

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



Lambeth Supporting People Service
Supporting Socially Excluded People



Socially Excluded People



The Lambeth Supporting People (SP) Service helps people live in the community by commissioning housing related support across the borough. Our plans for the type of support we want to provide are described in the Lambeth Supporting People Strategy 2005-2010. The summary below is taken from the strategy and is about services for socially excluded people, which includes, refugees, people living with HIV/Aids and travellers. Information about the whole programme is contained in the Executive Summary and detailed information is contained in the full strategy available on the Lambeth Website or from the Supporting People Service. Contact details are on the back cover.

Refugees

Types of Services

There are 79 units of accommodation available for refugees within Lambeth. Currently there is no joint commissioning of SP services for refugees.

People who use the services

Client Records show that 16% of service users had a local referral, compared to an average of 65% for all London boroughs. By definition, all refugees are from BME communities. The profile of service users indicates that Lambeth's main client group is from the Black African community.

Needs of this group

Lambeth SP services accommodating refugees have an acute problem in accessing move on accommodation. Responses to

the move on survey found that all residents were ready to move on to more permanent accommodation. Lack of move on accommodation may be linked to difficulties accessing welfare benefits and reluctance on the part of private landlords to house refugees.¹ Improving access to the rent deposit scheme will be part of a wider strategy to address move on in Lambeth.

A report on the needs of the Somali community in Lambeth found that problems with access to appropriate services, lack of information, language difficulties and health-related factors were the main barriers to accessing support.² Improving the level, quality and accessibility of interpreter services was needed, as was developing effective information strategies and service user involvement to ensure services meet local needs. Future planning and commissioning should take into account the culturally specific needs of refugees, and the impact of recent changes to immigration legislation and relevant asylum legislation which could increase or decrease the number of statutory refugee households.³

Consultation and research

Housing-related services for refugees have been identified as a priority for future investment. Service Reviews are scheduled for October to December 2005.

To inform the commissioning of services further evidence is needed. Lambeth SP will identify and map the uptake by refugees of refugee and mainstream SP services. Recognising the diverse needs of refugees, Lambeth SP will work with partners to promote access to primary care and health services, and address health issues such as HIV/AIDS, mental and psychological health, and

Chart 1 demonstrates the current position of services for socially excluded people

SP services 2004/05	Refugees	People with HIV/AIDS
Total spend	£236,397	£138,590
Percentage of total SP spend	1%	0.6%
Number of people supported	79	32
Percentage of total SP clients	1.5%	0.6%
Percentage of people local to Lambeth	16%	71%
Commissioning partners	-	Supporting People Southwark
Consultation forums	Lambeth Refugee & Asylum Seeker Strategic Group LSL Refugee Information Sharing Forum	LSL HIV/AIDS User Group – Positive Place

1. Lambeth SP Needs Analysis, 2004 • 2. Streatham Citizens Advice Bureau, Needs of Somali Community, 2004 • 3. Lambeth SP Needs Analysis, 2004
4. Lambeth Supporting People Shadow Strategy, 2002 • 5. Integrated Care Network, Thumbnail Sketch of Supporting People – Health Pilots, www.integratedcarenetwork.gov.uk

substance misuse. Lambeth SP will continue to engage with appropriate agencies working with asylum seekers to prepare for and assess the impact of new refugee levels, in the context of changing legislation and international crises.⁴

Our vision for 2010

SP will work in partnership with regional and local stakeholders and refugee groups to map current provision of SP services to refugees across all client groups, and will use the findings to inform commissioning. The SNAP team and implementation of the BME Strategy will provide accurate ethnicity data that can be used to monitor and plan services. In response to identified need, local provision will include floating support services for refugees across all tenures, including Registered Social Landlords, the private sector and temporary accommodation.

People living with HIV/AIDS

Types of Services

All services for people with HIV in Lambeth are accommodation-based, and 26 of the 32 places are specifically for Black African people. Nearly half of the places (15) are single-person units, with the largest service providing six places.

Lambeth SP and Southwark SP have jointly commissioned an HIV Health Project for hard-to-reach people living with HIV. The pilot, "Lighthouse Supporting People Service", is funded by the Office of the Deputy Prime Minister (ODPM) and the Department of Health for 2004/05 and 2005/06. The new service began in December 2004 with services for 40 people. It provides proactive and assertive outreach to people living with HIV/AIDS who are not currently linked into existing HIV/AIDS support, or housing and health services provision.

