probation, CRI, Housing Options and Tristar to enable clients with a persistent prolific offending history (PPO) and High Crime Causers (HCC) 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, CRI and ourselves. Weekly reports are provided to housing options and client's progress is carefully monitored.
3. Clients usually stay in the licensed flats for 3-6 months and 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 with Tristar, alternatively clients can choose a private landlord or housing association through the choice based letting system. This scheme is unique to the Stockton-on-tees area and we have had a high number of successful outcomes. Clients who have previously led very chaotic lifestyles, lacking any stability or consistency have made 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 to the scheme; there are currently seven available in Elm House.
5. We 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. When addressing any issues regarding client's tenancies there is a multi-agency approach so each worker from their respective team is aware of all the issues that affect the client. By working in this way it is felt that it gives the client the best possible opportunity to succeed in their tenancy, to tackle their substance use, reduce offending and progress with their personal goals.
6. We also attend and one of our project workers chairs the Stockton Floating Support Forum. Through working in partnership with other support providers, e.g. Tristar and Housing Options and the voluntary sector, the forum is able to identify and share good practice, identify unmet support services, consider new legislation and new services developed. Joint leaflets have been produced detailing the service descriptions and criteria of service providers so stakeholders know which service is the most

appropriate in order to meet their clients particular needs. 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.

7. Additionally we now hold a fortnightly drop-in at CRI STAR with the gateway worker from housing options to give general advice with issues relating to housing, i.e. helping with filling in housing applications and the signposting to appropriate agencies.
8. As part of our commitment to being a fully inclusive organisation we are currently in the process of having our project workers trained so we can register ourselves as a hate crime reporting centre. By completing this it is hoped that we will be recognised in the local area as somewhere that anybody who suffers from anti-social behaviour/crime due to their ethnicity, sexual orientation, religion etcetera can feel safe to contact ourselves with details of these instances.

### **Referral flow**

9. 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, although we are currently working over this limit with 28 clients being supported. The referrals are then discussed during team meetings. It is then decided, which of the referrals are appropriate to the service funded by the Safer Stockton Partnership, **(65615)** which has capacity for 8 clients.

The criteria for the Safer Stockton Partnership service **(65615)**.

- PPO clients are placed in 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.
- Homeless or threatened with homelessness
- It will also depend on current vacancies.

### **10. Outcomes of clients with the service**

Between January 2010-Current see below

### **11. Greater Economic Wellbeing**

All clients with the service between January 2010 and to the current time have required help with their finances. The client's chaotic lifestyles means that they can get themselves into financial difficulties, this can cause

stress because they often ignore the issue and do not seek help with these matters; the knock on effect is that this is that this can lead to failed tenancies. The work that we undertake with clients is often centred on helping clients to organise their finances so that they are manageable for the clients. This frequently involves setting up payment plans with previous housing providers in order that clients can commence repaying of arrears. They must show the necessary commitment to paying back arrears otherwise they can be blocked from bidding on properties.

12. The support that we give clients in addressing their finances can be wide and varied, ensuring priority bills are addressed first and arranging payment schedules that are manageable. We ensure clients are in receipt all correct benefits, supporting clients in appeals for ESA, applications and appeals for DLA. If clients are taken off benefits this could have the knock-on effect of stopping housing benefit etc. Clients are also supported when applying for grants i.e. Community Care Grants particularly when it comes to their move-on to a more suitable property.

### **Meaningful Use of Time**

13. 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. Along with boredom, negative acquaintances are often given as a trigger for substance use. People trying to address their substance use often remove themselves from previous friends and this can lead to isolation.
14. Support plans include as a core assessment called '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 not only has the benefit of giving greater structure to the day, and giving the client something to look forward to but can help when they come to look for employment. Types of courses and voluntary work undertaken by clients included skills for life, good tenant courses, construction, site safety courses, counselling, Health and Social Care.

### **Physical Health**

15. Due to addictions the physical health of clients can suffer and this is frequently one of the areas that clients say they would like to address in their initial assessments. Referrals to organisations to better manage substance use are frequently made, i.e. Addictive Behaviour Service, the Albert Centre, and Lifeline. 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**

16. Of the clients we worked in the 65615 project many clients were helped to move into more appropriate tenancies, after they had successfully completed a supported licensed agreement at Elm House. The support continues when they take up tenancies in permanent accommodation. Additionally we have two clients currently in Elm House who are in the process of moving, with a move on protocol being completed for one and another client who has successfully bid on a tenancy and is due to view the property.

