

SHORT TERM CONTRACTS			
SUPPORTING PEOPLE SERVICES			
Service	Client Group	Outcomes	Recommendation
HBC ALD Derby Road	ALD	This service was set up to meet the demand of low-level support for service users with learning disabilities. Previously the tenants had lived in the community, but required a minimal amount of support. This service is staffed in accordance to the service users needs each week. There are 30 hours going in, and these hours are used on an "as and when" need. This means that if service users want to attend a particular event, it can be planned and the hours used accordingly. This is a person centred approach.	1 years funding with an option to extend for a further 2 years
		Client A and B are brother and sister. Historically the brothers and sister found managing a tenancy difficult. Their tenancy was in poor repair, the bills were not being paid on time and they had been receiving threats from gangs of males. The brother and sister were very dependant on each other, and didn't explore any activities individually. The brother and sister are encouraged to pay the bills on time. Support staff ensure that the brother and sister undertake individual pursuits and are becoming more confident and independent. The service users feel safe.	
		Client C is a male who was very unkempt, and it led to hygiene problems. He is prompted to keep his tenancy, thus ensuring that he can sustain his tenancy. This service user is encouraged by his support worker to access the community and participate in community events. This has enriched his life. The service user accesses local community, encouraged to keep his house clean, and prompt better hygiene and is now more able to manage his tenancy better with the support he receives.	
		Client D has only just moved in.	
HBC ALD Floating Support	ALD	From 2nd April 2007 - 30th September 2007 the Floating Support has supported 27 people to live independently in the community. Of those 27 people, 20 had been on the service for over 2 years, 6 had been on the service from 1 - 2 years and 1 person had been on the service up to a year.	1 years funding with an option to extend for a further 2 years
		Clients A and B are a brother and sister who were previously in run-down and poor accommodation with major difficulties with their landlord. The siblings have moderate learning disability and were receiving ad hoc voluntary input. A new build property was identified and a small SP support package was put in with regular daily half hour visits and additional ad hoc visits when required. This has allowed them greater safety with staff prompting them with their mail, tenancy issues, negotiations with neighbours and landlord and help accessing events in the wider community.	
		Clients C and D are a married couple with mild learning disability and mental health problems. They were in a poor tenancy with problems with their neighbours. They were supported into a new property, helped with their finances and getting on with their neighbours.	

		Client E is an older lady who lives alone and would have been at risk of going into residential care. She was also at risk of financial abuse by her family. Support is provided around financial management which impacts on her level of safety and allows her to continue to live in her own home.	
HBC Domestic Violence Sanctuary Scheme	Victims of Domestic Abuse	YTD has had 57 referrals to the scheme with 37 services completed. 44 of the clients were assessed as high or very high risk of harm. All the clients were women with three being pregnant at the time the work was carried out. 40 children lived within 22 of the properties.	1 years funding with an option to extend for a further 2 years
		100% of the clients fitted with sanctuary measures say their quality of life and their personal safety has improved as a result of the work done.	
		Client A had experienced sexual abuse from her father as a child then gone on to experience domestic violence from her ex-partner (the father of her child). Then married a nice man who appeared to be very different, within a number of months after the marriage the emotional abuse started, and then physical abuse. The service had initial contact with the client in court where she was retracting her statement and pulling away from the court process. The service supported her to do this, as it was appropriate for her at that time. They continued to stay in contact and offered her emotional support. They attended a CIN meeting and explained that they were offering support to the client. During the next few months the client began to reveal more about the abuse she was experiencing, sadly there was another incident where she was assaulted, with the support provided she was strong enough to follow the case through. Sanctuary measures were put in place to protect her and her daughter. She had her post box blocked and a fire proof one fitted and had additional locks added. The court case had a positive outcome and the client's confidence has increased, she feels that the Sanctuary measures have greatly improved her safety and her life.	
		Client B was referred by the police, she had had several years of domestic abuse from her ex-husband. Her confidence and self-esteem was low and she felt very vulnerable. The Service called out to see her and carried out a risk assessment, the main area of support needed was her practical physical safety. She had a number of complex needs as she has mental health issues. When dealing with her the service had to often reiterate conversations with her mental health support worker. She now has had new doors, locks and CCTV fitted. This has transformed her life, she now feels confident and positive about the future again.	
HBC Homeless Intervention	Homeless	The Prevention Team has worked with 180 people and families and has prevented them from becoming homeless in the Halton area, ensuring that they do not have to present as Homeless at the local housing office. This has been done by representation, mediation, negotiation and linking up with landlords, charities, support agencies. The most successful tool in homelessness prevention has been face-to-face negotiating and mediation.	1 years funding with an option to extend for a further 2 years

