

SPSP Newsletter

Issue No

2

The Newsletter for the Haringey Supporting
People Small Providers Network

Supporting People – at a crossroads By Philip Burke

The Supporting People programme which provides housing related support to over 1.2 million vulnerable people across the country is at a crossroads.

But despite speculation about the future viability of the programme, we can now take comfort in the knowledge that Supporting People is here to stay.

As part of a national consultation on the future direction of the programme, *Creating Sustainable Communities; Supporting Independence*, the Government wants to hear the views of those who administer the programme, as well as those who provide services to vulnerable people.

Small providers make a unique contribution to the provision of Supporting People services. They have a particular role to play in providing local services that offer specialist and/or culturally specific support and

offer choice for service users. That's why the Government wants to ensure that the role of the voluntary and community sector as key deliverers of support to vulnerable people is recognised and supported.

At a Westminster conference held earlier this month, which was attended by national providers, politicians and council representatives, the future direction of the programme was discussed. In the key-note speech, delivered by the minister for local government Phil Woolas MP, delegates were reassured of the Government's commitment and unstinting support for the programme. He said, "Supporting People is at the heart of Sustainable Communities and there is a real passion across Government to get it right. Supporting vulnerable people to live independent lives is an important element to building better communities".

Pointing to the consultation Strategy, Matthew Pelling, Supporting People Lead Officer for Haringey Council said,

January – March 2006

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Try out our regular features:

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Feedback

This publication is a direct result of consultation with providers. You asked for a useful and informative newsletter that tells you about what you need to know. We value any comments and suggestions you may have. Please contact Stephanie Rowland, stephanie.rowland@haringey.gov.uk or phone 020 8489 6931 with your comments.

“We welcome the opportunity to discuss the consultation strategy and therefore it is important that all providers are encouraged to participate in the national consultation. This is crucial to the future direction of the programme”.

Susan Humphries, Manager of the Corporate Voluntary Sector Team within the Chief Executive's Services said “The Team has been working closely with voluntary organisations who are delivering Supporting People services. The work in establishing the Supporting People programme within the voluntary sector organisations has been an exciting development in how services are provided at grass roots level to the community. We are delighted that this partnership of working with the Supporting People Team in the Council and the voluntary sector has become so successful and held up as an example of good practice within the government's national consultation strategy”.

This is an important time for taking forward Supporting People at a national and local level and I look forward to hearing your views on how we can best do that. The consultation period ends on the 28th February 2006”. However your views are still welcome after this period. Please contact Phillip Burke on **020 8489 6905** or email: philip.burke@haringey.gov.uk

Notes

1 Haringey Council is the 2nd largest recipient of Supporting People funding in London. The programme has already had a positive impact in the lives of thousands of vulnerable people across the borough, helping people rebuild their lives and sustain their tenancies.

Haringey Compact – Working BETTER together

The 22 month process to develop Haringey's Compact is near completion. The consultation process has now ended and the Haringey Compact Working Group are now collating the responses from the consultation and finalising Haringey's draft Compact

What is a Compact?

Compacts are written agreements between organisations in the public sector, private sector and voluntary community sector (VCS), which lays down a set of principles or values governing the way that we work together; and the commitments or promises we are making to promote positive engagement and good working relations across sectors.

The benefits of the Compact include:

- Giving organisations, irrespective of size, a voice in decision making and service delivery

- Improving working arrangements within and between the sectors to prevent duplication and to maximise efficiency
- Improving working relationships and arrangements to ensure that Haringey's Services are of the highest quality
- Having clear, open processes to guide the organisations in the sectors when they engage on matters such as funding, communications and partnership working

Even though the consultation has now finished you can still give your view. For more information and to obtain a copy of Haringey's Compact please contact **Stephanie Rowland** on **020 8489 6931** or email stephanie.rowland@haringey.gov.uk

ChangeUp – Infrastructure support for the Voluntary Sector

Many frontline voluntary and community organisations, especially the small and medium-sized, are unable to access the support they need. The government has established the ChangeUp programme to strengthen the assistance available to voluntary/community organisations and social enterprises by funding infrastructure/second tier organisations to develop their capacity building services.

