

# Waltham Forest Supporting People Newsletter

March 2008

## WORKING TOGETHER FOR HIGH QUALITY SUPPORT

### Forest YMCA launches Peer2Peer Programmes starting in March 2008

Jennifer Lewis of WholeLife Management Consultancy Ltd launched a new youth initiative to train young residents of Forest YMCA to become Peer Mentors in their local area.

Young people who were part of the initial pilot scheme were presented with an achievement award on the evening. The awards were presented by Angela Sarkis, National Secretary of YMCA and a founding member of the Social Exclusion Unit.

Jennifer who began WholeLife Management after leaving her post as Healthy Living Advisor and Fitness Instructor at Forest YMCA, had the idea to design this programme after piloting a series of programmes with residents from Forest YMCA such as the Independent Living and Fit4Life programmes aimed particularly at the needs of young people faced with the issue of homelessness.

These programmes have now grown and Jennifer has also written a series of **Peer2Peer** Programmes addressing issues that specifically affect teenagers and delivered by **The TeamWorks**, a team of young people who she has previously mentored.

Jennifer and her team of young people have established a reputation in Waltham Forest, Redbridge, Essex and Tower Hamlets for delivering the WholeLife Management and Peer2Peer training programmes.

Jennifer has received active and enthusiastic support from Therese Crabb Housing Support Worker for 16 and 17 year old residents and from Tracy Blackwell Director of Welfare Services at Forest YMCA and managed to secure funding from the V Volunteering programme facilitated by 'The Bridge' in South Woodford to launch the pilot programme and the follow on programme which begins in March 2008.

The following quotes are from young people who have previously attended Peer2Peer Programmes:

“Thank you for being an exceptionally influential tutor and friend, as well as encouraging me to go onto bigger things...”

**Daniel, 19, YMCA Resident**

“The sessions were well worth my time and opened my eyes to some aspects of life”

**Emma, 18, YMCA Resident**

***For more information:***

**Contact: WholeLife Management/Forest YMCA**

**Contact Person: Jenniffer Lewis/Tracy Blackwell**

**Telephone Number: 09710 502821/07931 527677**

**E-mail address: [wlmconsultancy@aol.com](mailto:wlmconsultancy@aol.com)/[DoWS@forestymca.org.uk](mailto:DoWS@forestymca.org.uk)**

## **L&Q Supported Living celebrates successful Department of Health bid for Baytree House with Residents Open Day.**

Following the successful bid Baytree House has been remodelled to include extra care facilities. Those facilities include an on site care team, more staffing and access to day services through activity clubs for new and existing residents. It has also meant that residents have benefited from a physical enhancement to the block such as a second lift and second lounge.

Through this Baytree House now has facilities required to accommodate some people with higher needs if required, allowing them to continue living independently. The bid was made possible by L&Q working in partnership with Waltham Forest supporting People Team and Social Services on this programme.

An onsite care team, provided by Social Services, means that a carer will be on the premises overnight. They will be able to provide care tasks for residents who have this identified as part of their care package. They will also be available to assist any residents in difficulty during the night, and provide a quick response to emergencies. A day centre provided by social services is also in operation two days a week which provides activities and lunch for attendees

Waltham Forest Supporting People Team provides part funding for L&Q posts at Baytree House. These posts are Support Worker, some Health to Housing coordinator time and some Rainbow Project time.

To celebrate the completion of the remodelling residents took part in an open day in which representatives from the partnership held stalls to provide information on the services provided followed by tours of the building. There were also talks from the L&QSL director, Councillor Philips, Social Services and a resident's prize draw. The event was attended by Councillor Phillips (Councillor for Health, Adult and Older People) and Councillor Lewis (Chingford Green Ward).

Sharon Beaufond, Support Manager for L&Q Supported Living is pleased with the new facilities *"With an ageing population, it is important to consider the needs and aspirations of older people and make the most of the skills and experience they have by ensuring opportunities for participation and development.. London & Quadrant Supported Living is leading the way by developing residential properties such as Baytree House that offer care facilities as well as activity clubs, and by working with local authorities we can continually improve the service on offer"*.

