



**smartmoves**

steps to independence...

**smartmoves**

**April 2009—December 2009**



**brighter futures**

creative support, housing and employment



This report is aimed at local commissioners to highlight the range of outcomes achieved by **smartmoves**

More information can be provided on request and we will happily meet with commissioners who are interested in exploring the benefits of **smartmoves** for their customers.

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**smartmoves** supports people who need extra help to lead independent and fulfilling lives in the community, at the heart of which is helping people to run their own home. This report covers the first nine months of the service.

**smartmoves** workers are flexible and responsive. Every customer has a personalised plan which recognises that change is a journey and identifies goals connected to;



Managing a home  
Managing money  
Self care and living skills



Motivation and taking responsibility  
Meaningful use of time  
Social networks and relationships



Physical health  
Emotional & mental wellbeing  
Drug and alcohol misuse  
Offending

## Benefits for commissioners

In its first 9 months smartmoves has supported 670 people to achieve thousands of outcomes.



## Cost and value

All this for an average £34 per person per week.

Research has shown that £1.60 spent on the supporting people programme produced £3.40 net financial benefit to public services.

Improved value for money performance has enabled us to invest back in the local community and increase the number of people supported at any one time from 400 to 461.

## Ease of use

Personalised service – every customer has a personalised support plan, and is visited in their home.

Flexible – we can respond to sudden crisis or unexpected events.

Simple and quick- one phone call to [01782 683166](tel:01782683166) and we'll complete a short form, arrange to visit the customer and keep you informed of the outcome.

## Quality

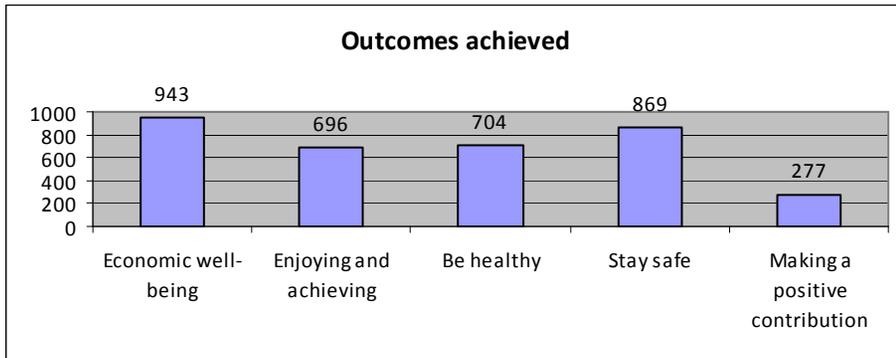
What we do – we do well. We aim to achieve the highest standards and are subject to an annual service quality and value for money inspection.

We used the nationally recognised Outcomes Star support planning model, valued for its personalised and customer – centred methodology.

Staff are trained to motivate people through a period of change, to set and achieve new goals.