		<p>Client A and her family were under the threat of losing their accommodation due to an increase in rent and rent arrears. The Prevention Team negotiated with the landlord and they agreed to a rent arrears agreement and a reduction in the monthly rent to help the family.</p> <p>Client B was asked to leave the family home due to relationship breakdown, the Prevention Team gained the client hostel based accommodation and supported them during their stay, then placed client on the RDS and moved them into their own accommodation with all the life skills and support they needed.</p> <p>Client C was under the threat of losing his accommodation due to an illegal notice being served by the landlord. The Prevention Team highlighted this notice and the service attended all court hearings with the client and the judge ruled in the client's favour.</p> <p>Client D was under the threat of losing his accommodation due to what was deemed as ASB. The Prevention Team linked up with the ASB Unit and the Landlord and measures were set in place that the client agreed to and kept his accommodation all parties were happy with the outcome.</p> <p>Client E was asked to leave the family home due to unacceptable behaviour, the Prevention Team negotiated with his parents and brought in additional support around drugs & alcohol and the issue was resolved with on-going support.</p>	
HBC Housing Rent Deposit Scheme	Homeless	<p>72 private tenancies have been secured as a result of the rent deposit scheme. With the Council having no statutory duty to many of these individuals and families, they could have otherwise become homeless. In other cases the provision of temporary accommodation has been avoided because the rent deposit scheme was able to allow transition from one residency to another without a gap.</p> <p>Client A approached the scheme in July, as she had had no fixed abode for four years and had recently given birth to her first child. She was in part-time employment and so was able to fund one month's rent upfront but was unable to meet the expense of a further month's worth of rent to cover the tenancy deposit. After liaising with the landlord and tenant the Rent Deposit Scheme was able to fund the deposit amount and she moved into her room up tenancy on 2nd August 2007 where she is still living.</p> <p>When Client B approached the scheme she had been residing in a Women's Aid Refuge in Widnes for a number of weeks with her two young children. She had identified a property herself and so was able to ensure it was in close proximity to her family support network and to local amenities required by her and her children. She had sufficient funds to cover the rent upfront (£525) but was unable to fund a further £525 for the deposit. The Rent Deposit Scheme was able to assist in providing this amount and so helped in securing the tenancy for her and her children. She was eligible for Housing Benefit and required a large amount of support completing the paperwork involved in submitting a claim. The Rent Deposit Scheme was also able to assist in providing this support. This client has been in settled residence since 10th August 2007.</p>	1 years funding with an option to extend for a further 2 years

		Client C approached the scheme urgently needing settled accommodation, as this was paramount in her retaining custody of her youngest daughter. She had already identified a suitable property, the required deposit and rent upfront was provided by the scheme within 8 working days of the referral from the Homeless Prevention Team. Most of which was taken up with uncontrollable processing times such as credit checks carried out by letting agent, pre-tenancy determination decisions and cheque raising.	
Imagine Resettlement Service	Mental Health	Client A was lacking in confidence and was very low and never went out. Now she accesses education and social activities on her own and uses public transport to get about. She is also come off appointeeship and is financially independent.	1 years funding with an option to extend for a further 2 years
		Client B got very anxious about money matters and let appointees deal with it. Client now has a current bank account and a savings account and handles them with confidence.	
		Client C has his own flat and although things were difficult at first he is now happy and settled. He now longer uses appointeeship and is financially independent.	
SHAP Floating Support	Victims of Domestic Abuse	The service is currently supporting 15 females and 2 males. The high volume of referrals seems to indicate that the service has been well received and is being seen as a positive addition to existing resources in the borough.	1 years funding with an option to extend for a further 2 years
		The scheme has been able to maintain a good record of initiating contact with service users when referrals have been received due to the positive working relationships established with services such as Housing Providers, the Police Protection Unit, Women's Aid, Shelter and the CAB. Through working closely with other commissioned services the Domestic Abuse Scheme, which provides support to clients in their own home enables the Council to offer a person centred wrap-around service for service users.	
		The scheme has successfully assisted 8 service users to access alternative accommodation. 3 service users are living in private rented properties, 4 have accepted properties with Halton Housing Trust and 1 service user has been placed out of borough in the Women's Hostel. Accessing alternative accommodation has had a direct impact on every aspect of service users lives.	