Councillor Liz Phillips, Cabinet Member for Health, Adults and Older People, said:

***"Baytree House is a superb facility that ensures residents who want to remain independent, and who do not want to stay in a residential home, will have the option to do so. Waltham Forest Council is working towards providing modern care facilities for older people, which will benefit the community in years to come. The council was pleased to assist L&Q in obtaining funding for the refurbishment of Baytree House, which provides vital help with day-to-day living while ensuring older people stay in their communities."***

For more information on L&Q please contact Alice Williams in the Communications Department, L&Q Group, Osborn House, Osborn Terrace, London, SE3 9DR on 020 8557 2126 or email [awilliams@lqgroup.org.uk](mailto:awilliams@lqgroup.org.uk)

## **Supporting People Update and Useful Information.**

Success of pilots will determine if SP ring fence will end in April 2009

On 14 February 2008 the CLG confirmed details of the pilots that will determine if the SP ring fence is removed and the money is pooled with other funding as part of a new Area Based Grant. From April 2008, 15 councils will receive their SP grant without the usual condition that it must be spent on housing support. The councils are Barking & Dagenham, Bath and North East Somerset, Birmingham, Bournemouth, Dudley, Durham, Essex, Gloucestershire, Hampshire, Leicestershire, Liverpool, Norfolk, North Yorkshire, Rutland and Tameside.

<http://www.spkweb.org.uk/NR/rdonlyres/860D9EE4-A60C-4063-A175-AF89049A5D57/14617/080214UpdateforspkwebPathfinders.doc>

Inside Housing article

<http://www.insidehousing.co.uk/news/article/?id=1449880>

Financial capability training pack for social housing tenants

On 20 February 2008 the National Housing Federation and Toynbee Hall published 'A Guide to Financial Capability for Social Housing Tenants'. Sections include budgeting, paying the rent and setting up home, opening / using a bank account and understanding the benefit system.

[http://www.housing.org.uk/Uploads/File/financial\\_capability\\_guide.pdf](http://www.housing.org.uk/Uploads/File/financial_capability_guide.pdf)

Research about services for homeless people

On 19 February 2008 Homeless Link and the Resource Information Service published extensive research 'Survey of Needs and Provision: Services for Homeless People and Couples in England'. The research includes substantial information about the services provided by day centres, hostels and supported accommodation.

<http://www.ris.org.uk/index.asp?mid=67>

ePolitix.com interview with Homeless Link CEO

<http://www.epolitix.com/EN/ForumInterviews/200802/76c13a02-ba64-400f-9068-c1fb1db8c786.htm>

Information on service improvement through user involvement

On 20 February 2008 the Housing Corporation published 'In brief: Training residents to get involved', and the 'Look Ahead: Customer training programme handbook'. Look Ahead's programme (funded by a Housing Corporation Innovation and Good Practice Grant) supports vulnerable people to take an active role in improving service delivery.

[http://www.housingcorp.gov.uk/upload/pdf/In\\_brief\\_training\\_residents.pdf](http://www.housingcorp.gov.uk/upload/pdf/In_brief_training_residents.pdf)

Look Ahead: Customer training programme handbook

[http://www.housingcorp.gov.uk/upload/pdf/LAHC\\_Customer\\_training.pdf](http://www.housingcorp.gov.uk/upload/pdf/LAHC_Customer_training.pdf)

Guidance on basic bank accounts and other financial matters

Moneymadeclear (from the Financial Services Authority) have updated their 'Basic bank accounts' leaflet which details the organisations that offer basic bank accounts.

[http://www.moneymadeclear.fsa.gov.uk/pdfs/bank\\_accounts.pdf](http://www.moneymadeclear.fsa.gov.uk/pdfs/bank_accounts.pdf)

Moneymadeclear offer a jargon free approach to financial matters, helping service users to make informed decisions. For example, see Moneymadeclear's budget calculator.