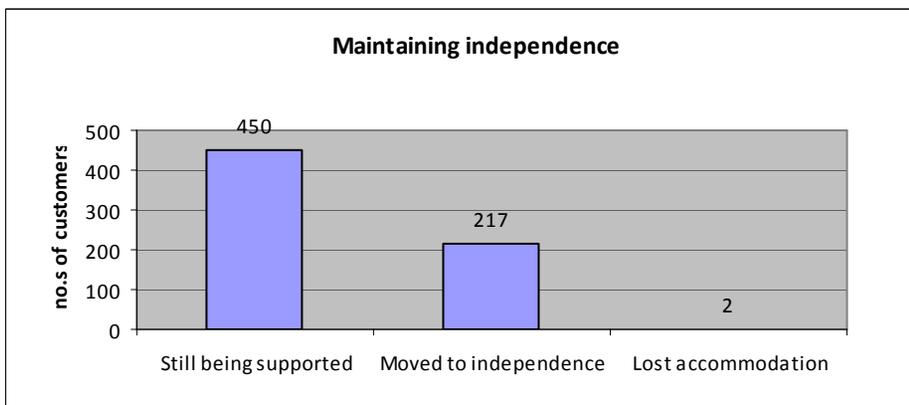
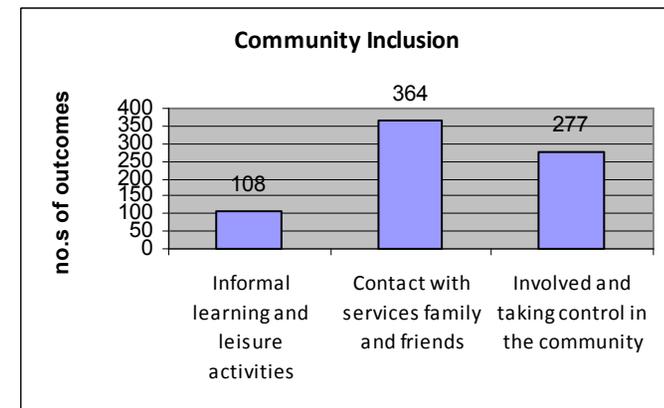
All staff are CRB checked and fully trained to provide a high quality service to national housing-related support standards.

## Outcomes



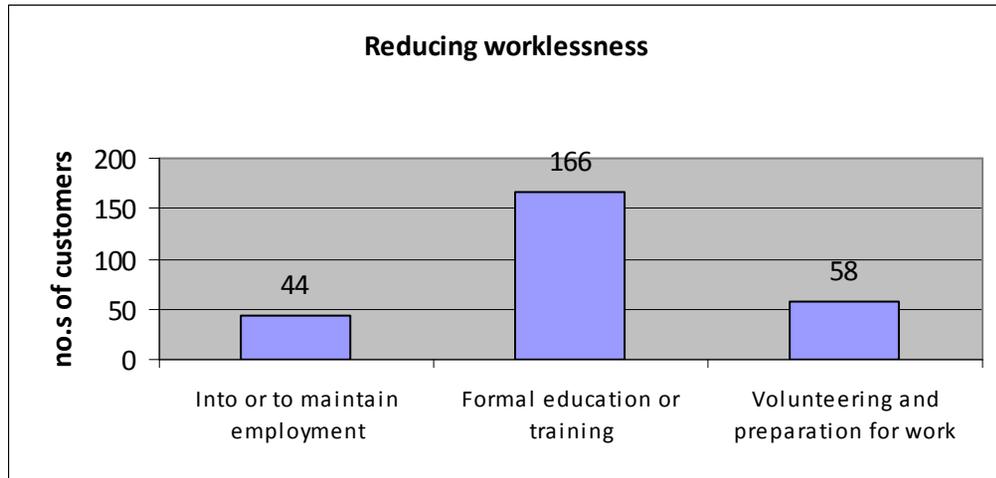
Helping overcome isolation and putting people in touch with services is the first step on the journey to inclusion and independence.

The outcomes we achieve are the measure of the real difference we make to the lives of people in our communities.



What we do is working, with only two people customers leaving their accommodation and many achieving their goals and no longer needing the service.

