



### Supporting People Newsletter: June 2007

#### Introduction

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

Current Lambeth SP areas covered in this issue include features on our Regional Champions award, the upcoming MJ Awards, the latest on

Local Area Agreements and the Third Sector, our new Tenancy Support service and other recent tenders. Also included are updates on accreditation, move-on, smokefree legislation and the CLG outcomes reporting framework.

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](mailto:jcritchie@lambeth.gov.uk) or contact the team on (020) 7926 7520.

#### We are the Champions! We are the Champions!

In the last issue, we told you that we'd applied to the Dept for Communities & Local Government (CLG) to be Regional Champions. We got it! Lambeth is Regional Champion in the area of Governance and eight other SP teams around England have been awarded the status in different areas of SP work. We are the only London authority to be awarded Regional Champion status.

Ann Skinner, Head of Supporting People, said, "This is a recognition by Government of Lambeth Supporting People team's excellent work. We are leading the way with our governance arrangements and our approach to the Local Area Agreement. We've also been leading the way on the development of a national outcomes framework. We are absolutely thrilled!"

We also told you last time that we'd applied for a Municipal Journal award. Well, we've reached the final! Lambeth's Supporting People team is a finalist (with five other councils) in the Innovating in the Third Sector category. The Municipal Journal awards are like local government Oscars™ and are just as coveted. We'll find out whether we've won at a gala event on 28<sup>th</sup> June – so watch this space!



#### What's happening with the Local Area Agreement?

Lambeth's Local Area Agreement (the 'LAA') started on 1<sup>st</sup> April and runs until 2010. If you want to learn

more about the LAAs, we recommend the briefing on the Homeless Link website:

<http://www.homeless.org.uk/policyandinfo/policyandinfo/issues/laacurrent>

You can also find an explanation of Lambeth's LAA on the Lambeth First (Local Strategic Partnership) website:

<http://www.lambethfirst.org.uk/displayResource.cfm?ResourceID=8659>

Lambeth's LAA has eleven high profile 'stretch' targets. How is a target 'stretched'? Let's take the Supporting People KPI2 stretch target (increasing the ratio of planned to unplanned move-ons): normally, SP would plan to achieve an improvement between 2007-2010 in the ratio of planned vs. unplanned move-ons, from 64% to 67%. By working harder – and smarter – with our providers and LSP partners, we're aiming to achieve an increase to a 70% ratio.

This work should not only result in an extra 144 beneficiaries, it generates an overall saving of £1.2 million – it's a calculated saving in terms of reduced hospitalisation, reduced custody costs, rough-sleeper costs and a basket of other factors. Achieving the target means the Government 'rewards' the Local Strategic Partnership with up to £1.2m. If you want to find out more, the business case agreed by Government can be found on the Supporting People website.

#### LAA Commissioning and the Third Sector

The LAA Commissioning team have been working with Third Sector partners to tell people about what LAA commissioning will mean. Three events have been held so far, with a focus on developing partnerships within the local Third Sector. We are now looking at how we can incorporate the views which we've received into the Strategic Commissioning Framework. We'll also be looking at ways of improving communications within the Third Sector and providing practical support, particularly



## LAA Commissioning and the Third Sector (continued)

for smaller groups who are interested in partnership working.

The LAA Commissioning Action Plan is available to download from the SP website. If you want to know when the next event is taking place, email Loraine Rossati at [lrossati@lambeth.gov.uk](mailto:lrossati@lambeth.gov.uk).

## IDEA "Journeys to Improvement"

Lambeth SP has also been cited by the Improvement and Development Agency, as a good practice example of working with the Third Sector, on its 'Journeys to Improvement' website: <http://www.idea.gov.uk/idk/core/page.do?pagelD=5581014>

## Get ready! Lambeth's new Tenancy Support service goes live August 1<sup>st</sup> ...

Community Housing Group (CHG) has been selected by the Lambeth Supporting People team to establish a new cross-tenure borough-wide generic Tenancy Support Service. The service will have 25 staff and is set to provide 500 Lambeth residents with support at any one time. The focus of the service will be to deliver real outcomes and life improvement to some of the borough's most socially excluded people.