[http://www.moneymadeclear.fsa.gov.uk/tools.aspx?Tool=budget\\_calculator](http://www.moneymadeclear.fsa.gov.uk/tools.aspx?Tool=budget_calculator)

New strategy to address independence for disabled people:

On 3 March 2008 the Office for Disability Issues published an 'Independent Living Strategy' which aims to help people take control of their lives through improved access to employment, transport, health and housing. The strategy includes effective advocacy / advice services and funding for user-led organisations that support disabled people.

<http://www.officefordisability.gov.uk/docs/ilr-executive-report.pdf>

Easy Read version

<http://www.officefordisability.gov.uk/docs/ilr-easy-read.pdf>

MP3 and audio

<http://www.officefordisability.gov.uk/independent/strategy.asp>

New strategy to address housing in an ageing society:

On 25 February 2008 the CLG published 'Lifetime Homes, Lifetime Neighbourhoods: A National Strategy for Housing in an Ageing Society', outlining issues around existing housing as well as new housing to meet the needs and aspirations of older people. Home Improvement Agencies are central to achieving the government's objectives.

<http://www.communities.gov.uk/documents/housing/pdf/lifetimehomes>

Research into the housing aspirations of older people:

On 25 February 2008 the CLG published 'Housing Choices and Aspirations of Older People: Research from the New Horizon's Programme'. Researchers from the University of York organised service user focus groups to explore housing issues for older people.

<http://www.communities.gov.uk/documents/housing/pdf/newhorizonsresearch>

Age Concern report on older people excluded from society:

On 15 February 2008 Age Concern published 'Out of sight, out of mind', reporting that more than a million older people are excluded from society and ignored by government policy. Age Concern warns that exclusion amongst older people is a severe problem that needs urgent government action.

[http://www.ageconcern.org.uk/AgeConcern/Documents/Out\\_of\\_sight\\_out\\_of\\_mind\\_Feb08.pdf](http://www.ageconcern.org.uk/AgeConcern/Documents/Out_of_sight_out_of_mind_Feb08.pdf)

Age Concern publish 'state of the nation' report:

On 26 February 2008 Age Concern published a report 'The Age Agenda 2008', warning that without investment and radical reform, services could worsen and the government's rhetoric on social care will fail to become a reality.

[http://www.ageconcern.org.uk/AgeConcern/Documents/Age\\_Agenda\\_2008.pdf](http://www.ageconcern.org.uk/AgeConcern/Documents/Age_Agenda_2008.pdf)

New drugs strategy and action plan:

On 27 February 2008 the Home Secretary Jacqui Smith released 'Drugs: protecting families and communities', the 2008 drug strategy. The strategy addresses drug supply, drug-related crime and anti-social behaviour, and includes new approaches to treatment and social re-integration.

<http://drugs.homeoffice.gov.uk/publication-search/drug-strategy/drug-strategy-2008-2011?view=Binary>

'Drugs: protecting families and communities' Action plan 2008-2011

<http://drugs.homeoffice.gov.uk/publication-search/drug-strategy/drug-action-plan-2008-2011?view=Binary>

Drink & Drugs News article

<http://www.drinkanddrugs.net/news.html>

Free bus travel for older and disabled people to be extended to all areas:

In March 2006 Alistair Darling (then the Transport Secretary) announced that from 1 April 2008 older and disabled people will be able to travel free on buses anywhere in England.

<http://www.dft.gov.uk/pgr/regional/buses/concessionary/>

Other news:

CLG describe how 'Area Based Grant' will replace ring fenced grants:

On 27 February 2008 the CLG published 'Area Based Grant: General Guidance 2008', which is guidance for local authorities on the new Area Based Grant (ABG). The formerly ring-fenced SP grant will be combined with the ABG from 2009/10, subject to successful pilots in 2008/09. See pages 12 and 13.

<http://www.communities.gov.uk/documents/localgovernment/pdf/706552>

Sunday 15 June 2008 is World Elder Abuse Awareness Day:

World Elder Abuse Awareness Day aims to create an awareness of elder abuse and its consequences.