## Enterprise and employment

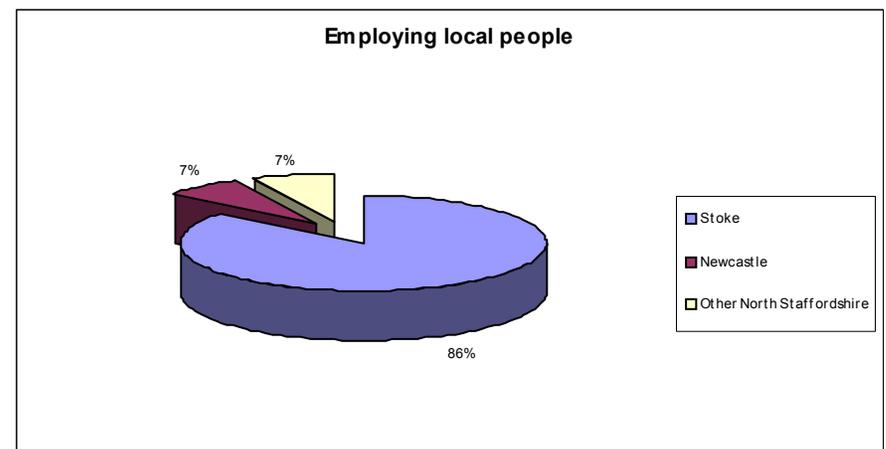


Getting people into volunteering, education, training and jobs transform lives and gives people a real sense of purpose.

*Due to depression I got myself into rent arrears and nearly lost my job. My support worker set up a budget plan and assisted with a payment plan to clear my arrears, they also put me in touch with Remploy who are helping me with my employment'.—  
**Carole***

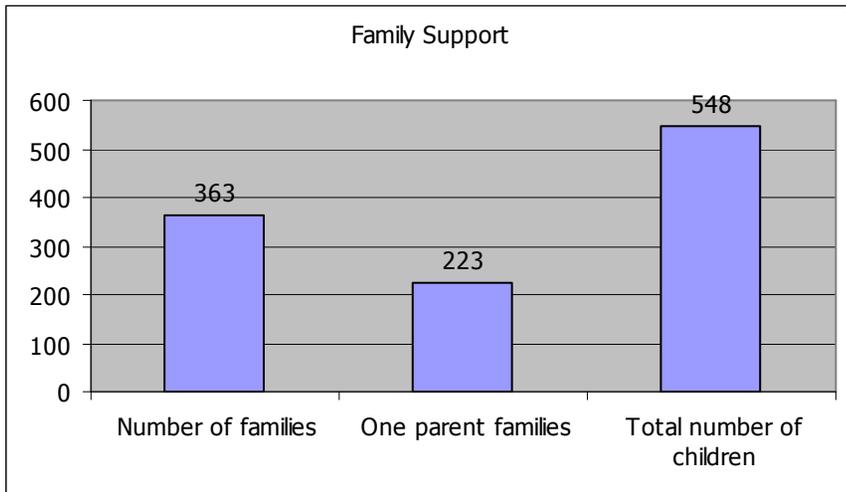
By employing and training local people we demonstrate a real commitment to the community and local economy.

*'I had just been granted asylum and given my first home. My support worker assisted with setting up my new home with furniture and carpets and I received a new cooker from a charity. My support worker has helped me to enrol my daughter into the local school and my twins into nursery they are all really enjoying it. I wanted to start a career in nursing so my support worker referred me to the community inclusion team and I have since had an interview at the skills academy at the university hospital'*  
— **Dnanneh**



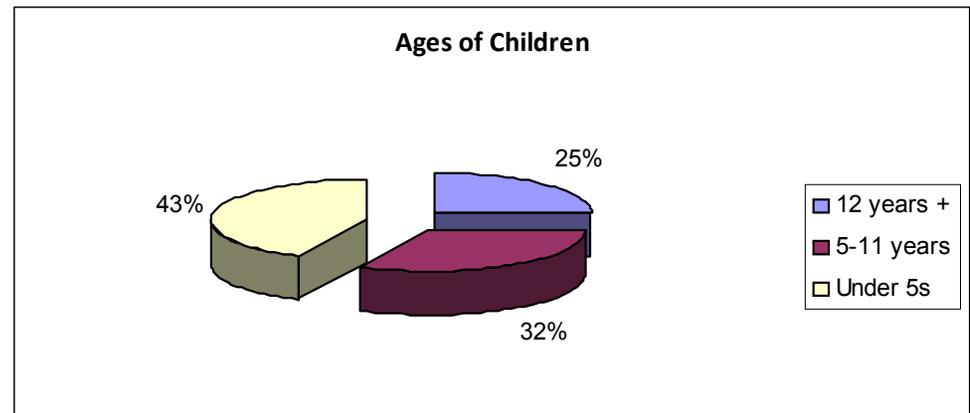
Local jobs for local people - where smartmoves staff live