		Client A is woman with 4 children who has left the borough due to the impending release of her husband from custody. She was the victim of serious physical violence, and we began to work with her in August. She remained in contact with her husband up to just before his release, when he again made threats to kill her. Staff attended MAPPA meetings to contribute towards the risk management plan, and co-ordinated a move through housing and national Women's Aid, before taking her and the children to a hostel in North Wales. This has meant that she has had to leave her home, and her existing support networks. The children have had a break in education, but have now returned to school. Staff have also continued to offer her telephone support. More positively, the move has enabled her to break all contact and begin a new life.	
SHAP Alcohol Service	Alcohol Misuse	Exceeded objectives related to reducing inequalities of access to Housing Support in the majority of target areas - reaching out to socially excluded people.	1 years funding with an option to extend for a further 2 years
SHAP Substance Misuse/Prolific Offenders	Drug & Alcohol	Protected and provided support to maintain 47 tenancies.	1 years funding with an option to extend for a further 2 years
		Helped obtain tenancies for 20 clients.	
		Assisted clients into training and employment.	
		Secured over 30 Social Fund loans/DLA Awards/HB backdates.	
		Forged links with other support agencies such as RSL's/Homelessness Team/Homelessness Prevention Team/Rent Deposit Scheme/Welfare Rights/Employment Agencies/Community Safety Team/Criminal Justice Organisations/Mental Health professionals to enhance our own support package.	
		Developed internal measurement tools to enhance support and assessment (Richter Scale)	
		Implemented support to over 100 service users since the commencement of the service	
		Instigated "Housing Surgeries" for service users. This is a drop in facility that allows clients who are not receiving full-time support to visit for advice and support at Ashley House. Proved extremely popular with 'Hard to Reach' clients and over 140 people have used facility.	
Halton YMCA Night Stop	Homeless	The Halton YMCA Nightstop Mediation Service has achieved 11 positive outcomes with Young People returning home; 5 young people are being worked with at present; 5 young people have had initial contacts; there have been 42 closed cases and 9 referrals are awaiting from the Prevention Team.	1 years funding with an option to extend for a further 1 year
		Sessions delivered by Nightstop Mediator (who is a qualified counsellor) include a holistic approach and makes uses of the retracking worksheets; sessions on emotions/anger management and self control; Mediation; listening skills; motivation & self confidence; homework.	

	<p>The Halton YMCA Nightstop Mediation Service is a fully accessible service and has had 72+ young people access the service. Through referral from Halton YMCA, Foyer, Belvedere, The Grange School, Riverside College, Y'sUp, Orchard House and the Homeless Prevention Team.</p> <p>Client A was referred to the Mediation Service via Halton YMCA. She was homeless due to an ongoing problem at home which had resulted in a complete family breakdown. She also had a history of self-harm and depression as well as dealing with her mother's death when she was aged 14. The client was interested in accessing mediation with her stepmother, as Dad would not speak to her whilst there were ongoing issues between them both. An invitation and information regarding the mediation service was sent to Mum, who agreed to enter mediation with her daughter. An initial 1-2-1 was held with the client and then with Mum – this was to ascertain the issues according to both parties. During the initial sessions boundaries, expectations, complaints procedures, confidentiality etc were discussed. The client spoke of her birth mother's mental health and eventual suicide, her own self-harming and depression as well as life at home for the past few years including Mum's control over her. She presented as a very depressed young woman who did not discuss emotions and had very little self-respect. Mum spoke about the clients lack of hygiene and respect to her and the home, playing on her birth mothers death and attention seeking, as well as talking about her own life experiences. Mum presented as a warm and caring women who wanted to help everyone. A further two joint sessions were held and with the use of mediation, listening skills, reflection and re tracking worksheets the relationship improved dramatically. Mum learned how deeply the client's birth mothers death had affected her, as well as understanding the process of self harm rather than seeing it as attention seeking. Mum also began to understand how her own experiences in life had influenced how she interacted with the client. The client learned how to talk about her emotions and feelings, which proved to be very difficult and at times the sessions became very emotional. She began to understand how her behaviour had, at times, become unacceptable at home, including assaulting Mum. The client stayed at the family home over Christmas on the agreement that she did not drink excessively and Mum agreed not to become obsessive about housework, therefore allowing more communication and fun for the festive season.</p>	
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		<p>Client B was referred to the Mediation Service by Y's Up. She was homeless due to a family breakdown and had been living in a local hostel for the past few months. During the initial 1-2-1 Joanne informed me that she was pregnant and would be terminating the pregnancy ASAP. The client informed me that she had a very negative relationship with her mum, and Mum would probably be very angry when she received a letter from the mediation service, but she wanted to proceed with the mediation as she was feeling very low and wanted to improve her non-existent relationship with Mum. The client presented as very confused about her pregnancy as the father was no longer in the area. An invitation and information regarding the mediation service was sent to Mum but the Mediation Service received no response. One week later telephone contact was made with Mum who refused the mediation service as 'The client is to blame for everything and until she accepts she is then I want no contact with her'. The mediator was unable to persuade Mum to enter into mediation. Another appointment was arranged with the client and the outcome was discussed. The client was not surprised by the outcome as it was what she had expected. She was still very confused regarding her pregnancy and the mediator made an urgent referral to the Kings Cross Teenage Pregnancy Counselling Service. An appointment was made for the following day. The client was informed that she could access the Nightstop Service in the future and she thanked the mediator for all of the support given.</p>	
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SHORT TERM CONTRACTS			
WELFARE SERVICES			
Service	Client Group	Outcomes	Recommendation
Halton YMCA Y's Up	Homeless	Client A visited for help compiling a CV and for advice for when she moved into her own accommodation. She had a lot of problems, fleeing domestic violence, low self-esteem and depression through being separated from her family. She visited regularly, had a CV compiled, and completed a Learning Power Award course which gave her increased confidence and motivation. She has found a part time job through an agency and moved into her own accommodation. She visits her children regularly and hopes to move them to live with her very shortly. She still visits for help and support.	1 years funding with an option to extend for a further 2 years.