People who use the services

Lambeth and Southwark have the highest HIV prevalence rates in the country.⁵ In 2000 there were 1287 people living with HIV in Lambeth, which is a 70% increase since 1996. The greatest rise has been among Black African people where the number infected with HIV/AIDS rose threefold between 1996 and 2000.⁶ National research into the needs of people with HIV found that whilst 18% of the overall population of people with HIV reported a need for help with housing and living conditions, this rose to 55% for the African community.⁷

Needs of this group

There is a predicted increase in the need for HIV/AIDS support services within Lambeth. This is based on new testing targets which encourage the identification of more cases. Anecdotal evidence from acute treatment centres indicates that for services targeting BME communities, there is a poor uptake of services from the African-Caribbean community.

Given the improvements in treatment programmes for HIV/AIDS service users which include new anti-retroviral drugs and long-term prognosis for improved health and quality of life outcomes, there is a perceived reduction in the need for high-cost long-term accommodation-based support.

In response to this, Supporting People is reviewing services in discussions with providers and service users to reflect current needs for more low-cost floating support services to enable service users to have more accessible and flexible services, which may not attract charges, and therefore remove disincentives to employment. The Service Reviews are scheduled for October to December 2005. The Lighthouse Supporting People Service, the new Lambeth and Southwark HIV pilot service, will provide a model for future commissioning.

For people living with HIV, stable accommodation is particularly important and SP services can help to maintain tenancies, facilitate access to other specialist agencies and encourage service users to continue with treatment. The Lambeth Housing Support Team HIV service (non-SP funded) works with people who have disclosed their HIV status and are applying for housing (both homeless and transfer cases). Most people need only short-term resettlement support; however, there is a significant minority (with multiple needs) who require intensive support on an ongoing basis.

Our vision for 2010

SP services will shift away from long-term accommodation-based support towards new models of floating support for service users in bed and breakfast and general needs accommodation. This will include resettlement support for ex-offenders with HIV/AIDS and some high-support services for clients with multiple needs. There will be improved access to Health and community care, and assistance in obtaining disability living allowance payments.

Travellers

Types of Services

Currently, there are no Supporting People services specifically provided for travellers in Lambeth. There is limited information available to show that travellers are accessing SP-related housing support services. There is one known travellers' site located in Lambeth; it accommodates approximately 15 residential pitches.⁸

Needs of this group

Travellers are defined as people with a nomadic lifestyle, and travellers or Gypsies are a recognised ethnic minority group under the 1976 Race Relations Act. The Gypsy/traveller community in the UK is mainly made up of English and Welsh Romanichal or Romany Gypsies and Irish and Scottish travellers and some other travelling groups.⁹

The provision of adequate and appropriate accommodation is a central concern to traveller communities, and is often identified as the root cause of many other associated problems facing this client group. Those travellers living on unauthorised sites often lack basic facilities and experience difficulty in accessing adequate health-care, education and other welfare services. They may also be subject to abuse and hostility from local residents.¹⁰

(continued overleaf)



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Consultation and research

There is limited information about the traveller community in Lambeth. Research carried out in Southwark found that there is a high incidence of problems with Housing Benefit and literacy among travellers.¹¹ The Streatham Neighbourhood Housing Office assists travellers with housing-related issues including registering Licenses, Housing Benefit, rent arrears, access to education, and support in maintaining good neighbour relations.

Lambeth is working with the South East London Regional Group to evidence local need for joint commissioning for a regional floating support service.

The Bromley Gypsy/Traveller Community Project provides a model of good practice, with the service liaising with statutory and voluntary sector agencies, both nationally and locally, to improve the general welfare of travellers within Bromley.

Lambeth SP will investigate the ODPM Gypsy Sites Refurbishment Grant, introduced in 2001 to refurbish existing Gypsy/traveller sites, thus improving the life for residents who use this provision.

Our vision for 2010

Lambeth SP will plan and commission appropriate services to meet the needs of travellers.

The following sections of the Lambeth Supporting People Strategy are available: Executive Summary, Young People & Homeless Families, Domestic Violence, Vulnerable Adults, Mental Health, Older People, People with Disabilities and Socially Excluded Groups.

If you would like more information or have any comments or suggestions about the Lambeth Supporting People Strategy or any Supporting

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If you would like this information in large print, braille, audio tape or another language please call 020 7926 7520.

Spanish

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

Portuguese

Se desejar esta informação noutro 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 nikaeboy yi wo kasa fofo mu a fre 020 7926 7520

Yoruba

Ti e ba fe imoràn yii, ni èdè Òmiràn, ejò, e kàn wà fágogo 020 7926 7520