

## Training Dates

- 9th July**  
DISABILITY AWARENESS
- 16th July**  
SEXUAL HEALTH & SEXUALITY  
AWARENESS FOR FRONTLINE STAFF
- 25th July**  
MENTAL HEALTH AWARENESS
- 31st July**  
MONITORING & EVALUATION
- 6th August**  
SUCCESSFUL KEYWORKING

All of the above courses will be held at the King of Hearts in central Norwich between 10am – 4pm with lunch provided. Rates: £75 members, £125 non-members

**FURTHER INFO**  
FOR FURTHER INFORMATION REGARDING OUR TRAINING PLEASE PHONE KERRY ON 01603 617299.  
OR BOOK ONLINE @ [www.vhg-east.org](http://www.vhg-east.org)

### DATES FOR YOUR DIARY

**VHG AGM - 24th September 2003**  
King of Hearts, Norwich

**VHG REGIONAL CONFERENCE - 20TH & 21ST NOVEMBER**  
**'CONSTRUCTING COMMUNITIES: CHALLENGING SOCIAL EXCLUSION IN THE EASTERN COUNTIES'**  
The Cresset, Peterborough

Both events are suitable for managers, service users, trustees and front line staff.

### EMAIL THE TEAM -

**Emma Daniel, Chief Executive**  
[emma@vhg-east.org](mailto:emma@vhg-east.org)

**Kerry Giles, Training Administrator**  
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**Anne Stolworthy, Administration & Finance**  
[anne@vhg-east.org](mailto:anne@vhg-east.org)

## A day in the life of...

It is Thursday.

6.25am – alarm goes off but already awake as usual. Walk dog, feed hens, shower and breakfast.

7.45am – drive from my South Norfolk home to Age Concern Norfolk offices north of the city. The eight miles has taken 30 minutes.

8.15am – second in the office giving me a chance to catch up with some unfinished tasks from the previous day (must remember to book a haircut and a car service as soon as possible).

Began the day by dictating a report to the next week's Board of Trustees meeting on current fundraising needs. Given the present budget deficits, hopefully, we can identify a specialist to help with bid writing.

Checked outstanding e-mails – the dilemma – to deal with them now or later?

Telephone call from Head of Finance telling me that the accounts to month 2 have not been closed and therefore could not be forwarded to Trustees and would have to be tabled next week.

9.15am – The Project Manager from a small independent charity we support called in to discuss plans for the annual general meeting, developments within a dementia care project and I signed some cheques.

More telephone calls, including a discussion with the Strategic Health Authority regarding representation by a health agency on the Age Concern County Association – a membership having existed since the formation of Age Concern Norfolk in 1947.

More telephone calls, (now thinking it is a shame that PowerPoint training for my PA was not a different day!).

Met with a senior manager to discuss implications for management of the charity as a key member of staff is about to leave.

11.30am – left the office to attend as a delegate a regional event organised by the Better Government for Older People Programme. Presentations from Health

and Social Services regarding plans for future services to older people. The usual networking.

2.00pm – left the seminar early to attend a previously arranged meeting with Social Services and independent sector care providers to discuss "capacity planning". Arrived late to the meeting. Was asked to describe related activities including the Care Home Finder Service – an internet-based list of known vacancies in care homes and developments around our own respite care, including a new reablement project. The meeting considered concerns regarding the so-called re-imburement proposals being introduced

**Rex Humphrey - Chief Executive, Age Concern, Norfolk.**

this autumn. Three days seems a short time to help an older person move from hospital into relevant appropriate accommodation - Local Authorities will be expected to pay health trusts £100 per day if the three day rule is not met!

4pm – back to the office. More e-mails and telephone calls. Met with another staff member to discuss proposals for development of information and advice services and the continuing development of the financial advocacy project.

5pm – attended a Board of Trustees meeting of another Age Concern in the county. The benefits of Age Concern being a federation of independent charities working together has many strengths, but with 17 independent Age Concerns in Norfolk relationships and agreements need sensitive and careful enabling. Usual issues discussed including finance, accommodation and quality of service delivery. Like us, all Age Concerns seem a bit overwhelmed in responding to the public demands for information and advice.

7pm – returned to the car. (Noticed hair even longer and car would not start! Must book haircut and car service tomorrow!)

# raising the roof

# VHG

the bi-monthly publication of VHG JULY 2003 Issue 11



## Mixing Tenures Rebalances Communities

*A report for the Joseph Rowntree Foundation has concluded that mixing tenures on housing estates 'consistently leads to improvements in property prices, lower turnover, tenant satisfaction and increased demands for homes that are vacated.'*

The survey of 100 local authorities and 88 larger housing associations revealed more than 70% have taken some initiative to 'rebalance the communities' on their single-tenure estates through low-cost home ownership schemes, offering properties at intermediate or market rents and selling empty properties to private buyers.

The study, by housing consultants Graham Martin and Judi Watkinson reported that while some social landlords are committed to the principle of mixed tenure, most initiatives have been the result of financial practicalities. Local authorities were more likely to have introduced policies of mixed tenures as a way to address specific problems such as repairs and voids. Whereas housing associations were more likely to cite the benefits of mixed income communities as a reason for introducing mixed tenure policies.

All landlords in the survey that have introduced mixed tenures reported a marked improvement in the area and there has been almost unanimous, positive acknowledgement of both the social and financial benefits of the schemes.

These benefits include:

- reduced turnover (with related cost savings)
- increased demand
- improved reputation and confidence in the area
- increased tenant satisfaction
- a more broadly balanced household mix
- increased property value

The report said 'Even in areas of highest demand, there is an increasing recognition of the importance of raising the quality of life on, and the sustainability of, social rented estates, and of the contribution that mixing incomes and tenure can make to achieving balanced and sustainable communities.' The National Housing Federation said it was in total support of mixed tenure estates as the increase of 'social, physical and economic communities' provided for greater sustainability.

For more details on the report *Rebalancing Communities by mixing tenures on social housing estates* see [www.jrf.org.uk](http://www.jrf.org.uk)

### Proportion of landlords with initiatives to introduce a mix of tenures in developments (excluding sale of vacants)

NATURE OF MIXED TENURE INITIATIVE	HOUSING ASSOCIATIONS	LOCAL AUTHORITIES
LOW COST HOME OWNERSHIP	63%	54%
MARKET/INTERMEDIATE RENTING	27%	22%
BUILD FOR SALE - FULL OWNERSHIP	27%	18%
NONE OF THE ABOVE	33%	37%

Note: totals exceed 100% due to many landlords adopting a range of initiatives

# VHG

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## Who's Who

Norfolk Supporting People Team  
*Mick Sanders, Chair of the East of England Housing Forum and a member of the CIH's Policy Board is leading the Supporting People Team for Norfolk.*

New Director of the Homelessness Directorate

*Terrie Alafat formerly on secondment to the Government Office for London took over from Gordon Campbell on the 12th May 2003 as the Director of the Homelessness Directorate.*

Broadland Housing Association

*Michael Newey who has previously worked for Flagship and Wherry Housing Associations has taken on the role of Chief Executive.*

## News in Brief

VHG welcomes new Administrator

*Anne Stolworthy joined VHG in May 2003. She has extensive experience in the private sector and is looking forward to the challenge of working in the voluntary sector. To contact Anne please email [anne@vhg-east.org](mailto:anne@vhg-east.org)*



VHG IT Upgrade

*VHG benefited from two IT grants and has upgraded the IT systems. 'The grants from BT Community Connections and NVS Fund IT have enabled us to install Broadband and buy two new computers. 'We intend to upgrade all the computers so the fundraising continues'. says Emma Daniel, Chief Exec.*

Rock Star's Donation

*David Gilmour guitarist of Pink Floyd, donated over £3m to the charity Crisis for a project aimed at creating affordable homeless housing. Crisis is looking for a site in London to build a village for 400 residents. The gesture was described as 'fantastic' by the charity. However, the project will need an extra £50m to ensure it goes ahead. Crisis plans to use half the site to house homeless people, with the rest being set aside for affordable housing for key workers. They plan to have on-site support services for residents such as employment training.*

# Protecting Vulnerable Adults from Abuse

*The risk of abuse to vulnerable adults has, increasingly, been recognised over recent years. The frail elderly living in residential and nursing homes are most commonly associated with, potentially, being in danger of abuse from which they cannot protect themselves.*

However, any adult who has a physical or learning disability or a mental health problem could be a victim. Men and women can suffer one or a combination of different forms of abuse: physical, sexual, psychological, financial, or discriminatory. Neglect, such as ignoring someone's medical needs or withholding food, is abuse as well.

