

March 2009

# Supporting People Newsletter

Working together for high quality support

## Local news

### **Documentation for new Supporting People Quality Assessment Framework**

As discussed at the Waltham Forest Supporting People Forum and in our quarterly contract management meetings, the CLG intends to launch the new Quality Assessment Framework (QAF) for Supporting People services in April 2009. The new Framework covers the core standards of the QAF only, rather than the supplementary standards, which will continue.

In order to assist you we can provide the following:

- Quality Assessment Framework - core standards February 2009
- Guidance notes for using the QAF
- QAF summary sheet
- QAF scoring sheet

In Waltham Forest, we will be using the new QAF for all service reviews conducted in 2009/10. As you are aware, we also require an annual submission of the QAF from all providers. This has previously been sent to us in April but for the first year of the new QAF, please can you send this to the SP Team by 30 September 2009 and then send the updated QAF to us by 1st April for future years.

Waltham Forest has also required SP providers to submit seven of the supplementary standards of the QAF. Two of these (user involvement/ consultation) have been incorporated into the new core standards and so we will only continue to require you to send us submissions around the remaining five standards.

### **Reminder to providers of subsidy (long term) accommodation**

We are fast approaching the end of the financial year, and we need to ensure that we are paying for the correct clients in the correct schemes, as payments cannot be backdated over a financial year once it has passed.

Please can all providers who are paid on a subsidy contract (i.e. those who are paid per client as apposed to a fixed amount each month per scheme 'gross' contract) check their subsidy schedules this month and let me know of any clients who are not on the list, or who should be removed from the list.

If you prefer, you can send me a complete client list, including self-payers, and I can check that the amounts are correct. Please return this information to me no later than 31 March on

[joy.routledge@walthamforest.gov.uk](mailto:joy.routledge@walthamforest.gov.uk)

### **16–17 year old homeless prevention team in Waltham Forest**

A new SP funded integrated team, comprising a dedicated Homelessness Officer and Social Services staff, has recently been set up in Waltham Forest to assess homeless 16 -17 year olds. The main objective of the team is to prevent homelessness by working with the young person and his or her family to enable the young person to return home. If this is not possible, the team will explore housing options and will work with internal and external agencies to identify the needs of the young person so that appropriate support and advice is provided.



The Council is working in partnership with the Single Homeless Project and the YMCA to provide 30 units of accommodation. The projects are also SP funded and support is provided to the young people whilst they

remain there and for a short period following move on. The new team based in Housing Services has enhanced the service to the young people, as well as helping to meet the Government's agenda on tackling youth homelessness. If you would like additional information about this project or any aspect of the work of the team, please contact:

**Anne Wells or Jean Smyth on  
020 8496 5480 or 020 8496 5486.**

### **Supporting People data forms for 2009/10**

In February 2009 the SP Client Record Office published Supporting People documentation for 2009/10, including Client Record forms, Short-Term and Long-Term outcome forms. Paper forms are for internal use only – all data must now be submitted electronically. Please visit

[www.spclientrecord.org.uk](http://www.spclientrecord.org.uk)

### **Sheltered housing funding to be re-examined**

On 25 February 2009 Inside Housing reported Government plans to consider how sheltered housing should be governed and funded. This follows a 'Help the Aged' report into the impact of the loss of sheltered housing wardens. The report called for sheltered housing funding to be separate from the SP programme.

[www.insidehousing.co.uk](http://www.insidehousing.co.uk)

### **Revised 'QAF Lite' to be published late spring or early summer**

On 21 February 2009 the CLG published an update regarding the Quality Assessment Framework (QAF). The update stated that the QAF Lite revision will be published late spring or early summer. Further information can be found at

[www.spkweb.org.uk](http://www.spkweb.org.uk)

### **Online community for those affected by drug use**

In January 2009 North Tyneside Drug Action Team launched an online support community for drug users, their families and practitioners. As well as online discussion forums and a contacts database, the site includes relapse prevention tools, training materials, health promotion activities and drug treatment information. See more information at

[www.hiwecanhelp.com](http://www.hiwecanhelp.com)

### **Toolkit to help people gain consumer skills**

On 16 January 2009 the Office of Fair Trading published an evaluation report of its free consumer education toolkit 'Skilled to Go'. The toolkit aims to help adult learners develop consumer skills such as writing a letter of complaint, buying goods such as a mobile phone and calculating discounts on products.