The ChangeUp programme through work at a regional and local level will enable frontline organisations to have better access to high-quality support in 6 key areas and deliver the following outcomes:

- 1 Performance Improvement** – organisations will be better able to improve their performance by accessing advice and making choices about which tools are right for them.
- 2 Governance** – Board members will be more aware of their responsibilities and good practice, and have access to accurate and helpful information.
- 3 Workforce Development** – there will be a greater range and better take up of accessible learning opportunities by voluntary and community sector workers.

Employers will have improved access to advice on human resource issues.

4 Volunteer Recruitment and Management – there will be a high quality volunteering infrastructure which reaches, recruits and places a greater number and diversity of individuals as volunteers.

5 ICT – frontline organisations and funders will have a shared understanding of the costs and benefits of ICT. A range of reference materials, volunteering, pro bono support, and a telephone helpline will be available.

6 Income Generation – there will be an improvement in contract negotiation skills and better standards in fundraising.

The ChangeUp infrastructure development plan for Haringey has been approved. HAVCO will receive additional resources to progress 4 areas of work:

1 Funding and Finance Support – HAVCO has recruited Carmen Gonzalez to the new position of Funding and Finance Officer. Carmen is available to provide support in fundraising and setting up financial procedures.

2 ICT Support – HAVCO will have Yaarub Aisa, the ICT Circuit Rider, based with them for 2 days per

week to offer help to organisations experiencing problems with their ICT systems.

3 Database and Website – over the coming months, HAVCO will update the voluntary and community sector database, and develop a community website containing information about the many voluntary and community organisations in Haringey.

4 Resource Bank – HAVCO will buy in relevant models of policies and procedures, adapt them for Haringey, and make them available on HAVCO's **website: www.havcoharingey.org.uk**. You can also ask HAVCO for a hard copy of some of the information resource.

For further information about HAVCO's ChangeUp services, please telephone HAVCO on **020 8880 4087**.

For detailed information about the ChangeUp programme, visit <http://communities.homeoffice.gov.uk/activecomms/sup-vcs/changeup/>.

Managing Outcomes

Outcome management is a useful tool that organisations can use to review and plan their services, to encourage their staff and clients by evidencing progress, and to demonstrate to their stakeholders what they have done.

Funders increasingly want to know about the outcomes of services that they fund. Supporting People will be looking at outcomes and working with providers to look at how best to evidence demand for their services

What are Outcomes?

Outcomes are changes, benefits, learning or other effects that happen as a result of your activities.

Outcomes are not to be confused with outputs. Outcomes are changes that occur over time (e.g. an increase in skills), whereas outputs are the actual services and activities that you have delivered to clients (e.g. a training course).

Identifying Outcomes

When identifying outcomes:

- Make sure that your organisation has clearly defined aims and objectives, and that your outcomes are linked to them
- Allow clients the opportunity to identify the changes that they want to make
- Break outcomes into intermediary steps, especially if the outcome is not easily reached.

- Consult other key stakeholders, such as your funders, about the outcomes that they feel are important to them. Once you have identified your outcomes, you can consider how to assess them.

Outcome Monitoring

Outcome Monitoring is the regular and systematic collection of information over a period of time. By gathering, analysing and reporting information, it allows you to assess changes that have taken place.

You can use questionnaires, observation, interviews, record keeping and notes. You can collect information on a small number of people – a sample; and also collect information on an issue at just one point in time – a snapshot.

Remember that information should always be given voluntarily, and that you must consider issues of confidentiality – perhaps by collecting information anonymously.

Outcome Management

Outcome Management involves analysing and interpreting the information you have collected from Outcome Monitoring to make your service more effective. Most information from outcome monitoring will be quantitative and analysis will include percentages, averages and frequencies. You may also have collected qualitative information, the analysis of which often involves looking at themes and ideas that emerge from people's comments.

