



Lambeth

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

Supporting People Newsletter: June 2008 Edition

Introduction

Welcome to the June 2008 issue of the Lambeth Supporting People newsletter in conjunction with the Three Borough Forum.

This issue includes service updates, information on the Lambeth Sheltered Housing Providers Forum, an Individual

Budgets Pilot update and a feature on service user tender panels.

We welcome your views regarding the topics covered in this issue. Email your views or suggestions to Jane Ritchie on supportingpeople@lambeth.gov.uk

Contract Monitoring Visits

Lambeth Supporting People (SP) will shortly be issuing a new guidance document on contract monitoring review visits. Whilst the format of the visits remains largely unchanged, we will be using information available on SPOCC.NET and requesting more information directly from you in advance of the visit. This will enable SP staff and providers to resolve issues more quickly during the visit.

We will send out an updated guidance to you very soon.

Sex Workers Report

Lambeth SP and the Drugs and Alcohol team (DAAT) recently commissioned a report on Lambeth's street-based sex workers. This document has been released publicly and makes essential reading for professionals working with this client group. To obtain your copy of 'A review of services for street-based sex working women in Lambeth' please contact us on:

supportingpeople@lambeth.gov.uk

The team would like to thank Broadway for their participation and support in the production of this report.

Blue Salmon

'Blue Salmon' is an online self-assessment and support planning tool for service users. It was developed recently by Lemos & Crane and has undergone a series of

testing exercises by service users from Thames Reach. Lambeth SP recently attended a seminar about this software and we think that our providers would find this interesting. Please take a look at the Blue Salmon website for further information on how this service user support planning tool can help your organisation: www.bluesalmon.org.uk

Mental Health Services update

Lambeth's first eight bed 24 hour staffed specialist dual diagnosis scheme opened in January with Family Mosaic, supporting people with mental ill health who have additional problems with substance misuse.

A five bed mental health service for people moving from residential care to live independently in the community has been opened by Thames Reach. It will provide onsite support from Mondays to Saturdays.

A five bed mental health service for people with a forensic history moving out of hospital and out of borough residential care homes will be opened by Metropolitan Support Trust in July '08. An additional 12 places will be available in June '09.

Improving employability

Lambeth SP are keen to publicise and promote 'employability schemes' set up by providers to develop social inclusion, meaningful occupation and options for getting into the workplace. Please send in any information on this that you have to mlacy@lambeth.gov.uk so that we can collate existing good practice in this area.



Young Persons Services update

Young Persons providers will be aware that SP Teams from Lambeth, Southwark, Lewisham, Greenwich and Croydon have established a Cross Borough Group to look at young persons at risk of gang related crime. The group was established following an increase in the number of serious incidents reported to SP Teams and aims to concentrate on the following

- 1) Young persons and gangs awareness raising across young persons providers
- 2) Piloting cross borough reciprocal agreements for moving young persons across SP services / boroughs where necessary
- 3) Structured training aimed at young persons providers focusing on risk assessment and management as well as safe working practice

Awareness raising - we've already held an awareness raising afternoon attended by providers across all five boroughs. London Probation gave a useful presentation and were able to put some local context on the matter as apposed to media and tabloid hype.

Cross borough reciprocal arrangements - the first draft has been circulated to SP Lead Officers for consideration, we'll circulate to all YP providers shortly.

Structured training - we're currently meeting with London Probation to agree the content which will focus on risk assessment, management and safe working practices.

We hope to schedule the training during the third week of July, before the summer holiday season begins and will advertise and circulate details as soon as possible. Places will be limited to two people per organisation.

Specialist Tenancy Support Services updates

Young Persons tenancy support

Interviews for the Young Person's tenancy support service took place on 11th June with four organisations. Results are yet to be announced but the new contract will commence on 1st October 2008. A young person's representative sat on the main panel. It was very insightful for the Supporting People team and the Youth Offending Service to have a service user's perspective on the panel.

Substance Misuse tenancy support

Interviews for the Substance Misuse Tenancy service took place in early June with two separate panels. The first panel included SP and our partners whilst the second was a service user panel. Scores have now been fed into our score matrix and the winner of the contract will be notified soon.