[www.offt.gov.uk/oft\\_at\\_work](http://www.offt.gov.uk/oft_at_work)

### **Toolkit to switch energy suppliers**

On 29 January 2009 the National Housing Federation published a guide for housing associations, aimed at helping tenants get the best price for gas and electricity. The guide explains the complexities of the energy market and how to reduce gas and electricity bills. Visit their website for more information

[www.housing.org.uk](http://www.housing.org.uk)

### **Coalition calls for statutory adult protection**

On 16 January 2009 over 700 organisations and individuals officially formed the 'Safeguarding Adults Alliance', a coalition to urge the government to implement a statutory basis for adult protection in England, Wales and Northern Ireland. The alliance states that the current system is failing to ensure adequate protection for adults at risk of abuse.

[www.elderabuse.org.uk](http://www.elderabuse.org.uk)

### **Transforming the lives of people with learning disabilities**

On 19 January 2009 the Department of Health published 'Valuing People Now – A Three-Year Strategy for People with Learning Disabilities'. The strategy's aim is to transform the lives of people with a learning disability. See more information at the following link:

[www.dh.gov.uk](http://www.dh.gov.uk)

### **Support for victims of domestic violence**

On 10 February 2009 the Home Secretary Jacqui Smith launched new measures to help victims of domestic violence. This includes a new purse-sized guide that shows how to recognise if someone is suffering from domestic violence and describes the available practical support. More information can be found on the Home Office's website at the following link:

<http://press.homeoffice.gov.uk>

### **Volunteering during the economic crisis can protect mental health**

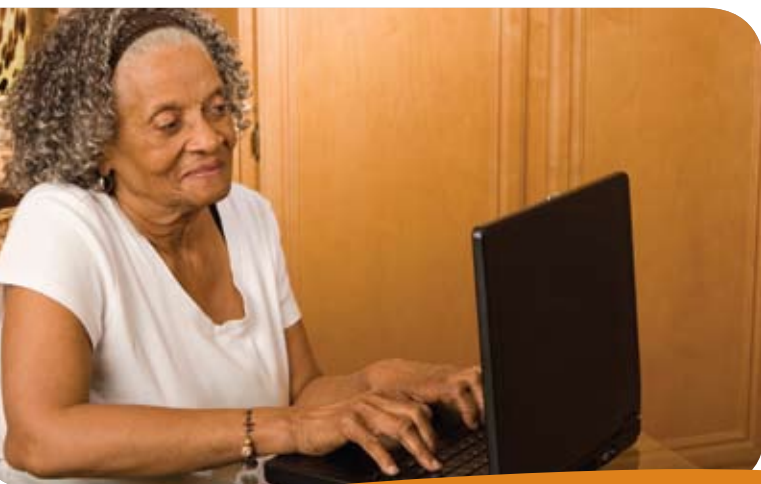
On 21 January 2009 the Mental Health Foundation issued a news release stating that those out of work during the economic downturn could benefit from volunteering whilst looking for a new job. You can view the news release at [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

### **Housing professionals failing people with HIV**

On 20 January 2009 the National AIDS Trust in partnership with Shelter published 'Housing and HIV'. The report reveals poor practice in housing provision for people living with HIV and highlights the need for access to adequate housing. The report can be viewed on their website [www.nat.org.uk](http://www.nat.org.uk)

### **Silver Surfers' Day – 15 May 2009**

15 May 2009 is Silver Surfers' Day when organisations hold IT taster events for older people. It's free to organise a Silver Surfers' event. Digital Unite offer all the necessary resources to help plan an event, including posters, planning and learning guides. <http://digitalunite.com/du-home/> for further details.



## **Other news**

### **Issue of warden support goes to the High Court**

On 25 February 2009 Inside Housing reported that a judicial review will decide whether a housing association was justified in its decision to end sheltered housing resident warden support. The hearing is expected in April. See the story at [www.insidehousing.co.uk](http://www.insidehousing.co.uk)

### **Drugs and alcohol amongst young people**

On 22 January 2009 the National Treatment Agency published its first research into the use of drugs and alcohol amongst young people. The report reveals the extent of misuse as seen by specialist services and suggests ways in which support services can be improved. The report is available on their website [www.nta.nhs.uk](http://www.nta.nhs.uk)

### **Increasing homelessness amongst Central and Eastern Europeans**

On 27 February 2009 Homeless Link published 'Central and Eastern European Rough Sleepers in London: Repeat Survey'. The report suggests that the proportion of rough sleepers from this client group is increasing. See the report at [www.homeless.org.uk](http://www.homeless.org.uk)

