

# Supportingpeople NEWSLETTER

For people using services funded by Lambeth Supporting People

Issue: January 2007

## Welcome...

*Welcome to the winter edition of the Lambeth Supporting People newsletter. This newsletter will update you on the latest information about the programme, including updates on new Supporting People services, the Sheltered Housing Commission and a feature on an artist who has accessed Supporting People services. Our next edition will be circulated in the summer of 2007. If you have any stories or news that you'd like to see included next time please let us know.*



## What is Supporting People?

Most of us want to live independently in our own homes, but many people need some help and support. Supporting People is about guidance, practical advice and providing housing related support, which includes:

- ✓ Someone who helps you to manage your money and pay your bills
- ✓ A community alarm service or warden or scheme manager who is there in case you need help
- ✓ Someone who helps you to learn to live independently

- ✓ Someone who helps you to learn to follow the rules with your tenancy agreement

Housing related support is funded by the Supporting People programme. The Supporting People team ensures that the housing related support services in Lambeth are of good quality, give value for money and are exactly the right services that Lambeth residents need.

# Sheltered Housing Survey

In 2005, Supporting People conducted a survey with tenants living in Lambeth sheltered housing and with Lambeth residents in Registered Social Landlord properties.

The survey was about housing related support services. Out of the 2,110 questionnaires posted to service users, we received 783 responses.

## The survey found that:

- 9 out of 10 people were either very or fairly satisfied with their current accommodation
- 9 out of 10 people found that their housing related support service was either very or quite helpful.

Overall it appeared that many people are happy with living in a sheltered housing scheme however some respondents identified a number of areas, which they had experienced problems with. These included:

- Hours of the housing related support service are too short and cover isn't provided when the Sheltered Housing Officer is off sick
- The accommodation is in need of repairs
- There is a need for better security at the scheme
- Lack of a community at the scheme.



We have started to address some of these concerns. A handypersons' service provided by Age Concern Lambeth is available to older people across the borough. A pilot Older People Outreach Service will serve the Kennington area and will include a neighbour development officer and greater use of support technology in the home (also known as assistive technology). Details of this service will be announced shortly. If you have any concerns or comments about your own housing - contact your sheltered housing provider.

For further information about the Handyperson service please contact:

**Sue Taylor, Handyperson Co-ordinator**

**Tel:** 020 7346 6806

**Fax:** 020 7346 6814

**Email:** [handyperson@aclambeth.org.uk](mailto:handyperson@aclambeth.org.uk)

**Handypersons:** Alan Smith, Mike McDonald, Bill White

**Community Services Manager:**

Kim Connell, Tel: 020 7346 6809

**email:** [k.connell@aclambeth.org.uk](mailto:k.connell@aclambeth.org.uk)

## NEW SERVICES UPDATE

### HIV Support Service

Lambeth Supporting People is working with Southwark and Lewisham to develop a new support service for people living with HIV or AIDS across Lambeth, Lewisham and Southwark.

The new service will be 'floating support'; this means that it is provided to people in their own home not at one scheme. This new service will aim to help people in all kinds of circumstances, if they are living with HIV, but especially helping people to find accommodation if they are homeless and to get proper health care if they don't already receive it.

### Tenancy Support Service

Recently we funded a one year tenancy support project at the Brixton Hill Housing Office. Two support workers from Thames Reach worked in the project to help tenants who were in danger of losing their homes. Using direct intervention the support workers rescued nine tenancies on the point of failure and helped many other people with escalating tenancy problems.

The success of this project shows that having a service like this based at

### Support Needs Assessment and Placement team (SNAP)

The Support Needs Assessment and Placement team (SNAP) is responsible for assessing individual housing related support needs and for arranging Supporting People services or other services to meet those needs. If you need support to help you sustain your accommodation or want to be referred to supported accommodation, please contact SNAP on:

**Phone:** 020 7926 4407

**Fax:** 020 7926 4401

**Email:** [infosnap@lambeth.gov.uk](mailto:infosnap@lambeth.gov.uk)

a local housing office is especially useful for people with tenancy difficulties. Using the lessons learnt Supporting People will fund a new tenancy support service for a minimum of 500 individuals at any one time right across Lambeth. The service will be up and running from August 2007.



