



Lambeth

Supporting People:

helping our residents live **independently**

Supporting People Newsletter: Winter 2007

Introduction

Welcome to the first 2007 issue of the Lambeth Supporting People newsletter in conjunction with the Three Borough Forum.

Current SP areas covered in this issue include an update on our floating support tender, Time Out service, Sanctuary service, Municipal Journal Award, outcomes framework,

Lambeth only provider event, Local Area Agreements and the Transitional Spaces Project.

Do you have something to say on any of the topics covered in this issue? If so, email Jane Ritchie on jcritchie@lambeth.gov.uk or contact the team on (020) 7926 7520.

Blowing our own trumpet...

You know what a modest bunch the Lambeth Supporting People team is! We think we're pretty good at what we do. In fact, the Audit Commission told us we're good. So, we're going to tell a few other people about our work and see whether we can raise awareness nationally about Supporting People (SP) in Lambeth.

First, we've made an application for a Municipal Journal Award, for Innovation with the Third Sector. The Municipal Journal is a highly regarded local government 'trade' magazine and to win an MJ Award is highly coveted. Over the last year, we've done a lot of work with larger and smaller third sector providers, building partnerships and raising capacity within the sector. We think we've achieved a lot with the Third Sector and have a very good relationship with the majority of our providers.

The Department for Communities and Local Government (DCLG), which is responsible for SP policy, wants to appoint Regional Champions, to pass on best practice to other SP teams and lead the way, regionally and nationally. There are nine English regions, including Greater London. We've applied to be the Regional Champion for the London Region, based on our excellent governance arrangements - not to mention our groundbreaking work with the Local Area Agreement.

We'll let you know what happens!

Outcomes for Homeless People

A specialist website has been set up by the London Housing Foundation to promote outcome measurement and monitoring to agencies tackling single homelessness. This contains masses of information about what outcomes are, how to measure them, how to monitor progress through time, ICT systems that are available to help with this and more. The website also has details of a new, improved Outcomes Star - a tried and tested tool for measuring outcomes with clients that you have contact with over a period. There is also a section on outcomes for Supporting People which contains a report of the work undertaken in Lambeth, Southwark and Lewisham where we, as SP commissioners, worked with provider agencies to identify an appropriate system for outcome measurement for SP monitoring. The results of this have been fed into the DCLG's workstream on outcomes for SP.

You can find all this on the Homeless Outcomes website:
www.homelessoutcomes.org.uk

Outcomes Framework

In recent months, there has been much progress towards developing a framework that will allow us to measure the outcomes being achieved by Supporting People services in Lambeth.

The DCLG have been working with local authorities since May 2006 to develop an approach that could be used nationally and a working group including Lambeth and Triangle Consulting has been set up to develop an



Outcomes Framework (continued)

outcomes framework that can capture key information from both short and long term SP services.

The biggest challenge for the working group has been to decide what information to collect, what to leave out and how to ask the questions of providers so that the most meaningful outcomes data will be gathered. The other consideration has been to come up with a framework that is not too bureaucratic or burdensome for providers.

A short pilot involving short term services has just been completed. Lambeth was involved in this pilot and the next step is to test the new outcomes form over a longer period with a larger number of providers. When ready, it is intended that providers of short-term services will complete the form and submit it to St Andrews at the point a service user leaves the service. St Andrews will collate the data and report back quarterly on performance.

For long-term services, the work is not so advanced. The working group has come up with a draft form that is undergoing revision and this will also be piloted over the coming months.

The areas under consideration for inclusion in the outcomes framework are as follows:

1. **Achieving Economic Well-Being**
(includes reference to managing debt, maximising benefits and entering paid work)
2. **Enjoying and Achieving**
(includes reference to accessing training/education, participating in informal activities, undertaking work-like activities and accessing external services)

3. **Being Healthy**

(this outcome area includes reference to meeting primary health care, mental health and substance misuse needs)

4. **Staying Safe**

(includes reference to moving on in a planned way and maintaining accommodation positively)

5. **Making a Positive Contribution**

(includes reference to community involvement and compliance with statutory orders)

Locally, Lambeth is involved in taking forward the results of the outcomes work/pilot undertaken by Triangle in south London and trying to persuade authorities across London to adopt a consistent and sensible approach to what is collected from providers in addition to the DCLG outcomes information.

Lambeth Provider Event (October 2006)

Almost 50 people attended this – our second Lambeth only provider event - held at Roots and Shoots in Kennington. Workshops covering commissioning and tendering, the role of the SNAP team and how Lambeth is using IT to progress its work on outcomes were held and feedback was very positive from providers with 83% of those completing the evaluation forms rating the event as good or excellent.

It is intended that we will hold another Lambeth only provider event during 2007 and this will be timed to fit in alongside the Three Borough Provider Forum which we remain committed to.

SupportNet Action Awards

Congratulations to ODAAT for being commended at the SupportNet Action Awards on 29 November 2006. Judges commented that, "ODAAT was selected for commendation because of the benefits described for clients including improvement in



SupportNet Action Awards (cont)

physical health and mental health, and the development of good habits around diet, exercise, and sleep.” Well done to ODAAT for this achievement.