Interpretation involves looking at what the findings mean. Doing this will highlight what is going well and show whether change or improvements are needed.

Outcome information can be very useful internally for planning and organisational development. It can also help you to validate the way you work and help you to be more accountable to your clients, funders and the general public.

Two websites for finding out more about Managing Outcomes:

- 1 Charities Evaluation Services – www.ces-vol.org.uk
- 2 The London Housing Foundation – www.lhf.org.uk

Experiences of a Mentoring Relationship

St. Lucy's Lodge and Haringey Association for Independent Living (HAIL) both support people in living more independently. St. Lucy's works with people who experience mental health problems, and HAIL supports people with a learning disability. In their Supporting People review, St. Lucy's expected to receive Level C but only achieved Level D. They were very disappointed, and were told that their service must improve.

Vera Cudjoe, the Manager of St. Lucy's Lodge, was offered the support of a mentor. As a very experienced mental health services manager, Vera was unsure of how a mentor could help her. But, because she was so keen to improve her services, she kept an open mind, and agreed to take part.

When Vera was introduced to her mentor, Kevin Dowd, she knew immediately that they would get on. HAIL had been involved in Supporting People from the early days, and the programme had helped them to transform their services. Kevin felt chuffed to be asked to do some mentoring.

Kevin motivated and guided Vera, but gave St. Lucy's Lodge the independence to develop ideas and implement them. The mentoring relationship between Vera and Kevin lasted 6 months, and included about 8 meetings. Kevin supported St. Lucy's in completing the Quality Assessment

Framework (QAF), advised them on their Value for Money budgets, and motivated Vera to participate in training and get involved in networks.

Although Vera felt slightly defensive at the beginning, St. Lucy's found being mentored a positive experience which really made a difference to their service quality.

Vera and Kevin agreed that the key ingredients which make a mentoring relationship work are the mentee's willingness to learn and work hard, for the mentor to be honest by putting limits on what they are able and willing to offer, and the mentor having genuine interest in the mentee's organisation.

Kevin explained that "The experience has been good for HAIL – it has given us kudos, and validates that we are good at Supporting People. Being a mentor was rewarding and good fun."

"Once we understood the QAF, we enjoyed it" noted Vera. "The staff and service users got involved – everyone was determined to get through it".

At their next review, St. Lucy's Lodge succeeded in moving up from Level D's to Level C's. Kevin explained that "Staff at HAIL are really pleased that St. Lucy's got through the review. Vera added, "Now that I understand the Supporting People programme, we are going to work on getting Level B!"

To find out more about the Supporting People Mentoring Programme contact **Stephanie Rowland on 020 8489 6931 or stephanie.rowland@haringey.gov.uk**

SPSP Providers Network Next Network Meeting

Will take place on 22nd March 2006, 10am. The meeting will be held at the Turkish Cypriot Women's Organisation, 140 Falkland Road, Hornsey, London, N8 ONP. Parking may be difficult around the organisation,

The meet will feature:

- 1 Commissioning and contracts and what support is available to providers
- 2 An update on SP national consultation strategy

There will also be a discussion on referrals processes. We are interested to hear about your best practice. We are also looking for a small provider to chair the meeting. Support will be given to the chair.

After a good discussion lunch will be provided.

If you would like to share your best practices or you would like to chair the meeting please contact: **Stephanie Rowland**
Tel: 020 8489 6931
Email: stephanie.rowland@haringey.gov.uk

Training Opportunities for small providers

New Training Opportunities

The SP Small Providers network is preparing its new training programme that will begin in April 06. We would welcome your input into the training that we provide. Suggestions for training include:

- Child protection
- Risk Assessment
- Support Planning
- Contracting and Tendering

If you would like the SPSP Network to run a particular training course please contact **Stephanie Rowland** Project and Grants Officer
 Tel: 020 8489 6931
 Fax: Stephanie.rowland@haringey.gov.uk