## NEW SERVICES UPDATE

### Young Person's Service

Lambeth is about to try a new way of working with young people at risk of becoming homeless. We are developing a service that will improve the way Lambeth works with young people to make sure they get the advice and support they need.

The service will be made up of four components:

- Family Support Service working with 16/17 year olds who think they may need to leave home
- Family mediation and reconciliation
- Time Out Assessment Accommodation – emergency short stay hostel accommodation

- Move to supported housing – following a short stay at the Time Out Assessment Centre; 16/17 year olds who cannot return home will be housed in supported accommodation for up to two years, where support will be offered to ensure they develop the skills and confidence to manage a tenancy of their own at some point in the future.

**All new services covered in this newsletter will be ready by August 2007. Access will be through the Support Needs Assessment and Placement Team (SNAP) on 020 7926 4407.**

## 2% Inflationary uplift for Supporting People Services

If you are currently paying weekly charges for Supporting People services, these have been subject to a 2% inflationary increase from April 2007.

If you are in receipt of Housing Benefits you do not have to pay for the Supporting People charge so no action is required.

If you have been assessed through the Fairer Charging Team as being able to pay for your support or a portion thereof, your charge will be adjusted to reflect the new charge.

## Fairer Charging and Housing Benefit

If you live in long-term supported housing, you may be asked to pay support charges known as Fairer Charging which were separated from your rent back in April 2003.

If you are not sure whether you live in a long-term supported housing service please ask your support worker.

Some of the housing support services you receive include;

- Applying for benefits, budgeting and managing debts
- Gaining access to other support or community services
- Keeping an eye on your well-being
- Providing alarm systems to enable people to call for help in an emergency.

It is important that you complete a Financial Assessment form upon moving in so that we can establish how much you can afford to pay for your support charge.

If you receive Housing Benefit you are exempt from paying support charges. Remember it is essential to complete a Financial Assessment form to establish what you can pay or whether you are exempt from paying.



Supporting People will be rolling out support agreements for those people who live in long-term supported housing. The support agreement will ensure that you are aware of the housing related support that comes with your accommodation. The agreement is between you, your provider and Supporting People.

**For more information on Supporting People housing related charges please contact Charlotte Campbell on 020 7926 7539 or you can visit our website: [www.lambeth.gov.uk/supportingpeople](http://www.lambeth.gov.uk/supportingpeople)**

## CONTACTS



**020 7735 3505**

info@slmind.freeserve.co.uk  
www.lambethmind.org.uk

Lambeth Mind is run by mental health service users and survivors to help those who've experienced mental distress access useful services and support.

**MENCAP**

*Understanding learning disability*

**020 8655 7711**

admin@lambethmencap.org.uk

Mencap is the UK's leading learning disability charity working with people with a learning disability and their families and carers.

Lambeth **NHS**  
Primary Care Trust

**0800 587 8078**

Freephone Patient Advice and Liaison Service (PALS)

**AGE**  
*Concern*

**020 7733 0528**

admin@aclambeth.org.uk

Age Concern specialises in services for those over 55.

**ThamesReach**  
*power*

**020 7702 4260 (tel)**

**020 7702 5673 (fax)**

enquiries@thamesreach.org.uk

Thames Reach is a London-based agency helping homeless and vulnerable people.



*Lambeth GAIA centre*

**020 7733 8724**

**020 7095 8976**

administrator@gaia-lambeth.com

Gaia Centre offers support to women who have experienced or are experiencing domestic violence in Lambeth.



**080 8200 0247**

Freephone 24-hour National Domestic Violence Helpline  
(run in partnership between Women's Aid and Refuge)

# Sheltered Housing Commission

The Sheltered Housing Commission is now well underway and looks at different aspects of older people's housing in Lambeth.

Its objective is to devise a strategy for the future of sheltered housing and other forms of housing for older people in Lambeth.

The end report will include recommendations on how the Council should provide housing for older people in the Borough, an investment plan and the type of extra care schemes Lambeth will require in the future.

The Commission has the following membership:

- Three local councillors
- Four tenant representatives
- A representative from the Primary Care Trust
- A representative from Age Concern
- Officers representing Adult Social Services, Housing, Supporting People and the Council's Business unit.