Mental Health tenancy support

Rounding off this update is our third tenancy support service specialising in Mental Health. Interviews have now taken place and once we've gone through the full due process we will announce a winner.



Lambeth Sheltered Housing Providers Forum

Lambeth Supporting People will be launching a forum specifically for sheltered housing and older peoples service providers. We'll be establishing this to complement the existing three Borough Provider forum which will continue to represent the overarching views of the Lambeth programme.

Older people's services are very much on the agenda in Lambeth and the next few months will see the consultation on some important plans and strategies. We want to make sure our SP providers are not only kept informed, but also have the opportunity to make a meaningful contribution to the design and implementation of these plans.

We also want the forum to focus on sheltered specific and a key aim will be to provide you with an opportunity for networking and sharing best practice. We do have some ideas for the initial programme which include;

- Developing a needs and referral process that supports the Choice Based Lettings system
- Promotion and Publicity of all sheltered housing provision in the borough
- A special event for all frontline sheltered staff to meet and discuss issues
- Sheltered Housing Networks for Lambeth area – to promote shared activities and joint working (Lambeth areas are Streatham, Norwood, Clapham, Brixton, Stockwell, Vassall and North Lambeth)

These are only some of our ideas, but we'd like you to be involved in setting the agenda of the forum and ensuring it's focused on issues that are relevant and important to you and help you improve the service you can provide to your tenants.

If you are interested in attending the Lambeth Sheltered Housing Providers Forum please contact Ade Bamgbose on 020 7926 7525 abamgbose@lambeth.gov.uk.

Individual Budgets

Individual Budgets is currently being piloted across thirteen local authorities. This pilot evaluates a new way of enabling service users to achieve independence through having more choice and control around the services they receive. Service users directly procure the services they want with their own budget which they must manage themselves.

Lambeth was not part of the initial pilot; however we have been working independently in this area and will contribute our perspective to the findings. We have been focusing on people in receipt of long term support services e.g. Adults with Learning Disabilities (ALD) and have four recipients as part of our pilot.

There is currently no organisation leading on brokerage services in this area, so there is a potential for organisations to play to their strengths and offer a brokerage function.

The Lambeth pilot has been a steep learning curve for all involved. We are now waiting for the final report findings and further guidance. This will be issued by the CLG in their IPSON report due out in September 2008.



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Service User Interview Panels

Enabling service users to have a direct input into the Lambeth SP programme has its challenges. As commissioners we deal mainly with providers so are often one step removed from our service users. Despite this we want to make sure that effective service design and delivery has service user input; in fact this is an overarching aim of our Service User Engagement Strategy. It is vital that service users are involved with what we do in a meaningful way and there are a number of ways that we can do this. One of them is to include service users on interview tender panels.

Since 2007 we have involved service users in interview panels across a number of business tendering exercises; this includes the Lambeth Tenancy Support Service, the Street Population Outreach Team tender, the Substance Misuse Tenancy Support and Young Persons Tenancy Support tender.

We plan these exercises intensively. We train panel members so that they are confident with service specifications, method statements and scoring sheets. With our guidance they formulate questions that hopefully will stretch and challenge organisations at interview stage. The following is an example of the type of question written by a service user panel; what positive impact have service users had on your organisation's policies?

As incentives we arrange lunch for our panel members, reimburse travel costs and reward them for their time and work with vouchers.

The scoring system we have devised for our tendering exercises is weighted to ensure that when service user's scores are fed into the overall score matrix they have made a real difference to which providers we award our contracts too. This is an indication that service users are having a say in how we do things in a meaningful way.

The service user input into the tendering process has provided us with a unique perspective on services that we and our partners simply don't have. They have highlighted issues to us that we'd usually be unaware of e.g. how important it is for service users to be able to access free-phone numbers when they need to contact their provider.

We would be interested in hearing from you if you have service users that you think would be interested in participating in future tendering exercises or in service design. Please contact Jane Ritchie:

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Supporting People useful contacts:

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