

Providing Support

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Providing Support Outline

- What is 'support'
- Identifying needs
- Support plans
- Promoting Responsibility and Independence
- Outcome monitoring
- Person Centred Working

Support - what do we mean?

- Housing Scotland (2001) Act - Section 91(8)
 - definition of 'housing support'
 - 'any service which provides support, assistance, advice or counselling
 - to an individual with particular needs
 - with a view to enabling that individual to occupy, or continue to occupy, as the persons sole or main residence,
 - residential accommodation.'
- Defines Housing Support in context of regime - Supporting People

Support - what do we do?

- 'Prescribed' tasks - defined by DWP (HB/CTB A10/2001)
- identifies 21 tasks:
 - General counselling
 - Assisting
 - Advising
 - Arranging
 - Providing

Supporting and Caring

Support v. Care

- Housing Support
 - doing *with*
- Care
 - doing *for*

This creates a grey area - defined by 'balance of tasks'

Assessing needs

- Principles
 - Planning not diagnosis
 - capabilities not disabilities
 - Identify potential
 - Promote change
 - Explore possibilities
 - Individual
 - Holistic

Support planning

- Identifying targets
 - Specific
 - Measurable
 - Achievable
 - Realistic
 - Timed
- Establishing process
 - who
 - what
 - how
 - when

Promoting Responsibility and Independence (1)

Principles of Inclusion

Everyone has the right to:

- live in and be a part of the community
- have friends and relationships.
- opportunities.
- be listened to.
- have power and control over their own life.
- dreams and aspirations.
- contribute.

Promoting Responsibility and Independence (2)

- Doing things:
 - In agreement
 - with rather than for
 - when it's mutually convenient
 - that build on interests and ability
 - that recognises the persons contribution
- using mainstream services wherever possible
- managing interventions
- Promoting personal responsibility

Monitoring Outcomes (1)

- Measure effectiveness not activity
- Start from what people are looking for
- State objectives from customer perspective
- Needs to be recorded
- Edinburgh Common Homeless Outcomes (ECHO) monitoring system
 - person centred - built up from individual customer records
 - common across 80+ services
 - delivers performance data
 - measures personal change (HOMES matrix)

Monitoring Outcomes (2)

HOMES matrix

- Developed by Streetwork
- Incorporated into ECHO
- Measures change holistically
 - 12 aspects of 'lifestyle'
 - 5 'levels' of existence
- Demonstrates change
 - To customers
 - To workers

Challenges

- The 'caring' culture
 - risk averse
 - who is the 'expert'?
- Managing change as a set of hoops
- Trust
 - of customers
 - of other services
- Resources
 - time
 - money
 - services

Person Centred Working

A way to help people plan for the future and bring about changes

- Controlled by the person.
- Invites others to help.
- Starts with a blank sheet.
- Comes up with creative solutions.
- Starts with what the person wants.
- Looks at how to make it happen.

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