## Families and children

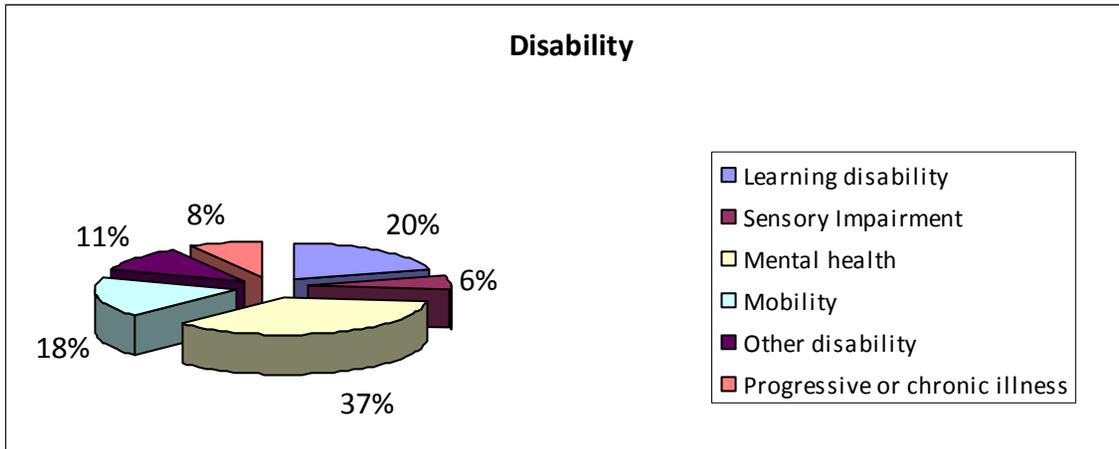


If a customer needs support often the children do to.  
Support a parent .... Support a family.

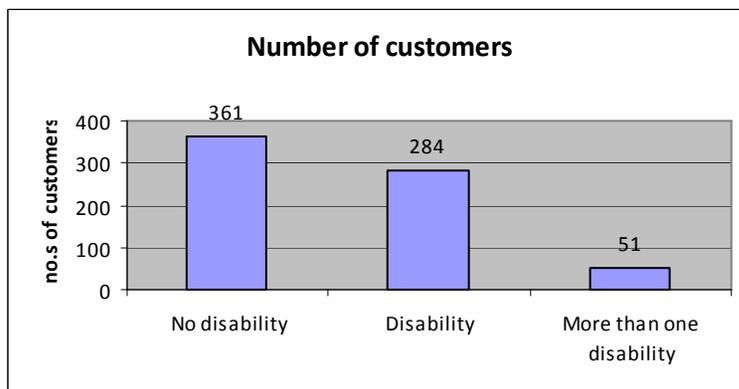
*My housing officer referred me to **smartmoves** I haven't looked back since. All my benefits have been set up and are in payment. My support worker assisted with setting up my new home with furniture and carpets and a charity has given me and girls new clothes. My support worker has helped me to enrol my daughters into the local school they are really enjoying it! - **Abbie***



## Disability and better health



Poor health is a real problem for the City, helping people get the most from health services certainly makes a difference.

