



Supporting People: helping our residents live **independently**

Lambeth

Supporting People Newsletter: Summer 2005 Edition

Introduction

Welcome to our Summer 2005 edition of Lambeth's Supporting People newsletter produced in conjunction with our 3-borough forum; an event we hope you will find informative and useful. It was most gratifying to see our forum featured as an example of good practice and joint working by SITRA magazine last year.

This issue includes news about the BMESpark award winners, accreditation, a budget update as well as one of our Service User consultation programmes.

If you have any questions raised by this issue please get in touch with the team using the contacts list below.

Key Contacts List

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Winners BMESpark Award

Southside Partnership

Congratulations to Fanon's Tenancy Sustainment Project for winning the BMESpark Award in March 2005. Fanon provides individualised resettlement and tenancy support packages so that extremely vulnerable BME clients can maintain their accommodation and their independence. In it's first 18 months, the project worked with 21 people, all from Black and Minority Ethnic backgrounds and continues to cater for the needs of 20 clients. Fanon excel in providing a first rate service to their clients which was fully demonstrated in their most recent service review. Lambeth SP wish Fanon every success in the future.

ASRA won an award for producing work on disability in BME communities for a neighbouring local authority. Well done to ASRA for this achievement.

What is Supporting People?

Explaining the nuts and bolts of Supporting People to service users or new recruits to your organisation isn't always straightforward. Therefore we hope that this resume provides a useful snapshot of Lambeth Supporting People for the uninitiated:

- the SP programme commenced nationally in April 2003 and is funded by the Office of the Deputy Prime Minister
- with a grant allocation of £21 million Lambeth Supporting People fund 368 services providing housing-related support to more than 5,000 people
- client groups covered by the Lambeth SP programme include vulnerable adults, older people, socially excluded groups, people with mental health problems, young people and homeless families, women fleeing domestic violence and people with disabilities
- SP services are delivered through individual support packages agreed between the provider and service user
- a key component of the programme is to develop and commission new services that effectively meet the needs of local people; this is achieved by:
 - reviewing services with in-depth scheme visits and interviews
 - monitoring services on a quarterly basis
 - working closely with a wide range of affiliated bodies and stakeholders e.g. Older Person forums, Mental Health groups
 - liaising regularly with providers and consulting service users
- in accordance with our five-year strategy, Lambeth SP intends to deliver high-quality, strategically relevant and cost-effective services across the sector by 2010.



Lambeth Supporting People Strategy 2005 – 2010

The Lambeth SP five-year strategy was completed earlier this year. To obtain a copy please contact the team on (020) 7926 7520 or email Jane Ritchie on jcritchie@lambeth.gov.uk or visit our website: www.lambeth.gov.uk/supportingpeople

Finance update

As you are all probably aware by now the ODPM has set Lambeth a target to achieve £1.1m of savings before the 31st March 2006. By project managing the Service Review process through prioritising the Strategic Relevance Reviews, has enabled us to formulate a plan to achieve these savings required. We have some way to go with this difficult task and we thank all the providers who have contributed towards this target.

From 2006/07, the SP grant will be allocated using a new distribution formula at present under consultation. Early indications show further reductions for many inner London Boroughs. However, using the current version of the formula, Lambeth appears to not have significant reductions due to high points across most deprivation indices. Indeed, early indications expect an increase in 2006/07 – we expect to know the 3-year Grant Allocation for Lambeth in October 2005.

Service Review programme for sheltered Housing – update on User Consultation

Supporting People has been working continuously since it went live in April 2003 to identify areas across a range of client groups that need development and improvement. One of the major client groups is Older People and the Supporting People Strategy 2005-2010 sets out ongoing plans for Older People client group over the next 5 years, some key areas for improvement are:

- improving consultation with older people
- ensuring that older people are given appropriate information and assistance in making decisions about appropriate housing options at the right time in their life

- working with wardens to provide advice and assistance, and improvements of support for older people to maintain their housing tenancy so that they can stay as long as possible in their own home.

Between now and December 2005 Supporting People will be conducting Service Review User Consultation within all Sheltered Housing schemes in Lambeth, to hear the view of older people on what they need and want. All residents within the schemes will be provided with information about the consultation, and when a member of the Supporting People team will be coming to their scheme.

The outcome of the consultation will be vital in influencing how older people services are developed in Lambeth in the future. Look out for further information on the Service Review User Consultation.

The aim of the consultation is to hear the views of older people on whether the support provided within sheltered housing is meeting the needs of individual residents, and how it can be improved to meet older people's needs in the future.

Consultation already conducted both nationally and locally in Lambeth by Supporting People has shown that older people value accommodation that is:

- designed to help manage mobility and disability
- provides both safety and security and comfort and pleasure
- has sufficient flexible space to allow them to construct their individual lives
- the location is close to local facilities and services
- the character of the neighbour is friendly and safe.

“Housing is much more than bricks and mortar. It determines people's identity their privacy, space and the place where they express their independence.”

(Office of the Deputy Prime Minister ODPM Quality and choice for older people's housing: a strategic framework, January 2001. www.odpm.gov.uk)

“Just because people get older doesn't mean they don't have visitors, for meals or to stay...”

(Counsel & Care, Advice and help for older people, January 2003, Briefing Paper 1, Pg 3.)



Accreditation

As part of the process of Managing Support Services, Lambeth, like other local authorities, needs to ensure that that providers or potential providers of Supporting People services are suitable organisations. Accreditation is concerned with the organisations that provides or wishes to provide these services.