		<p>Client B with low self-esteem and suffering from depression became a regular visitor. She called regularly to inform Y's Up of her situation and use the telephone and internet to check on benefits. Whilst visiting, she enrolled on a Learning Power Course and completed all units in good time. She chose units to work on which had a personal meaning for her. Completing the course gave her a better understanding of her situation. She was issued with a bus pass so she could finish the course once she had moved into her own accommodation. She has increased self-awareness and is coping well with the transition from living in a homeless hostel to managing a tenancy.</p>	
		<p>Clients C and D two elderly ladies visited for help completing a social fund form. They are twins and have been close since children, but now one of the ladies needed to move to live with her daughter down south as herself and her daughter had become ill, and needed the support of each other. She needed help completing the forms for funding to relocate to Cornwall. We helped with the forms and listened to their worries about moving. When they left they seemed more confident about the situation and looking forward to the future. They sent a thank you card informing Y's Up that they had received the funding and everything had gone smoothly with the move.</p>	
<p>Age Concern Home Support</p>	<p>Older People</p>	<p>There are two Home Safety Checkers who visit older people in their homes to check that they have security measures in place, there are no potential hazard areas and small remedial handyman jobs are dealt with. This service has not been re-branded as "Stay Safe, Stay Well".</p> <p>As part of the check if the older person does not have a smoke alarm or window locks or an appropriately secure door lock then these will be fitted. Additional equipment will also be provided i.e. personal alarm, torch or energy saving light bulbs, where necessary. Special emphasis has been placed on Carbon Monoxide Detectors and although there is a charge for these they are supplied at cost price.</p> <p>Customer feedback for this service has been very positive with all service users who have completed an evaluation form stating that they were very pleased with the service and that the staff were very helpful and professional.</p> <p>The home safety check has been tailored around the key areas of crime, falls, fire and general assistance (which includes benefits, housing problems and repairs). Where necessary referrals are now made directly to the Traders Register and the Information Team, with the clients consent. A review system has been put in place to ensure that action has been taken to try to resolve problems. Referrals to Community Support Officers, the Falls Service, Lifeline and the Fire Service are being made and a review system has recently been introduced to follow these up.</p>	<p>1 years funding with an option to extend for a further 1 year.</p>