<http://www.inpea.net/>

Tuesday 27 May 2008 is European Neighbours' Day:

Last year over 7 million people hosted gatherings across Europe to celebrate European Neighbours' Day, its goal to develop friendship and community amongst neighbours.

<http://www.european-neighbours-day.com/>

Alcohol guidance and tools for offenders under supervision:

On 26 February 2008 the Interventions and Substance Abuse Unit in conjunction with Alcohol Concern published an alcohol information pack for offenders under probation supervision. The pack includes general alcohol information, access to treatment and the role of the probation service.

[http://noms.justice.gov.uk/news-publications-events/publications/guidance/alcohol\\_info\\_pack\\_08/?view=Standard&pubID=531749](http://noms.justice.gov.uk/news-publications-events/publications/guidance/alcohol_info_pack_08/?view=Standard&pubID=531749)

Briefing on the support of women prisoners:

On 20 February 2008 the National Offender Management Service published 'The Importance of Housing for Women Prisoners'. The briefing outlines the importance of women's housing needs, support to maintain rented accommodation or access to housing upon release from prison.

[http://noms.justice.gov.uk/news-publications-events/publications/guidance/women\\_prisoners\\_housing?view=Binary](http://noms.justice.gov.uk/news-publications-events/publications/guidance/women_prisoners_housing?view=Binary)

'Let's Talk About Money' guide for offenders:

On 7 February 2008 the National Offender Management Service published 'The Let's talk about Money' guide. The aim of the guide is to help people with some of the basics of managing money, while in prison, preparing for release or on supervision in the community.

<http://noms.justice.gov.uk/news-publications-vents/publications/guidance/LTAM?view=Binary>

Statistics relating to mentally disordered offenders:

On 7 March 2008 the Ministry of Justice published 'Statistics of Mentally Disordered Offenders'. The publication summarises information about those subject to a restriction order who have been admitted to, detained in, or discharged from psychiatric hospitals.

<http://noms.justice.gov.uk/news-publications-events/publications/newsletters/mdobulletin?view=Binary>

Response to Disabled Facilities Grant consultation:

On 25 February 2008 the CLG published a response to the consultation responses received.

<http://www.communities.gov.uk/documents/housing/pdf/dfgpackagechange>

Response to Mental Capacity Act 2005 consultation:

On 22 February 2008 the DOH published a response to the consultation responses received.

[http://www.dh.gov.uk/en/Consultations/Responsestoconsultations/DH\\_083135?IdcService=GET\\_FILE&dID=160775&Rendition=Web](http://www.dh.gov.uk/en/Consultations/Responsestoconsultations/DH_083135?IdcService=GET_FILE&dID=160775&Rendition=Web)

Renewed Prepay Meter Campaign:

On 20 February 2008 the National Housing Federation renewed the request for people to email their gas/ electricity supplier (and their MP) requesting that pre-payment meter tariffs are brought in line with standard credit rates, so that people on low incomes do not pay more for essential services.

<http://www.housing.org.uk/default.aspx?TabID=485>

Consultations

How the Independent Living Strategy should be delivered:

On 3 March 2008 the Office for Disability Issues announced a consultation seeking views on the involvement of disabled people in the implementation of the Independent Living Strategy. Consultation questions can be found in Chapter 4 of the Independent Living Strategy. Consultation ends 20 June 2008.

<http://www.officefordisability.gov.uk/docs/ilr-executive-report.pdf>

National Housing Federation seek views of residents and staff:

On 6 March 2008 the National Housing Federation launched an online questionnaire which asks tenants, residents, front-line staff and chief executives, how housing associations can put tenants at the centre of service delivery. The Federation are developing a Code of Service Delivery and Accountability for housing associations. Closing date 21 March 2008.

<http://www.housing.org.uk/default.aspx?tabid=212&mid=828&ctl=Details&ArticleID=944>

Have your say on the government's learning disability plans:

On 4 December 2007 the Department of Health launched 'Valuing people now: from progress to transformation - a consultation on the next three years of learning disability policy'. Consultation ends 28 March 2008.