Sanctuary

Lambeth has one of the highest incidents of domestic violence and associated homelessness in the country. Many women affected by DV have no choice but to leave their homes often having to stay in a women’s refuge or with friends/family for a period of time before feeling safe, able or confident enough to relocate to a new area and establish a home.

However, some women may prefer to stay in their own home, and with proper safety measures and advocacy/visiting support this may be an option. This type of service is known as ‘Sanctuary’. Of course this would not be an option for all women affected by domestic violence, and would be subject to comprehensive risk assessment / management. Each case would need to be considered on an individual basis. For women assessed as being at ‘high risk’, remaining at home would not be an option.

Lambeth Housing and Supporting People are working together to develop a Sanctuary Scheme, Lambeth Housing funding the risk assessment and bricks and mortar security adaptations, and Supporting People a Floating Support service to provide housing related support to assist women to maintain their tenancy.

The tender for the Risk Assessment and Security Installations will be led by Lambeth housing and will be advertised in January 2007. Supporting People have already begun the tender process for the floating support service.

We anticipate the Sanctuary Scheme will be in place by April 2007.

LAA – LAA - LAA

Lambeth’s Local Area Agreement (the ‘LAA’) is due go ‘live’ from 1st April. The LAA is a basket of outcomes and targets, based around theme of social inclusion, which are intended to improve life for people in Lambeth. The outcomes and targets are grouped into four theme areas: Children and Young People, Safer and Stronger Communities, Healthy Communities and Older People and Economic Develop and Enterprise. Lambeth’s SP service forms part of the LAA, in the Safer and Stronger Communities block, along with measures to reduce crime and improve housing and the environment. There are also some ‘stretch’ targets, which are harder to meet but which mean extra Government funding when results are achieved. SP has one of those ‘stretch’ targets, based on KPI2 (increasing planned move-ons). We’ll provide more information about that in the next issue.

The LAA funding ‘pot’ is existing funding, not new money, so to achieve the outcomes, we need to work smarter. Sound like SP? Because Lambeth SP’s commissioning model is so good, we’re also leading the way for commissioning within the LAA. Ann Skinner is leading the project, with the assistance of project manager, Loraine Rossati. The first thing we’ll be doing is expanding the SP Commissioning Board to become an over-arching Strategic Commissioning Board for the LAA. Then we’ll be introducing a strategic commissioning framework, which is intended to ensure that LAA service commissioning is transparent, creates a level playing field for the Third Sector and drives up quality.

We’re working with Third Sector partners on a number of events throughout the year, to tell people about what LAA commissioning means and how organisations can be in the right position when services are commissioned. If you want to know when the next event is taking place, email Loraine Rossati at lrossati@lambeth.gov.uk or call her on 020 7926 7536.”



Time Out

Lambeth's Five Year Supporting People Strategy 2005-2010 makes it clear that the borough is seeking to increase its tenancy support capacity so that tenancy support services make up 25% of our local programme rather than the 10% they represent presently. We know that tenancy support is a flexible and effective service model that can significantly reduce homelessness and we want to ensure that our tenancy support services are better able to address unmet need by targeting hard to reach communities and having the capacity to work with more vulnerable people.

We are currently looking to achieve some of these strategic objectives (as well as achieving increased efficiencies) by commissioning a large, generic tenancy support service.

Several options were considered for the expansion of tenancy support – firstly whether all tenancy support services should be provided by one very large contract, which would be £2.2m pa and, secondly, whether some should be grouped and others remain outside as specialist services. We decided on the second option as the first option would have created a service/contract that would be too large, bringing commissioning risk and losing important specialisms. We believe that one large service (replacing 13 smaller services) will make it easier for vulnerable people to access the support they need and that stakeholders and others will find a larger single service easier to contact and refer into.

The new generic Tenancy Support service for vulnerable adults will be operational from August 2007 and will provide housing related support to around 500 people, working to reduce tenancy failure [and associated problems] and social exclusion. The new service will offer short term advice and assistance plus support which can be up to

two years in duration. The service is generic with the client groups expected to be served including, but not limited to, those with low level mental health needs, people with substance misuse problems, homeless families and single homeless people, those with a history of offending or at risk of offending, people with poor physical health, a physical disability or long term illness and those suffering or causing anti-social behaviour. Clients supported will be 18 or over.

The new provider will have staff based at office premises within the borough but will also have staff located within Lambeth's five Area Housing Offices providing surgeries for 1-2 days per week. Vulnerable adults will be able to get support if they live in private rented accommodation as well as in Council or Housing Association accommodation.

The Supporting People Team is in the middle of the procurement process for this new service. We are at the shortlisting stage and will be able to announce the identity of the new provider during April/May 2007.

Transitional Spaces Project

Supporting People would like to raise the profile of the Transitional Spaces Project (TSP). TSP is 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 faced by these residents. The key aims of TSP will be to secure employment for residents in hostels and supported accommodation and also assist residents to "move on" into appropriate accommodation. For further information about TSP please go to website www.osw.org.uk or telephone (020) 7089 2722.

Contact Us

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