The new service will be available from 1<sup>st</sup> August 2007, with the team working from a high tech main office located in Brixton town centre. Staff will be deployed so that their time is focussed on local service delivery and they will have a presence in all of Lambeth's Area Housing Offices.

In the coming weeks, CHG will be working closely with outgoing service providers to ensure a smooth transition for staff and service users who are affected.

Speaking on behalf of CHG, Kevin Beirne, Group Director of Housing Care & Support, said: "We look forward to working with Lambeth and the people living in the borough to ensure our new

service delivers real results for some of the most excluded people in our community. This is a great opportunity to play a key role with Lambeth as they shape their Local Area Agreement to deliver choice and impact for local communities."

Speaking on behalf of Lambeth, Councillor Donatus Anyanwu, Executive Member for Supporting People, said: "Community HG came through a rigorous procurement process to convince us that they have the skills and experience to deliver this flagship service successfully and in a way that will create real positive change for Lambeth residents who may be struggling to maintain their tenancies or otherwise require support to feel more socially included".

## Further service updates

**Lambeth Southwark and Lewisham HIV floating Support Service** – we are pleased to announce the award of the Three Borough HIV Floating Support contract to Hestia Housing and Support. The contract was won by Hestia following a joint tendering exercise by the three boroughs, which included significant input from the Primary Care Trust.

Hestia will bring their expertise of working with this client group to this specialist support service, which will operate across the 3 boroughs from their offices based at London Bridge. The service aims to compliment generic tenancy support services also being provided or planned in each of the 3 boroughs.

Users of the new service will also be able to benefit from a tenancy sustainment grants scheme, which has been made possible by the SP teams' successful capital bid to the Department of Health's Aids Support Grant.

Although the service is held under one contract, each individual borough's referral arrangements will apply - access by Lambeth users will be via the Support Needs Assessment and Placement Team, with which Hestia will be piloting a new electronic needs assessment and referrals process.



### **Domestic Violence Sanctuary/Floating Support –**

we're pleased to advise that the contract went to Camden Women's Aid as a consortium bid across three small voluntary sector providers. Camden Women's Aid and SP are working to have the service operational by 1st August 2007. The service, which compliments the Borough's Sanctuary Scheme, will support women affected by domestic violence to remain in their own home, where this is a safe option.

### **Young Persons Time Out Accommodation and Family Mediation Service**

- this tender is almost complete. The Contract Award Report is scheduled to go before Council Commissioning and Procurement Boards for approval over the next few weeks. Once the award is ratified, we'll let you know the outcome. We received a very healthy interest which was good but inevitably meant we'd had to disappoint some experienced Young Persons providers.

Thanks to those who expressed an interest or tendered to work with Lambeth to provide any of these services but were unsuccessful on this occasion. We hope you will consider bidding for future opportunities with the Council.

### **Accreditation update**

To date, Lambeth has maintained a joint contract with EXOR with boroughs in south-east London to accredit Supporting People providers. The savings associated with being able to share accreditation across the sub-region meant that, to date, we have been able to maintain accreditation that is free to providers, with Lambeth bearing the costs.

However, it has recently been decided to terminate the sub-regional EXOR contract and this has left us needing to find a different approach to maintaining the accreditation of providers. Cuts to our budget and the increased costs associated with the EXOR contract mean that we cannot afford to maintain our existing contract with EXOR to accredit providers in the longer term.

We have decided, therefore, to adopt the corporate approach, which is to ask contract holders to maintain their own accreditation with EXOR for the duration of any contract they hold with the Council. This is already

the approach we are taking with regard to new services that are currently being tendered for and we have decided that it will also apply to any contracts tendered or renewed once the current Steady State Contracts end.

### **Str-e-t-c-hing move on from short-term services**

As we have previously advised you, the Supporting People KPI that measures the ratio of planned to unplanned departures from short term services (KPI2) has been included in Lambeth's Local Area Agreement as a "stretch target". What this means is that we have agreed with central Government that we will improve our performance in this area by a greater degree than we would otherwise have managed and they have agreed to give us a performance reward grant if we achieve the "stretched" performance.