### **Cannabis is a Class B drug**

On 26 January 2009 the Home Office announced the reclassification of cannabis from Class C to Class B. Police can now take legal action against anyone in possession of cannabis. Visit for more information [www.knowledgenetwork.gov.uk](http://www.knowledgenetwork.gov.uk)

## Live consultations

### **Streamlining Health and Adult Social Care Assessments**

On 21 January 2009 the Department of Health published a consultation 'Common Assessment Framework for Adults'. The consultation is considering ways to improve information sharing across health, social care, housing and wider community services. Consultation ends 17 April 2009. Visit their website for more details

[www.dh.gov.uk](http://www.dh.gov.uk)

### **Increasing employment opportunities for people with a learning disability**

On 23 February 2009 the Cabinet Office published 'Learning Disability Employment Strategy: Call for evidence', a consultation to inform the learning disability employment strategy. This strategy will support Valuing People Now and is to increase the number of people with learning disabilities in paid employment. Consultation ends 11 March 2009. Visit [www.cabinetoffice.gov.uk](http://www.cabinetoffice.gov.uk) for more information.

### **Review of the new backdating rules for Housing and Council Tax Benefit**

On 27 February 2009 Department for Work and Pensions published a consultation on the backdating rules for Housing and Council Tax Benefit. The Government intends eventually to reduce the working age backdating period to 3 months, but will first review the effects of this policy. This questionnaire seeks information about the new rules to feed into the review. Consultation ends 31 July 2009 and details can be found at

[www.dwp.gov.uk/consultations/2009](http://www.dwp.gov.uk/consultations/2009)



## Training courses

Significant changes across Supporting People services and the aim of better outcomes for service users has given cause for many providers to re-assess the IT systems required to support practice and service delivery. Currently used by providers ranging from national organisations such as English Churches through to small local service providers, Provider System OCC (PSOCC) delivers a single, web based, software service.\*

This workshop is being held to highlight IT solutions to the specific challenges around Supporting People, Local Area Agreements and Self Directed Support.

The Workshop will be based on a number of key themes, outlined below, with presentations from existing users of PSOCC:

- Examples of how providers are currently managing client case loads
- The Changing Landscape: self-directed support; funding cuts; Local Area Agreements
- Overview of PSOCC web-based solutions – benefits and features
- Case studies: How IT has helped providers with SP audits and to generate savings
- Future directions: Your input on IT requirements

This event is being run as part of the Oxford Computer Consultants initiative on LAAs and SP and is free for providers.

**Date:** 25 March 2009 in Oxford

**Time:** 10am-3.15pm

To register for this workshop email [kim.annely@oxfordcc.co.uk](mailto:kim.annely@oxfordcc.co.uk) or telephone 01865 305240.

*\*this is provided for information only and the Council does not endorse this service*

**Please see below details of forthcoming LSCB Training events for which places are still available.**

### Focus on Neglect

**Date:** Friday 20 March 2009

**Time:** 9.30am-4.30pm

### Making the Links - Child Trafficking - half day morning workshop

**Date:** 3 April 2009

**Time:** 9.30am-2.30pm

### Safeguarding Children - A Shared Responsibility

**Date:** 29 April 2009

**Time:** 9.30am-4.30pm

**Date:** 14 and 15 May 2009

**Time:** 9.30am-4.30pm

Application forms can be obtained from:  
Eartha Eloi  
LSCB Development and Administrative Officer  
Ground Floor, Unit 8  
Silver Birch House  
Blackhorse Lane  
Walthamstow E17 5SD  
Email: [eartha.eloi@walthamforest.gov.uk](mailto:eartha.eloi@walthamforest.gov.uk)  
Fax: **020 8496 3667**

## Lone Working and Personal Safety

This is a one-day course in managing personal safety. The course addresses an area that is arguably the most important prerequisite for services working within the Supporting People programme.