External Courses

Course	Managing your Financial (1 day)	Disability Living Allowance– A guide to successful claims (1 day)	An introduction to Community Care (1 day)	Mental Capacity and Decision Making (1 day)	Part III of the Disability Discrimination Act 1995 and how to enforce it (1 day)
Dates	22nd Mar 2006	28th Mar 2006	31st Mar 2006	5th April 2006	6th April 2006
Aimed at	Charities and not for profit agencies Organisations in the upper Lee Valley area are encouraged to apply for this free training.	Those advising disabled people and those with long term health problems.	Those advocating for disabled people	Advisors and Advocates working with disabled people	Experienced advisors and advocates of disabled people
Outline	This course will look at an: Introduction to basic financial management, gain an understanding of different types of accounts, understand costs and budgets, be aware of costing methods in use in the voluntary sector; plan the budget for your organisation and Be aware of principles and methods for effective budgetary control.	The course will look at: •The significance of these benefits and how they are structured •Who can qualify •How to fill in forms •How to appeal if claims are rejected	The course will provide: •An understanding of the principles of community care •Applying the law •Different remedies available in community care	The course will include: •Appointeeship •Receivership •Contractual relationship •Guardianship •Litigation friends •Decision making •Changes to be introduced by the mental capacity act 2005	The course will include: •Meaning of disability •Meaning of discrimination •Adjustment & removal of practices & other barriers to access •Justifications for discriminatory conduct •Changes proposed by the DDA 2005 •How to take a service provider to court •Funding litigation •Procedure and tactics
Cost	Free	£65 for vol. orgs £75 For local authorities and private providers	£65 for vol. orgs £75 For local authorities and private providers	£65 for vol. orgs £75 For local authorities and private providers	65 for vol. orgs £75 For local authorities and private providers
Contact details	Haringey Association of Voluntary and Community Organisations (HAVCO) Room 334, Lee Valley Techno park, Ashley Road, Tottenham Hale, London N17 9LN Tel: 020 8880 4087 Fax: 020 8880 4088 Email: info@havcoharingey.org.uk	Christine Goodhall Disability Law Service 39-45 Cavell Street Whitechapel London E1 2BP Tel: 020 7791 9828 Email: Christine@dls.org.uk	Christine Goodhall Disability Law Service 39-45 Cavell Street Whitechapel London E1 2BP Tel: 020 7791 9828 Email: Christine@dls.org.uk	Christine Goodhall Disability Law Service 39-45 Cavell Street Whitechapel London E1 2BP Tel: 020 7791 9828 Email: Christine@dls.org.uk	Christine Goodhall Disability Law Service 39-45 Cavell Street Whitechapel London E1 2BP Tel: 020 7791 9828 Email: Christine@dls.org.uk

External Courses

Contacts

Useful Contact Details

Who's who in the SP Team and what do they do?

Mathew Pelling	Programme Manager	020 8489 3340	mathew.pelling@haringey.gov.uk	Responsible for the overall management and strategic priorities of the programme.
Nick Crago	Commissioning and Review Manager	020 8489 3302	nick.crago@haringey.gov.uk	Responsible for quality, performance, contracts, contract monitoring and development.
Sima Khiroya	Finance Manager	020 8489 3344	sima.khiroya@haringey.gov.uk	Responsible for the financial management of the Supporting People Grant.
Debbie Nichols	Senior Project Officer	020 8489 3015	debbie.nichols@haringey.gov.uk debbied.nichols@haringey.gov.uk	Responsible for working on links between SP and Housing – ALMO/Homelessness prevention and options. Splits her time between SP and North Tottenham Area Office.
Pamela Francis	Contracts Officer	020 8489 3316	pamela.francis@haringey.gov.uk	Responsible for contractual work and quality assessment reviews.
Genevieve Repino	Consultation and Communication Officer	020 8489 3328	genevieve.repino@haringey.gov.uk	Working on SP publicity information, consultation and service user involvement.
Steve Hill	Project Officer	020 8489 3372	steve.hill@haringey.gov.uk	Responsible for establishing performance outcome measures and steady state contracts.
Tara Warren	Office Manager	020 8489 3325	tara.warren2@haringey.gov.uk	Responsible for the monitoring and analysis of the PI workbooks, as well as the administrative needs of the team.
Chenthu Vivekanandarajah	Finance Officer	020 8489 3495	chenthuran.vivekanandarajah@haringey.gov.uk	Responsible for payment authorisations. Vacant Post. Responsible for the tendering process for future SP contracts.