KPI2 in Lambeth was 64% in 2005-2006. This percentage was created by us achieving 729 planned moves and 409 unplanned moves in that year. We have agreed that over the next three years, we will improve this to 70% and this means that, by 2010, we will be moving on 849+ people per year and we will have reduced unplanned departures by 45+.

As we have over a 1,000 units of short-term accommodation in the programme, we know moving on the numbers we need to will be challenging, given the high demand for move on and the low supply of social housing locally. We are certain that we need to improve our use of the private rented sector as an additional move on option from supported housing if we are to meet the targets set. We have been talking to individual providers about how we do this and at meetings and events in recent months.

On 17<sup>th</sup> July (am), the Supporting People team is holding a special event at Morley College for providers of short-term services to find out more about how you can make better use of the private rented sector. We would encourage you to attend (and please bring service users if that seems appropriate) and join us to find out how we are going to improve your ability to access this move on option in future. To book a place, please email [jcritchie@lambeth.gov.uk](mailto:jcritchie@lambeth.gov.uk)



## Smokefree legislation

The national smokefree law comes into effect on 1<sup>st</sup> July 2007. It is being introduced to protect people from the harmful effects of second-hand smoke. This will include no smoking in restaurants, bars, public transport or any place of work.

Supporting People have looked into how this will affect providers, particularly for Support Workers visiting service users in their homes. The law stipulates that people are permitted to smoke in a private dwelling whilst in receipt of a service. This extends to those receiving floating support. Nick Adkin, the Head of Tobacco policy in the Department of Health has this to say on the subject of smoking in private dwellings:

*'Somebody living in a dwelling where, for example, people come in occasionally to do private care, assist with the domestic work, maintain the dwelling, or maybe to install, maintain or remove any service provided to the dwelling for the benefit of people living there. That is clearly a private space where somebody is coming in, and we don't want this legislation to extend into that area.'*

The legislation will mean that smoking rooms and lounges that are public areas will have to be made non-smoking. Smoking will only be permitted in outside areas (that are not substantially covered) and in private homes. This definition is important, as it means that private rooms in hostels are not covered by the ban. For some residents, particularly those who are older, lonelier and may have drink/substance issues, this may mean they spend more time in their rooms alone. To counter this, services may wish to consider rules about having friends and visitors in private rooms and/or an outside space where people can smoke and socialise.

For further information about smokefree legislation these websites are very helpful:

<http://www.smokefreeengland.co.uk>

<http://www.homeless.org.uk>

## New CLG outcomes reporting framework has gone live .....

As you are no doubt aware by now, given all the recent publicity and training, CLG formally launched their outcomes reporting framework for short term services on 31<sup>st</sup> May 2007. This framework requires an Outcomes Transitions Form to be completed for all service users departing short term services from 1<sup>st</sup> June onwards. The form is web-based and sent to St Andrews (the same organisation that receives the Client Record Forms). The data provided by you will be aggregated and reported back to CLG and local authorities every quarter, so we will be able to see the outcomes being achieved on a service level, a provider level, across a particular client group or across Lambeth as a whole.

The CLG outcomes framework is intended to enable the measurement of contributions to national and local objectives as well as capture the value added by a service to its user. It will also allow a measurement of how the programme is assisting Local Area Agreements in the delivery of both local targets and those of government, such as the Respect agenda and Department of Health White Paper.

If you have not managed to get along to one of the training events run by CLG or Lambeth and you are unsure of how to submit the required outcomes forms, please contact the SP Team urgently and we can advise you how to proceed, as completing the forms is a contractual requirement. Please contact [spanchal@lambeth.gov.uk](mailto:spanchal@lambeth.gov.uk)

With regard to long term service providers, a form (which is very similar to the short term form) will be introduced very soon. It is being piloted currently. Providers will be required to complete this form once a year, rather than on a service user's departure from a service. We will provide an update and training for long term providers as soon as the final form is produced by CLG.

## Contact Us

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