The accreditation process will ensure potential service providers are effective and robust organisations.

There are five key principles:

- the process will be thorough but not onerous
- it will be administratively simple
- it will be a transparent process open to scrutiny
- it will be a flexible process, able to reflect the diversity in size and type of potential service providers whilst still confirming their ability to meet the required standards and deliver the identified service contract
- the process will enable new and different styles of provision to emerge.

Lambeth has adopted the ODPM guidance on the accreditation of providers. The criteria for accreditation require that providers:

1. Are financially viable;
2. Have competent administrative procedures that are able to properly handle and account for Supporting People grant;
3. Have effective employment policies to cover staff development, staff supervision and the health and safety of both staff and service users;
4. Have sufficiently robust management procedures to provide Supporting People services; and
5. Are able to demonstrate a track record or competence to deliver services.

London Borough of Lambeth – Joint borough approach to Accreditation

The six boroughs of Lambeth, Lewisham, Southwark, Bexley, Bromley and Greenwich are working together to establish a joint accreditation scheme in line with the ODPM requirement for Supporting People services to be accredited. EXOR have been contracted to carry out the accreditation in line with six-borough joint working

protocols. The accreditation scheme will build upon the good sub-regional working arrangements which already exist, increase efficiency in accrediting providers who work across borough boundaries, deliver better value for money and build improvements in joint contracting and managing services. The project will inform commissioning decisions on a sub-regional basis giving opportunities to integrate and remodel services.

To date, Exor have despatched to all Lambeth Providers an Accreditation application pack. The majority of these have been returned, duly completed, whilst the minority are still being chased for completion and return. The process of checking and validating the application form data has been quite involved and based on this Exor have indicated that 40 Lambeth providers have been given the green light (submitted all requested documents to Exor), the next stage is for the Boroughs to assess this information and make a decision on accreditation. Providers will be informed of the accreditation decisions shortly.

Any agencies, which have been sent the Accreditation application pack by Exor, are reminded to submit this information as soon as possible.

New Pilot - Lighthouse Supporting People Service

Lighthouse Supporting People Service – New Housing Support Outreach Service for People Living with HIV/AIDS in Lambeth and Southwark.

The Lighthouse Supporting People Service is one of six new national pilot services funded by the Office of the Deputy Prime Minister (ODPM). The service is based at Lighthouse Kings in Camberwell, which is part of the Terrence Higgins Trust.

As one of the national pilot services, the intention is to see what the benefits are to the health and housing needs of people living with HIV within the Supporting People framework. However, this service is very different from anything that exists at present in that it works with people who are not only living with HIV but who have complex and multiple needs. In addition to this, those supported by the service must be homeless or at risk of homelessness with little or no access to other types of support.

The service has now been up and running for six months. Already fourteen service users are with the service with the aim of it being increased to a maximum of twenty service users a year. Referrals are taken from Lambeth and Southwark residents who meet the service criteria from a range of referral agencies working in the two boroughs. On a day-to-day basis the Support Workers provide a wide range of support. Including obtaining accommodation, maintaining tenancies, dealing with finances and developing life skills. The service also supports service users to register with GP's and to engage with HIV clinics and services.

Already the service can be seen to be making a difference as shown by just one service users story.

In January of this year, St Mungo's referred Tony (not his real name) to the Lighthouse Service. He had been rough sleeping for 8 years and had been an intravenous drug user for over 21 years. In addition to being HIV positive, he also had Hepatitis C and deep vein thrombosis. He was living in a "rolling shelter", which only allowed a maximum stay of three weeks before being placed in another hostel. When first referred to the service he was not engaging with any HIV clinic, drug services or other health providers.

When Tony first met his support worker he was not aware of any other options available to him. He wanted to start controlling his drug use and knew that his current lifestyle was not helping him to do that. The support worker placed an accommodation application for Tony and he was placed in temporary self-contained flat.

A few months on Tony is now on prescribed methadone which means his drug use is greatly reduced. He engages with health providers, is registered with a GP, is maximising his benefits and improving his flat. The service also ensure that he has weekly home visits, receives free meals every Sunday and is registered with a transport scheme. The Lighthouse Supporting People Service has been successful in enabling Tony to have a better quality of life.

For further information please contact:
Lighthouse Supporting People Service,
Lighthouse Kings, Unit 2 Empress Mews,
Kenbury Street, Camberwell, London SE5 9BT.
Tel: 020 7737 9740

And finally...

Access to Supporting People Services

If you need to advise anyone who wants to access housing related support in Lambeth, or wish to refer an individual in need of housing related support, please contact the councils Support Needs Assessment and Placement (SNAP) Team.

Lambeth Support Needs Assessment & Placement (SNAP) Team

Tel: 020 7926 4407

Fax: 020 7926 4401

Email: infosnap@lambeth.gov.uk

You can also call into the office and make an appointment, or write for an appointment to:

Support Needs Assessment & Placement Team,
Lambeth Housing Services,
2-7 Town Hall Parade,
Brixton Hill, London SW2 1RP.

Your Comments

Lambeth Supporting People are always interested in receiving comments, feedback and suggestions on any area of the Supporting People Programme. If you would like to make comment on this newsletter, our 5-year strategy, or any other aspect relating to housing support provided in Lambeth, then please let us know.

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www.spkweb.org.uk/supportingpeople