New Child Protection Procedure Template now available

The Local Safeguarding Children Board has produced a child protection procedure template specifically targeted at voluntary and community groups to support groups to put in place effective child protection procedures.

To obtain a copy of the template:
www.haringey.gov.uk/index/children_and_families/childrensocialcare/protectingvulnerablechildren/lscbpublication/scheme

Or contact
Stephanie Rowland
Haringey
Corporate Voluntary Sector Team
Tel: 020 8489 6931
stephanie.rowland@haringey.gov.uk

Haringey's SP team will shortly be producing a toolkit for providers, which addresses child protection issues.

Profile

A profile of a SP small provider

St. Ignatius Housing Association (SIHA)

For further information please contact:

St. Ignatius Housing Association Ltd.,
Unit 223,
Tudorleaf Business Centre,
2–8 Fountayne Road,
Tottenham, London,
N15 4QL
Telephone: 0208 808 0818;
FAX: 0208 808 0860
Email: supportingpeople@btconnect.com

SIHA is an accommodation based service providing 49 units of support to single homeless men and women.

SIHA provides low level housing related support, delivering approximately 2 support hours per week per resident through 2 full time equivalent staff.

The units are provided across a number of Private Sector Leased shared (single sex) houses in the East of the Borough, with an average of 4 units per scheme. Accommodation is provided via Assured Shorthold Tenancies.

The service targets refugees and BME communities. SIHA shared schemes provide an environment that can meet many of the cultural needs of new service users, helping to break down the sense of social isolation often felt by refugees and new arrivals to the UK.

After initial assessment, acceptance into a scheme requires residents to participate in a tailored support plan which includes regular house meetings as well as key-work sessions. Service users may have

language support needs and require support with (benefits) correspondence, accessing other services, training, education and employment. Many of our residents are being supported to maintain ESOL and IT training courses. In addition, the individual support plan will address culturally specific emotional and leisure needs, for example linking residents with places of worship and community groups.

Approximately one third of admissions have a local connection, with around two thirds being referred from outside Haringey. Referral sources include statutory agencies such as Haringey and Camden Housing Advice in addition to voluntary sector organisations such as the London Refugee Advice Centre, Eritrean Community in the UK, Hornsey YMCA, Forest YMCA etc.

For further information about the work of St. Ignatius please contact **020 8808 0818**

To promote your organisation, please send your details to:

Philip Burke
0208 48 92 293
Email Philip.burke@haringey.gov.uk

Advice and tips to Disclosure checks

Why carry out Disclosure checks?

The Criminal Records Bureau's disclosure service enables organisations to make more thorough recruitment checks particularly for positions that involve regular contact with children and vulnerable adults. It does this by offering access to records held by the police.

Level of checks

The CRB currently offers 2 levels of Disclosure – Standard and Enhanced.

A Standard Disclosure contains details of any spent and unspent convictions, cautions, reprimands and warnings. Standard Disclosures are primarily for posts that involve working with children or vulnerable adults.

An Enhanced Disclosure will contain the same details as a Standard Disclosure, and it may also contain non-conviction information from local police records. Enhanced Disclosures are for posts involving a far greater degree of contact with children or vulnerable adults (e.g. caring for, supervising, training or being in sole charge of vulnerable people).

Registering with the Criminal Records Bureau

Applications for Disclosures must be countersigned by a person who is registered with the CRB. For an organisation to register with the CRB as a Registered Body costs £300. If your organisation does not want to register, you can ask an Umbrella Body to countersign applications on your behalf.