The Commission receives reports and presentations from different organisations and people involved in older people's housing. Presentations received so far include:

- Population trends
- Future plans for the housing department
- The funding of support services
- The management of sheltered housing
- The physical condition of sheltered housing schemes in Lambeth.



Future presentations to the Commission will include:

- The demand for sheltered housing and who goes into sheltered housing
- How sheltered housing is paid for
- How the London Borough Hackney improved their sheltered housing
- Different ways in which people can be given support in their own homes
- The needs of people in privately rented or owner-occupied homes
- Types of 'extra care' housing for people with greater care needs.

We have written to tenants in Lambeth's sheltered housing schemes to invite them to discussion groups and to ask them to complete a questionnaire. We also want to extend this invitation to people in the wider community.

**If you would like to know more about the Commission's work you can email: [shelteredcommission@lambeth.gov.uk](mailto:shelteredcommission@lambeth.gov.uk)**

# What are local area agreements?

**Local Area Agreements are voluntary, three-year agreements between central government, local councils and their partners.**

They will be used to deliver national outcomes in a way that reflects local priorities. They will give councils using them the freedom and flexibility to find solutions to local problems using a number of funding streams pooled together, rather than everyone struggling separately to meet the needs of the local community.

Activities managed and funded through a Local Area Agreement are divided into four main areas (known as “blocks”) and these are:

- Children and Young People
- Safer and Stronger Communities
- Healthier Communities and Older People
- Economic Development.

## Why do they matter to me?

Lambeth is developing a Local Area Agreement that will come into effect in April 2007. We are lucky in that the agreements have been piloted and developed in other areas over the past two years, so we can take on all their learning and make sure that we develop a good agreement that will deliver good results for local people.

In each of the four listed areas under the Local Area Agreement, Lambeth will agree to deliver on various outcomes and meet specified targets that will have a positive impact on you as a Lambeth resident and also as a person who is supported by a provider funded by Lambeth’s Supporting People Team.

These will include:

- Improving the health of the local population
- Reducing crime and drug use
- Increasing the number of people engaged in work and volunteering.

The Supporting People funding, that pays for your support service, will be part of the Local Area Agreement and this means that the services we provide will contribute to meeting the agreed targets under the Safer and Stronger Communities area. This does not mean that your service will change, however it does mean that we will be acting more efficiently to support you, by integrating our work more effectively with other services and working better in partnership with our colleagues, who share the same concerns and are trying to achieve the same outcomes.

## Art and Inspiration – a service user’s story

Femi Adenugba (client with Hope World Wide) recently met with Jane Ritchie of Supporting People to discuss what inspired him to paint and how his life has taken a positive turn through art and education.

### **Femi’s background:**

‘I’m originally from Nigeria. I was brought up in the West Country in Dorset. The people there are warm and friendly however there aren’t many black people round there and I didn’t explore my creativity when I was there. In Dorset there’s so much seaside and scenery; so when I was in jail I painted from memory. Everything that was stored from memories of growing up was brought out on paper.’

### **When did you start painting – was there a catalyst?**

‘I was in jail this year – on remand. The education department offered courses. I chose art – something creative. In 2005 I had already started writing poetry. So I went to the class and the tutor said ‘look there’s paint brushes and pencils – what do you want to do?’ He had books for me to copy from and I said no – I’m going to do my own thing. I don’t like copying anybody anyway. So I started doing my own style of painting. I didn’t learn it. I drew when I was younger – but I didn’t know that I had a talent for art.’



### **So, you started expressing yourself through painting recently?**

‘Yes – I was trying to escape from myself and my surroundings through art. I do landscape – beautiful paintings. Anyone can do art. It’s just starting it. You can’t go on a journey without taking the first step. Look at the paper, take your pen or paintbrush to it and the energy will flow onto the paper.’

### **Have you found your art classes a supportive environment?**

‘Yes – the tutor understood why people are in jail. It helped me not to get depressed by losing myself in the art. It allowed me to forget about the outside world. I found something new and that was all that mattered. I couldn’t wait every morning for the doors to open to the education department; at the weekend I’d paint in my cell. I imagined that I was in college - on a campus.’ ▶

'The founder of Art Alive, Lanre Olagoke, came into Wandsworth jail and he advised us that when we came out that there would be Art Alive. Most people when they come out of jail they go back to their old life because they feel excluded from society, there isn't anything available to them and most are homeless. They go back into crime and go back into drugs. So he came in and told us that there's this organisation called Art Alive. He told us that when you come out there's something for you to do. We'll take you through and lead you back into society and get you attention through your art.'