Although the police have a lead role, a local steering group, which includes representatives from Probation, Health, Social Services and the voluntary sector, monitors working practices between agencies and raises awareness of adult abuse. Norfolk Constabulary has been a pioneer in establishing a dedicated Adult Protection Team. Investigating cases of abuse against vulnerable adults requires subtlety and greater sensitivity to the needs of the victim and their circumstances, for which the imposing figure of a uniformed police officer is not always appropriate. Specialist officers are trained to deal with vulnerable adults who are maybe impaired from articulating how they have been victims of crime. Abusers can exploit their victim's vulnerability to make their actions inconspicuous. Attention is given to the power abusers have over their victims and how this hinders crime reporting, for

example in prostitution cases.

No matter what the setting for the abuse is – at home, in the workplace, in a registered care home, or any public or private setting – procedures must be implemented to give people, especially the vulnerable, means for making a complaint. The National Care Standards Commission (NCSC) has promoted the good practice ideas for whistle-blowing policies across the health and social care sectors. The Commission registers, inspects, and regulates all care providers. John Hales, Head of Care at St Martins Housing Trust, spoke of the importance the NCSC place upon registered care homes to have good internal procedures for reporting and reviewing complaints. "A member of staff or member of the public have, within the organisation, a person who they can go to in confidence. Our policy identifies one of the trustees, who happens also to be a barrister. He stands separate [from the complaint itself], so if a disciplinary investigation was then conducted, his evidence is handed over. It's good practice . . . not imposed by law, except the NCSC would start asking questions if we did not have it." In addition to the good practice that already exists, the NCSC regulation of care providers will be changing with new Care Standards coming into force from 2007. The threat of abuse

due to institutional neglect or misconduct by individual staff continuing unnoticed will be reduced.

New Multiple Agency Protection Arrangements (MAPPA) will also contribute to tackling adult abuse. The multi-agency approach, involving statutory and voluntary sectors, will allow for a profile of dangerous individuals to be kept. Violent criminals, sex offenders and people suffering severe personality disorders can be monitored and action taken to pre-empt crimes. In accordance with data protection legislation, organisations must agree to a rigorous protocol before fully participating with the MAPPA. The multi-agency approach to adult protection is essential as the subject affects so many groups of people living and working in a diverse range of settings.

Joint-working practices are paying dividends; protocols exist for speedy referral and thorough investigation of all cases. Reporting someone for abuse is simple, no matter who the victim is or what the circumstances are. Anybody, no matter what their connection to the victim, can report a case, whether it is to another representative of the organisation involved, to social services, or the police. Advice and information can be found on the various forms of adult abuse from organisations listed below.

### ACTION ON ELDER ABUSE:

0808 808 8141  
(10am – 4.30pm)