Contact Stephanie Rowland (tel: 020 8849 6931) to find out if there is a local Umbrella Body which may be able to help you.

If you have registered as an Umbrella Body and are willing to administer disclosure checks on behalf of other organisations, please submit your contact details to Stephanie Rowland.

Recruitment procedures

If you are recruiting to a position that has contact with children or vulnerable adults, don't forget to mention in the Job Application Pack the fact that you will be undertaking a Standard/Enhanced Disclosure check on the successful candidate. Make your job offer conditional upon receiving acceptable Disclosure Information.

The Disclosure application process

A Standard Disclosure costs £29 and an Enhanced Disclosure costs £34.

The CRB claims to complete most Standard Disclosures within 2 weeks, and most Enhanced Disclosures within 4 weeks.

The CRB sends a copy of the Disclosure to the applicant and a copy to the Countersignatory within the Registered Body. The recruiting organisation can either confirm the job offer or invite the candidate for further discussion then decide whether or not to confirm the offer.

Volunteers

It is important that you carry out Disclosure Checks on your volunteers

who have contact with children or vulnerable adults. The CRB makes no charge for disclosure checks for or volunteers.

Code of Practice

All recipients of Disclosure information must adhere to the CRB's Code of Practice. The Code of Practice is intended to ensure that information released in Disclosures is used fairly and to ensure that sensitive personal information is handled and stored appropriately and kept for only as long as is necessary.

Stephanie Rowland in Haringey's Corporate Voluntary Sector Team, can provide you with model policies to help you implement the Code of Practice.

The Code of Practice can be downloaded from the Disclosure website: <http://www.disclosure.gov.uk/docs/pdf/13854%20brochure1.pdf>

Useful Contact Details

Criminal Records Bureau
www.disclosure.gov.uk/

Disclosure Application Line
0870 90 90 844

Registration Information Line
0870 90 90 822

General Enquiries
0870 90 90 811

Stephanie Rowland
020 8489 6931
stephanie.rowland@haringey.gov.uk

If you would like this Supporting People – Small Providers Network Newsletter in your own language please tick the box, complete and return the form to the Freepost address below

Tigrigna

ንህዝቢ ዝሕግዙ ንኣሽቱ ኣቕረብቲ ናይ ሕብረት መጽሔት ብቋንቋኹም ክቐርብልኩም ትደልዩ እንተደኣ ኳንኩም፡ ሓደራኹም ነቲ ቦክስ ቲክ ጌርኩም፡ ነዚ ፎርም መሊእኩም ናብዚ ስታምፕ ዘየድልዩ ኣብ ታሕቲ ዘሎ ናጻ ኣድራሻ ልኡኹም ሓደራ።

Amharic

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Greek

Αν θέλετε στη δική σας γλώσσα αυτό το δελτίο ειδήσεων του δικτύου μικρών οργανώσεων παροχής υποστήριξης σε άτομα, παρακαλούμε σημειώσετε το τετράγωνο, συμπληρώστε και επιστρέψτε το έντυπο στην πιο κάτω διεύθυνση χωρίς ταχυδρομικά.

Somali

Haddii aad rabto in warsidaha la dhaho Supporting People - Small Providers Network Newsletter lagugu qoro luuqadaada, fadlan sax mari sanduukha soo buuxi foomka kuna soo dir ciwaanka hoose ee boostu lacag la'aan tahay.

Chinese

如果你想得到這份「支援人們 – 小型提供者網絡」簡訊以你說用的語文翻譯，請在方格內畫勾，把表格填妥後寄交以下免郵地址。

Turkish

Eğer Supporting People - Small Providers Network Newsletter'i Türkçe olarak istiyorsanız, lütfen kutuyu işaretleyin, formu doldurun ve aşağıdaki Freepost adresine geri gönderin.

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In another language, please state:

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Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council, Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ

