

Supporting People Programme

- ✓ Supporting People is a government programme under the Office of the Deputy Prime Minister which funds housing-related support for vulnerable and socially excluded households.
- ✓ The programme provides a quality framework to ensure that support services offer good quality, listening to what our customers want, involving them in decisions, and meeting those needs wherever possible.
- ✓ We work closely with partners including the NHS, probation, service providers, and the voluntary sector.
- ✓ Since 2002, Supporting People has developed three floating support services employing 150 support workers who take care of over 1,400 vulnerable households.
- ✓ The programme funds 12 support services for refugee communities living in Haringey and other black, minority and ethnic communities.
- ✓ These support 240 households and are provided by black and minority ethnic-led community organisations.
- ✓ The council has grown its Supporting People investment from the Government from £11.8 million per annum to the current position of £22.5 million.
- ✓ This extra funding has enabled the opening of 49 new support services for over 2,000 households.
- ✓ The government has recognised the council's approach to developing the capacity of local community organisations to deliver services as an example of national good practice. This was cited in its national consultation document on the future of Supporting People.



Lolita Jones is a service user of Haringey Association for Independent Living (HAIL)

A 2002 survey of 1,000 vulnerable households showed:

- The majority had some level of **disability** and/or **illness**
- They had **no access** to support
- **70%** needed support with basic tasks
- High levels of **unmet need** among homeless and black and minority ethnic communities where English was not the first language

Who manages Haringey's Supporting People Programme?

Haringey's Supporting People Executive Management Board, a joint commissioning body, is responsible for the planning of Haringey's Supporting People Programme and for overseeing its management. Chaired by the Director of Housing, its members include:

- Assistant Director for Adult Social Services (Supporting People Accountable Officer, responsible for the Programme's effective management)
- Assistant Director for Housing Strategy and Needs
- Deputy Director for Children and Families
- The Head of the Community Safety Unit
- The London Probation Service's Area Housing Manager
- Two Directors of Haringey NHS Teaching Primary Care Trust
- The Head of the Learning Disability Partnership
- The Joint Head of Mental Health Commissioning
- Chair of Haringey's Supporting People Provider Forum
- The Chief Executive of HAVCO (voluntary sector)

It reports to the Well-Being Theme Board, part of Haringey's Local Strategic Partnership including the Executive Council Members for Housing, Social Care and Health, and Children, Board Members of local NHS Trusts, probation, police and the voluntary sector.

Where do we spend Supporting People money?

Supporting People funds housing support, practical assistance and advice that helps vulnerable households stay independent. Some Supporting People services help homeless households access housing and set up a new home. Supporting People services prevent vulnerable people from losing their home through benefit maximisation and addressing rent arrears.

Through tackling problems as they arise and early help and support, SP services do prevent admission to institutions. Supporting People services provide emotional support and some counselling to help vulnerable households develop problem-solving strategies. This prevents household breakdown and behaviour that could put the vulnerable household and others at risk, preventing involvement from Social Services, police, and other agencies.



*Jagdish Tank with family,
Chair of Supporting People
provider Haringey Phoenix
Group (HPG)*

Supporting People services help vulnerable people with the statutory services and the wider community, for example, helping them to access GP and secondary healthcare services, education, and so on, supporting them to develop their community networks.

Supporting People funding cannot be used to pay for residential, nursing care or personal care, although SP services can arrange for access to these services and the application for benefit to fund them.

The Programme is diverse, funding support for 19 vulnerable client groups, including teenage parents, people with mental health problems, people at risk of offending, refugees, single homeless people, homeless families, domestic violence survivors, people involved with substance misuse, people with a learning disability, and people with HIV/AIDS.

Supporting People also funds the warden support offered to sheltered housing tenants and the community alarm and care and repair services.

Floating support services

In response to a 2002 survey of 1,000 vulnerable households, three support services were set up to work with a variety of households with a range of needs. The services work with council and housing association tenants, private tenants, owner-occupiers and households with no fixed address. These are:

- HARTS – Works with 700 families
- Sixty Plus – Works with 300 over 60s not in care
- Key Support – Works with 420 single adults with multiple needs and/or those who are not engaged with services

These services employ over 150 support workers who support over 1,400 vulnerable households. They prevent truancy, eviction, falls, hospital admission, homelessness and promote access to employment and training. Access to support workers who speak Haringey's top community languages are key in unlocking services.

The services make sure that:

- Support is offered rapidly at the point of need
- Help and support gets to households that are difficult to engage
- The stigma of association with social services and other agencies is removed
- Support is given before minor crises develop into major ones.

Other innovations and developments

The Programme funds 12 support services for refugee communities living in Haringey and other black, minority and ethnic communities. SP funds the Voluntary Sector Team to support these small providers. Further investment is planned in these areas to develop the capacity of other community-led groups to provide support services.



The Council and the Epic Trust were joint winners of the National Housing Federation's iN Business for Neighbourhoods Award 2005 celebrating their effective partnership work on the HARTS service.

Table 1 – Breakdown of Supporting People Spending and Supply by Client Group in 2006/07

Primary Client Group	Total Units Capacity		Projected Expenditure 2005/06	
	Number	Percentage	£	Percentage
Generic	n/a	0.0	103,029	0.5
Homeless families with support needs	708	8.6	3,044,976	13.5
Mentally Disordered offenders	10	0.1	288,476	1.3
Offenders or people at risk of offending	42	0.5	342,592	1.5
Older People with support needs	3,804	46.1	5,483,717	24.3
People with alcohol problems	26	0.3	301,288	1.3
People with drug problems	18	0.2	161,595	0.7
People with HIV/Aids	45	0.5	155,968	0.7
People with Learning Difficulties	158	1.9	2,313,715	10.3
People with Mental Health Problems	504	6.1	3,715,213	16.5
People with Physical/Sensory Disability	126	1.5	416,558	1.8
Refugees	261	3.2	614,442	2.7
Rough Sleeper	22	0.3	466,380	2.1
Single Homeless with support needs	1,014	12.3	3,312,705	14.7
Teenage Parents	15	0.2	122,352	0.5
Women at Risk of Domestic Violence	1,347	16.3	609,124	2.7
Young people at risk	84	1.0	842,742	3.7
Young people leaving care	60	0.7	274,977	1.2
TOTAL 05/06	8,244	100.0	22,569,849	100.0

For more information, check out the Supporting People Strategy 2005 – 2010.

Alternatively, contact:

Mathew Pelling
 Supporting People Programme Manager
 Haringey Council
 40 Cumberland Road
 Wood Green N22 7SG
 Tel: 020 8489 3340
 Mobile: 07973 244168
 Fax: 020 8489 3303
 Email: Mathew.Pelling@haringey.gov.uk

Or visit the Council website at:

http://www.haringey.gov.uk/services/social_services/services-for-all/supporting_people1.htm