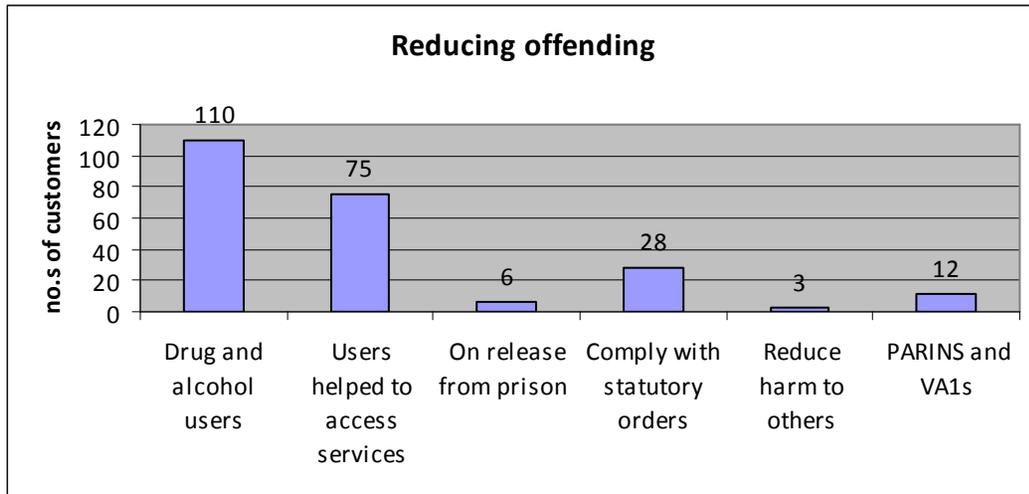


Helping people with disability become a valued part of our community.

*When I was referred to **smartmoves** I had a notice of seeking possession from the Local Authority because I had massive arrears and had no income to pay any bills, my support worker supported me to apply for the correct benefits and liaised on my behalf with the LA. This was my first tenancy following years of living on the streets and I am having support to decorate and furnish my flat and I now have a secure tenancy. I had been alcohol dependent for the last ten years but with support from my worker I am now getting treatment. - **John***

*I have been bed bound for the last three years. With the help of my support worker I now have a social worker, dietician and an occupational therapist who are helping me to become more independent and mobile. My support worker has helped me sort out a payment plan for my debts and with joint support from my OT, I now have a suitable chair and wheelchair for my home. —**Joan***