[http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH\\_081014](http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_081014)

Funding for English classes to be refocused on socially excluded groups:

On 4 January 2008 John Denham, Secretary of State for Innovation, Universities and Skills announced a consultation paper proposing that the promotion of community cohesion will be prioritised when deciding on funding for English for Speakers of Other Languages (ESOL). Consultation ends 4 April 2008.

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

People with debts could benefit from new court measures:

On 16 January 2008 the Ministry of Justice published a consultation paper which proposes that people who need extra time to pay off debts could go to court for an Enforcement Restriction Order. Consultation ends 16 April 2008.

<http://www.justice.gov.uk/publications/cp0108.htm>

## Local News

### 2.5% increase agreed for Supporting People services

In agreeing the Supporting People Commissioning Budget report, Waltham Forest Supporting People Commissioning Body has agreed an inflation increase of 2.5% to help sustain existing services, linked to satisfactory performance. This will be applied from the first payment run in April to all contracts except those services where efficiency review savings have been recommended by Commissioning Body in service reviews.

## Reminder

As we are fast approaching the end of the financial year, the SP Team at Waltham Forest are anxious to ensure that all correct payments owed for 2007/2008 are made before the 31st March 2008.

Therefore, Providers of Subsidy Schemes need to be extra vigilant in checking the Service User Subsidy Schedules that have recently been issued, and returning them within the 10 day timescale stated in their contract. It is imperative that the SP team are informed of any clients which are not included on the schedule but should be, or any clients who are included on the schedule and shouldn't be.

We also need to know of any clients within a Subsidy Supported Housing scheme who have recently made an application for Housing Benefit, and are still waiting to hear from the Housing Benefits Team. *We may not be able to make a payment for any clients which have not been notified to us by the end of March 2008.* (This does not currently apply to Gross Scheme providers who are paid a fixed amount every four weeks). Large service providers may wish to send in a complete list of residents at their accommodation based schemes to ensure no clients are missed, however this is not compulsory.

You can now send your returns via our internet site SPOCCNET which can be found at: [www.lbwf.gov.uk/spocnet](http://www.lbwf.gov.uk/spocnet). If you require a Log In so you can use this site or need any further information please do not hesitate to contact me.

If you have any questions regarding the above or would like to discuss individual clients, please contact Joy Routledge on telephone number 020 8496 5537 or e-mail: [supporting.people@walthamforest.gov.uk](mailto:supporting.people@walthamforest.gov.uk).

## Information for Providers

Quarterly contract monitoring meeting dates have been set for 2008/9 and providers can contact us if they have not yet received their organisation's dates.

## Supporting People Performance Monitoring Returns – 2008/9

The performance returns, outcome returns and local returns due for 2008/9 are as follows:

Period	Performance returns due by
7th April 2008 – 6th July 2008	21st July 2008
7 <sup>th</sup> July 2008 – 5 <sup>th</sup> October 2008	20 <sup>th</sup> October 2008
6th October 2008 – 4 <sup>th</sup> January 2009	19th January 2009
5 <sup>th</sup> January 2009 – 5 <sup>th</sup> April 2009	20th April 2009

### Don't Forget:

You can now send us your PI workbooks and client changes directly via our Internet site SPOCC.net. If you need an access ID and password, you can request this directly from [www.lbwf.gov.uk/spocnet](http://www.lbwf.gov.uk/spocnet). If you have not logged onto this site yet, why not have a look today?

### Do you have an article for our newsletter?

Do you have an upcoming open day or a success story about one of your schemes that we could use in a future newsletter?

If so, we would love to hear about it so please send to us at: [supporting.people@walthamforest.gov.uk](mailto:supporting.people@walthamforest.gov.uk) by the 18th February 2008 with any photographs if you have them!

### Contact Us:

You can contact Waltham Forest Supporting People Team at: [supporting.people@walthamforest.gov.uk](mailto:supporting.people@walthamforest.gov.uk)

You can view our website at: [www.walthamforest.gov.uk/index/housing/planning-housing/supporting-people.htm](http://www.walthamforest.gov.uk/index/housing/planning-housing/supporting-people.htm)