		Where the older person has not given consent, a new system has been put into place to enable a review one month after the check to see if any further action needs to be taken.	
Age Concern Information Service	Older People	The signpost enquiries comprise people who have asked for help on a variety of issues where they can be given a leaflet, Age Concern Fact sheet or a short telephone call is made which has resulted in the person obtaining the information that they require. Most of these issues would be dealt with within 15 minutes.	1 years funding with an option to extend for a further 1 year
		The casework enquiries are made up of people who have more complex queries which require liaison with other organisations, a degree of advocacy or linkage between agencies, carers and other organisations. Some of these cases can be very time consuming and involve lengthy discussions with the older person and with partner agencies.	
Red Cross Hospital Discharge	Older People	Of the people supported to facilitate discharge from Hospital the service encourages and enables independence within the short term which that they do not need further services. Long term clients enjoy the contact and support with the team and now have something to look forward to each week as well as eating healthily and having adequate food. Not all are mobile but the majority enjoy their trips out with the team members to get shopping and other activities.	1 years funding with an option to extend for a further 1 year
		Of the patients referred by hospital for support to facilitate discharge, all bar 1 were enabled to regain a level of confidence and independence to no longer need the service. 34% of service users were escorted to and from appointments in hospital, GP's and providing companionship and assisting with confidence building so that they felt able to attend the appointment and had someone to go home with and talk things over with after the appointment. 22% of service users are long term, they are able to maintain their independence and remain in their homes with low level practical support, they gain in confidence are no longer socially isolated and able to maintain their health at a level to prevent an admission to acute/long term residential care.	
		Quotes from clients:- "It has been wonderful to have a visitor to talk to and someone who listens." "I was treated with dignity and respect." "Boosted my confidence." "The service is extremely useful and reliable, easy to refer to." "They respond immediately and allow people to be discharged from hospital who would find it difficult without Red Cross support."	
HBC ALD Reconfiguration	ALD	Savings to the Supporting People Grant of £41,872.	1 years funding
		Reduction in unnecessary support hours going into schemes, re-configuration of hours etc. to ensure hours being effectively and appropriately used.	
		Increased choice and control for service users, helping them to maintain their accommodation, and stay safe, increase participation and become more independent.	

		Improved support plans, incident reporting, awareness of Adult Protection procedures etc., within supported living schemes.	
		Improved relationship between ALD fieldwork team and Supporting People Team.	
HBC Carers Centre	Generic	The Carers Team focussing on targeting hidden carers. Face to face work will provide an efficient way to break down barriers and engage new carers.	1 years funding
		Carers Team working to develop stronger partnership relationships with statutory and voluntary agencies to develop further links with the traveller and Polish communities.	
		Carers Team establishing links with ALD/PSD LIT Groups.	
		Carers Team to provide presentations and literature to schools and colleges in Halton to identify and engage new young carers.	
		Continuing to provide carers breaks, which have included football matches, and shopping trips.	
HBC BME Bridge Builders	BME	BME Worker has networked with local BME	1 years funding with an option to extend for a further 1 year
		BME Worker submitted report on BME Inclusion to SMT on 12/12/07 and submitted to Equality and Diversity Board on 31/1/08.	
		BME Worker currently completing a report on BME case file audits, eight cases from across all service areas.	
		Service specification in development for BME support service – current BME research to end and a new service to be commissioned for up to two years.	
HBC Generic/Day Services Bridge Builders	Generic	Bridge Builders have carried out extensive mapping of the mainstream services that are available in the Halton area. Team are capacity building within mainstream services to ensure that they are accessible for the people they support.	1 years funding
		Community Bridge Builders have been assigned their own locality within the most deprived areas in Halton's "Super output areas". Bridge Builders are working closely with Community Development Officers in each area.	
		Halton is the only council that provides a Community Bridge Building service that has a generic approach across all service areas and domains.	
		Service now allocated over 200 referrals and is widely promoting this innovative approach to enabling people to live more meaningful lives and participate fully within their communities.	
		A service user forum has being set up and the Bridge Builders will support this group to develop into a fully independent committee.	

HBC PSD Accessible Homes	PSD	Spreadsheet established for recording Adapted Properties and the ongoing adaptations in borough.	1 years funding
		Partnership work undertaken with all RSL's in the borough to engender support for the development of the accessible homes register.	
		Match 1 – A 3 bed parlour house with ground floor shower/wc room that would be suitable for an ambulant disabled person. This was matched with a mum, her two children and their disabled grandmother. Saving made on adaptations was between £8,000 and £10,000.	
		Match 2 – A 3 bed house with double sized ground floor bedroom/shower room extension which was accessible for wheelchair user on ground floor. This was matched with a mum, dad, four children one of whom has cerebral palsy and was a wheelchair user. No savings were made but this freed up another adapted property.	
		Match 3 – A 3 bed house with single size ground floor bedroom and shower room extension, suitable for wheelchair user on ground floor. This was matched with mum, her partner, son with muscular dystrophy and the mum was also pregnant. This released a property with a through floor lift, level access shower area and ramped.	
		Match 4 – A 3 bed house with ground floor bedroom/shower room which takes up most of the rear garden, suitable for wheelchair user on ground floor. This was matched with a lady using wheelchair in divorce proceedings (potentially homeless) with two teenage sons where lack of garden was not an issue. Savings on adaptations was £10,000 to £15,000.	
		Match 5 – 2 bed house with through floor lift, level access shower area, ramped and wheelchair accessible. Matched with gentleman using wheelchair and living in a pensioners bungalow which is too small to adapt. Savings on adaptations £25,000.	