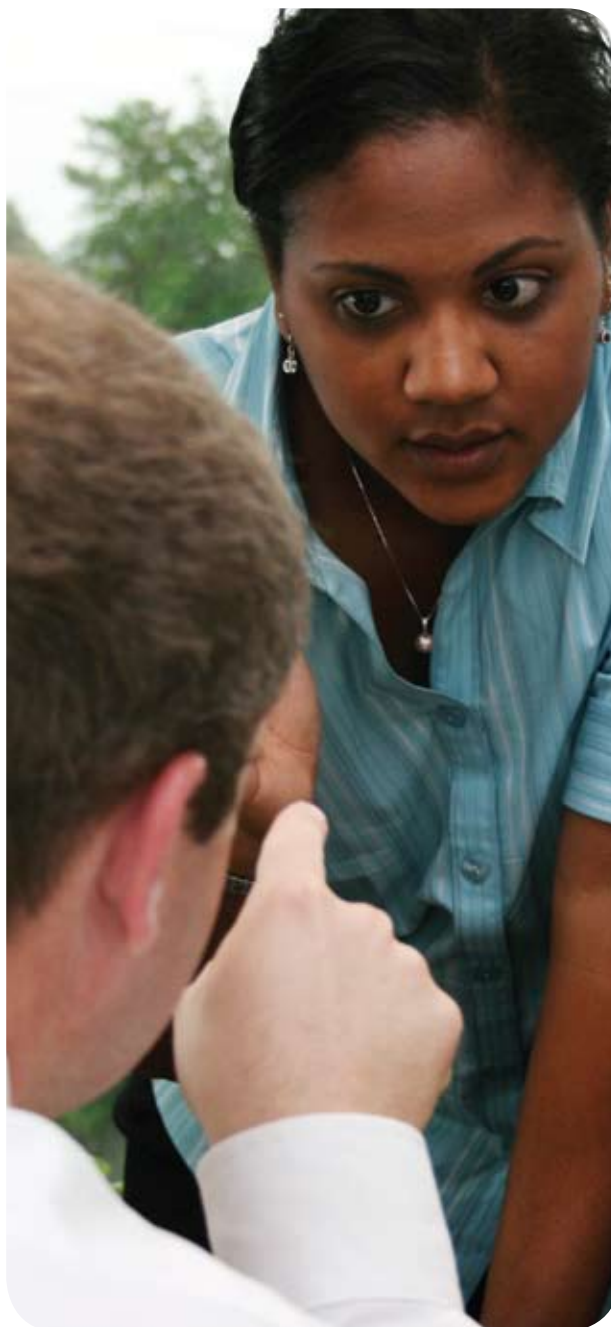
**Central London 19 March 2009**

To book, visit [www.usefultaininggroup.com/booking\\_form.pdf](http://www.usefultaininggroup.com/booking_form.pdf)

**Cost:** £135 per person for the one-day event, or £121.50 per person for two or more delegate bookings (10% discount).

The course is a relevant, practical event, designed to equip delegates with the skills to manage their personal safety and the risks associated with lone working. The course is for people who work in a closed environment or in the community. For details please visit: [www.usefultaininggroup.com/UT12\\_lone\\_working.html](http://www.usefultaininggroup.com/UT12_lone_working.html)

The trainer for this course is an expert in the field of personal safety and lone working, with over ten years experience as a specialist personal safety trainer.



## Spring dates

### Needs/Risk Assessment and Support Planning

Useful Training are hosting Spring dates for the 'Need/Risk Assessment and Support Planning' course - a two day course which addresses the core skills at the centre of services funded by the Supporting People programme.

**Central London 5-6 May 2009**

To book, please visit [www.usefultaininggroup.com/booking\\_form.pdf](http://www.usefultaininggroup.com/booking_form.pdf)

Places on this course go quickly. Please check availability on the website [www.usefultaininggroup.com](http://www.usefultaininggroup.com)

**Cost:** £235 per person for the two-day event, or £211.50 per person for two or more delegate bookings (10% discount).

For full details about the course, please visit: [www.usefultaininggroup.com/UT02\\_assess\\_support.HTML](http://www.usefultaininggroup.com/UT02_assess_support.HTML)

The trainer is Martin Hewett, BA (Hons) Dip. Psych.Couns. Martin is well known as one of the best trainers in the area of assessment and support planning.

This course can be delivered in-house. Please email with your contact details including a telephone number: [enquiries@usefultaininggroup.com](mailto:enquiries@usefultaininggroup.com)

## Supporting People Team

Please note our change of address from 23 February 2009

**Silver Birch House, Uplands Business Park  
Blackhorse Lane E17 5SD**

Tel: 020 8496 3000

Email: [supporting.people@walthamforest.gov.uk](mailto:supporting.people@walthamforest.gov.uk)

Web: [www.walthamforest.gov.uk/supporting-people](http://www.walthamforest.gov.uk/supporting-people)