### Have you had any pieces commissioned or put on display in a gallery?

'Not really – I'm willing to have work displayed at any event. (Femi recently had his work displayed at a Supporting People event). I'm being guided by Art Alive over this.'

### Are there any pieces that you're particularly proud of?

'The pieces I painted in jail have a lot of sentimental value. They're personal but if they went to a good cause and displayed in for example (Lambeth) Town Hall –for everyone to see then I would let them go. When I produce art it belongs to everyone. If it's on display I know it'll be putting a smile on someone's face.'



### Any people who've inspired you?

'Lanre from Art Alive and Tunde my art tutor from Wandsworth Prison; he taught me the basics.'

### What's going on now?

'There are opportunities being opened up to me – one stage at a time; I'm not going to rush through it. I want to be an Art Therapist. The course starts in January. It will enable me to bring my skills together using art and my experiences to help people.'

### Lanre Olagoke, founder of Art Alive:

"Art Alive gives ex-prisoners a chance to sustain their interest to ensure they don't go back into crime. Something that will keep them on the right path."

### Acknowledgements:

With many thanks to Femi for talking to us about his experiences.

### Art Alive contact details:

[www.artalive.org.uk](http://www.artalive.org.uk)  
[info@artalive.org.uk](mailto:info@artalive.org.uk)  
07944 476 459

# Transitional Spaces Project

Supporting People would like to raise the profile of the Transitional Spaces Project (TSP). TSP are an organisation we hope to work with more closely during the next few years.

Over a three year period the project will work with up to 200 hostel and supported accommodation residents addressing a number of problems. The key aims of TSP will be to secure employment for people in hostels and supported accommodation and also assist residents to "move on" into appropriate accommodation.

The Transitional Spaces Project will combine practical and financial incentives for people who are job ready. Those participating in this project can expect to receive:

- allocation of a dedicated TSP coach to see them through the programme - expected to be between 6 to 18 months
  - financial advice - including setting up bank accounts, savings accounts, debt management and advice
  - support around getting "job ready" including employment coaching, preparation for job applications, interviews and settling into work
- access to accurate "in work" benefit calculations
  - access to a professional property brokerage service which sources suitable private rented accommodation
  - a package of financial investments of up to £1,800 per client to help progress through the programme.



**Application forms for the Transitional Spaces Project can be downloaded from their website: [www.osw.org.uk/downloads/TSP\\_Application\\_Form1.doc](http://www.osw.org.uk/downloads/TSP_Application_Form1.doc)**

It is our job to make sure that the housing-related support services we pay for in Lambeth are of good quality, give value for money and are exactly the right services that the people of Lambeth need. If you would like more information or have any comments or suggestions about Supporting People or the services you receive please get in touch with us!

## CONTACT INFORMATION

### Write to us.....

Lambeth Supporting People Team  
Phoenix House  
10 Wandsworth Road  
London  
SW8 2LL

### Telephone

(020) 7926 7520

### Fax

(020) 7926 7526

### E-mail:

supportingpeople@lambeth.gov.uk

### Internet:

www.lambeth.gov.uk/supportingpeople

If you would like a summary of this information in community languages, or in other formats such as large print, Braille, or on a disk, please contact Lambeth's Supporting People team on: 020 7926 7520

### Spanish

Si desea esta información en otro idioma, rogamos nos llame al 020 7926 7520

### Portuguese

Se desejar esta informação noutra idioma é favor telefonar para 020 7926 7520

### French

Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7926 7520

### Bengali

এই তথ্য অন্য কোনো ভাষায় আপনার প্রয়োজন হলে অনুগ্রহ করে ফোন করুন 020 7926 7520

### Twi

Se wope saa nkaeboy yi wo kasa foforo mu a fre 020 7926 7520

### Yoruba

Tí ẹ ba ẹ̀ ẹ̀moràn yìí, ní èdè Òmíràn, ẹ̀jẹ̀, ẹ̀ kàn wà l'ágogo 020 7926 7520