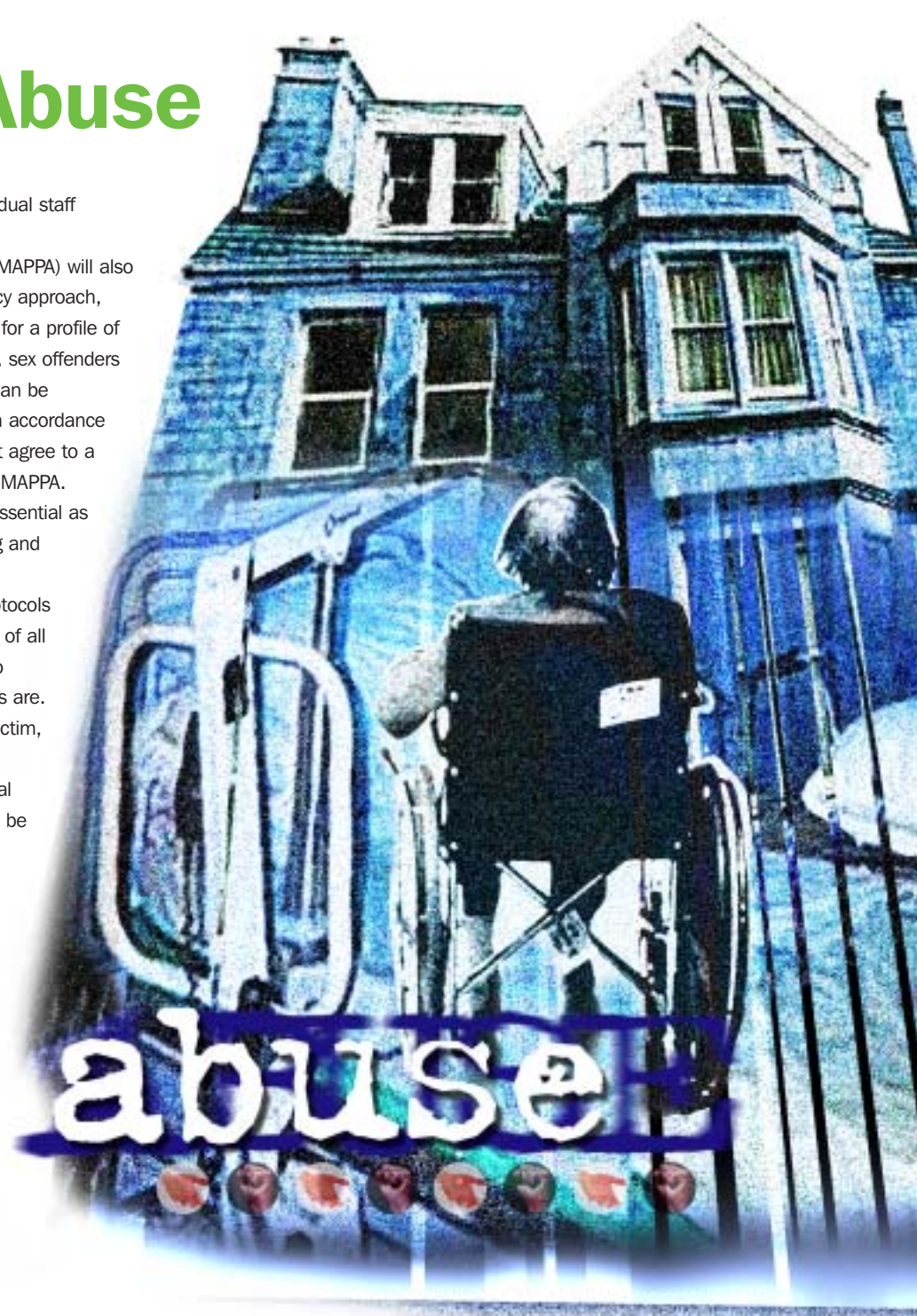
### PUBLIC CONCERN AT WORK:

0207 404 6609  
(9am – 6pm)

### THE RELATIVES ASSOCIATION:

0207 916 6055  
(10am – 5pm)

**CARERS LINE:** 0808 808 7777  
(10am – 12pm and 2pm – 4pm)



## AFFORDABLE HOMES ARE THE KEY TO ENDING HOUSING CRISIS

Shelter warmly welcomed the Government's proposals to limit the use of bed and breakfasts for families to a maximum of six weeks by law, as well as ensure new minimum standards for all temporary housing and access to services for homeless families. It said this would greatly improve the lives of the thousands of families living in all forms of temporary housing but particularly those in bed and breakfast.

Bed and breakfast housing is the easiest form of temporary housing for councils to access but also the worst in terms of effects on children's health, development and general well being. Limiting the amount of time children spend in B&Bs will mean they are less likely to suffer long-term negative effects.

However, Shelter's Director, Adam Sampson said the Government must now tackle the chronic housing shortage to ensure homeless people and

families are not forced to live in temporary housing for long periods of time.

Adam Sampson, said: "We are delighted that the Government has announced these long awaited proposals on standards in temporary housing, especially the outlawing of bed and breakfasts for families. Thousands of homeless people can now look forward to living in better conditions as a result.

"But the record numbers of homeless households being forced to live in temporary housing are testament to the chronic shortage of affordable housing in certain areas of the country. Now is the time for the Government to take this problem seriously and introduce a long-term housing investment programme. Until it does, homeless people will continue to suffer the misery of inadequate housing and the plight of not having a place they can call home."



are proud to  
support the work  
of local hostels

For further info:  
**01603 750200**