### **17. Number of clients supported from Jan 2010-Current**

16 had been referred to the **(65615) service**

These referrals came from the following agencies: 5 were made from agencies that are now part of CRI and the other 11 Police/Probation

Number of clients supported by the service since Jan 2010 = 16

Number of clients exited service since Jan 2010 = 11

**See attached appendix (i)** which has the details of clients that have been supported in the service over the past year

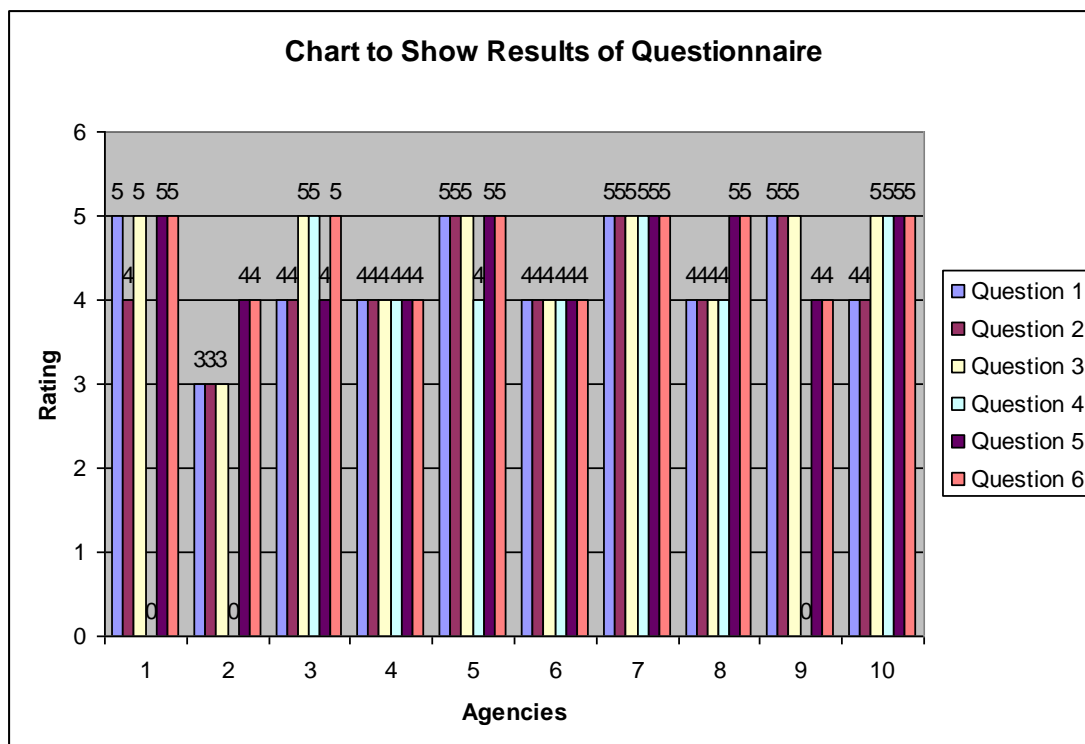
### **18. Service Questionnaire for Referring Agencies**

**See Appendix (ii)**

A questionnaire for stakeholders has been developed so that we can reflect on the services that are being offered and make improvements where appropriate.

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.

We received ten replies; nine of the replies rated the service as excellent, or very good with an equal split. In addition, all of the referring agencies rated the communication between Stonham and themselves as excellent or very good



From feedback we received we have created new description leaflets that has been widely distributed to agencies in the Stockton area and created a small information booklet for clients with contact details of key agencies that is issued at induction.

## **19. Quality**

The service was assessed last year by Supporting People and we gained scores Quality Assessment Framework scores of 5 x A's and 1 x B. Our most recent self assessment scores us as 'A' rating across all competencies.

Clients are involved in all staff recruitment and have representation on our local client's involvement group. Clients are also invited to participate in regional and national client participation groups.

Clients are also invited to participate in producing local policies and procedures, these are reviewed annually.

## **20. Client Feedback – Mid term questionnaires and exit questionnaires** **See Appendix (iii)**

We have developed two questionnaires for client feedback 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.

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

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’

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, walking trips; 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.

## Appendix (i)

Clients	Start Date	End Date	Engaging	Treatment	Education Training
JH	05/08/09	18/07/10	Completed support Moved to own tenancy	Methadone	Counselling Level 2&3 Completed Mentoring
DC	11/08/09	19/08/10	Completed support Moved to own tenancy	Subutex	Commenced full time employment
NR	04/12/09	22/11/10	Yes	Subutex	On remand
NR	09/04/09	11/06/10	Yes	ABS	Asbestos/ CSCS Courses Completed Commenced FT employment Later received custodial sentence
LF	12/02/09	12/04/10	Completed Support	Subutex	
LO	05/02/09		Yes/Due to move on	Subutex	
JI	13/10/08	25/03/10		Subutex	Hairdressing Not completed Received custodial sentence
KD	08/04/09	22/03/10	Completed support Moved to own tenancy	Subutex	NVQ Counselling, inter-personal skills completed
SW	24/09/09	30/08/10	Completed support Moved to own tenancy	Subutex	
TL	10/07/08	02/06/10	Completed support	ABS	Rigging course completed IT course completed NVQ Health and Social care completed
LJ	16/08/10		Yes	Methadone	
IC	09/11/10		Yes	Methadone	in the process of trying for CSCS

					course
PL	22/09/10		Yes	Methadone	
CW	11/03/10		Yes Due to move on to own tenancy	Methadone	
MW	20/05/10	15/08/10			Received Custodial sentence
GD	08/06/10	12/10/10			Received custodial sentence



## Appendix (ii)

### 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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You're Name & Role:

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Organisation:

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Address:

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

Appendix (iii)



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, Brochures, etc. Yes \_\_\_ No \_\_\_

\* Service user group events Yes \_\_\_ No \_\_\_

\* Stonham Regional or National events Yes \_\_\_ No \_\_\_

8. Any other Comments

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

Thank you for your help.