## Reducing re-offending and substance misuse



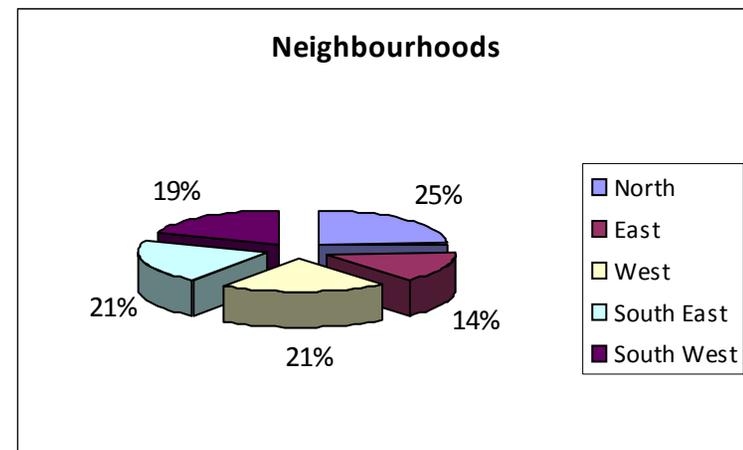
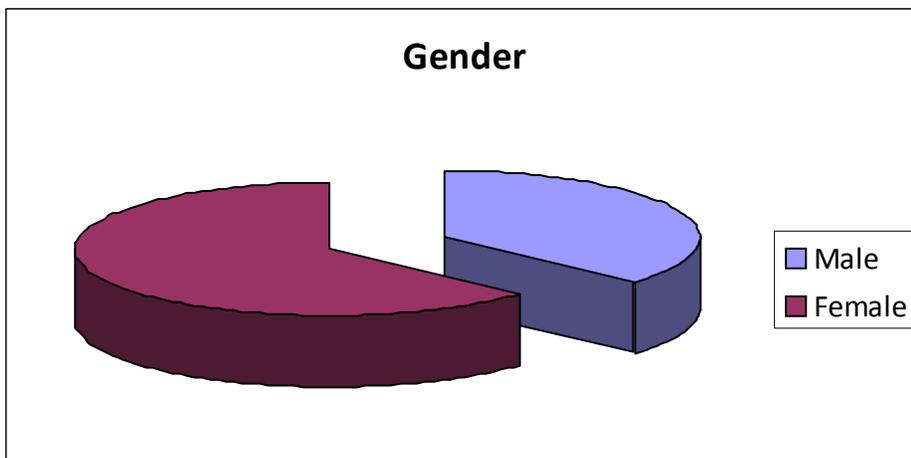
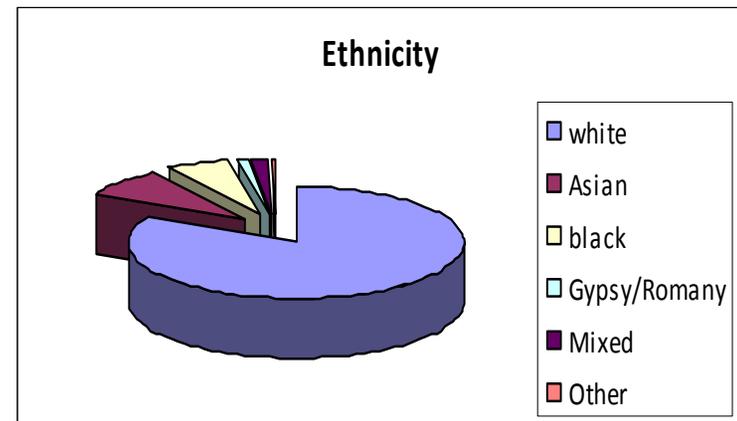
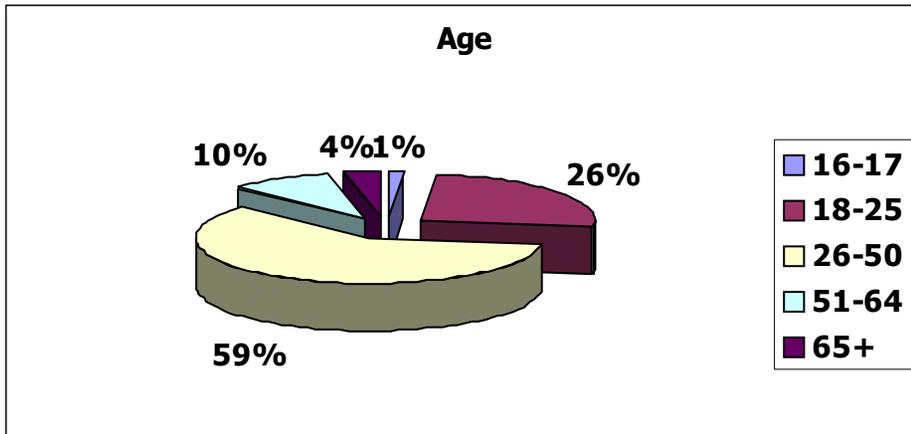
Reducing re-offending and the causes of crime and anti-social behaviour

*'I received an eviction order for my children's behaviour and I was facing court action for not sending my son to school. I decided I wanted help, so my sister referred me to Smartmoves. My support worker became my advocate as I cannot read or write very well she assisted with a homeless interview. A new school was identified for my son and he has settled in really well and has taken to his new teachers. I take pride in my new home; Smartmoves is the best thing that has happened to me' – **Mark***

*I am a dependent alcoholic who was facing an eviction order, I had given up until smartmoves came to help. A new property has been identified and I have made a hard decision to change my daily routine. My support worker has referred me to social services, Adsis and an incontinence nurse– **George***

## Demographics

We have worked with over 670 people



We are reaching communities across the city and our approach is helping create equality of opportunity.

**smartmoves** is a partnership between Brighter Futures, North Staffordshire YMCA and Stoke-on-Trent Gingerbread. We are committed to using our experience and expertise to provide excellent services to the people of Stoke-on-Trent.

We provide high quality support that puts our customers aspirations and needs at the centre of our service. The service is funded by the Supporting People Partnership through Stoke-on-Trent City Council.

