

sponsored by



Floating Support The Norfolk Experience

Emma Daniel, Chief Executive, VHG – The Eastern Regional Network for providers of accommodation and support

If Norfolk is known for anything it is that we do things differently here! Norfolk's history with Supporting People is unusual and it is necessary to understand this background in order to put our current experiences into context.

Initially the staffing resources for Supporting People in Norfolk were divided between the seven district councils and the county council with the bulk of funding going to the districts. This had the advantage of providing advocates for SP in each district but made coordination and consistency more difficult. This has now become centralised and has undergone a restructure internally at a County Level with Mick Sanders as the Lead Officer. It is also important to note that Norfolk is also a very large and rural county which means that the delivery of floating support is a crucial component of maintaining independence and communities

The delivery of Floating Support in Norfolk is under

review as it was set up under the old administrative system which has led to a patchy coverage over the geographical areas and expensive, unnecessary administration costs. Generic support (which is support provided primarily to older people and people at risk of homelessness) is currently provided by 18 different providers across the county. Some of this is provided through direct contracts with the AA but the majority is provided through sub-



Great Yarmouth MIND Scoop Commendation in Charity Awards

Representatives from Great Yarmouth & Waveney MIND attended the 2004 Charity Awards (now in its 5th year) at the Battersea Park Arena in London. The organisation was

shortlisted from charities all over the UK for an award in the Disability category for its Young People's project. This project works with young people aged between 15-25 who live with the effects of mental ill-health.

Despite stiff competition from large national projects the charity received a 'Highly Commended Award' for this project. Event organiser, Daniel Phelan, remarked 'by being shortlisted, Great Yarmouth and Waveney MIND has demonstrated that they are among the best run charities in the UK'. Chief Executive of Great Yarmouth MIND, Penny Lockyear, and the 'Young People in MIND' manager Oz Osborne were delighted with receiving this award as a national acknowledgement of

the success of this service.

At the start of the year Great Yarmouth MIND set up a poetry workshop for the Young People in Mind group. With assistance from a local poet, Jean Clark, they began expressing their thoughts through poetry, and a book has been published to celebrate their achievements. The book will be available from the 6th August, entitled called 'Cutting the Puppet's Strings'. Copies will be available from GY Mind, priced at £3.99 (a £1 p&p cost will apply). The book has been funded by small grants and donations from local agencies and individuals. All proceeds will go back into the Young People in Mind project, to help fund future initiatives that encourage creativity. To order copies or for further information please email yarvind@aol.com



News in Brief

Funding Special

IMPACT awards – win £30,000 for your charity

IMPACT awards – win £30,000 for your charity GlaxoSmithKline in association with the King's Fund have launched the IMPACT awards 2004. These are aimed at charities that are setting an outstanding example in a health-related field in the UK. Open to charities that are at least three years old and with a annual budget of under £750,000. Prizes awarded range from £5,000 - £30,000 of unrestricted funds. For further information please go to www.kingsfund.org.uk/grants and the closing date for entries is 22nd October 2004.

Futurebuilders online

The £125 million government investment fund for increasing the voluntary sectors' role in the delivery of public services launched on the 5th July. This fund provides a mixture of loans and development grants to build capacity in service delivery. The closing date for the first round is 31st October 2004. For further information please go to www.futurebuilders-england.org.uk

Barclays Employee Volunteering Scheme

Barclays are volunteering groups of staff to assist voluntary sector organisations and will provide small grants to cover the cost of materials and/ or expenses. These are for small short term projects like decorating, events, making up parcels or packs, serving refreshments, gardening projects. For more information go to www.barclays.co.uk/community

NNVS Bursary Scheme for training/ conferences

This bursary scheme is funded by the ESF and managed by NNVS for the benefit of voluntary organisations in Norfolk. Apply for up to £500 per organisation for the full/ part costs of attending training or conferences. This funding is easy to apply for and organisations can expect a response within a month. It covers fees, travel, childcare, materials and any related costs. For further information please contact Marilyn on 01603 883813 or email volkitadmin@nvs.org.uk

Shelter welcomes increased social housing investment

Shelter welcomed the increased investment in social housing announced in the Spending Review

In response to July's Spending Review announcement, Adam Sampson, Director of housing charity Shelter said:

In a tight Spending Review, today's significant boost for new homes is very welcome and follows the Barker report in reflecting how housing is moving up the political agenda. The Chancellor's recognition of the key role of investing in housing in the strategy to tackle child poverty is very encouraging.

It is now essential that this spending is targeted towards those in greatest need not least the record numbers of homeless families languishing at a huge cost to both them personally and to the taxpayer - in temporary accommodation.

The key challenge now will be to ensure that the new social homes, are actually built. Only by showing a long term commitment to social housing will the Government truly tackle the worst aspects of Britain's housing crisis.

The announcement draws on the Treasury-sponsored Barker Review of housing supply, published alongside the Budget earlier this year. It concluded that the Government must invest an additional £1.6bn in new homes each year and called for measures to tackle inequality in the housing market. Shelter's own research, Building for the Future, calculated that £3.5bn was required each year above then current spending plans to tackle the housing crisis.

from the Shelter website



New Health & Social Care post at COVER

Richard Catherall has been appointed to the new Regional Health & Social Care post within COVER. He will be responsible for ensuring VCS representation and engagement, across health and social care policy developments, at regional and Strategic Health Authority levels. Richard

will be well known to some of you as he was formerly the partnership officer at SAVO. His appointment is initially for one year. For further information on COVER or this story please see www.cover-east.org or telephone 01284 787785

MAP – The Mancroft Advice Project Vacancy - Trustee (voluntary post)

About the project: MAP provides advice, information, support and counselling to young people aged between 11 – 25 across Norfolk. MAP has been cited by the Rough Sleepers Unit at the ODPM as a good practice model of preventing homelessness. The headquarters are based in central Norwich.

About the vacancy: The Board have identified a skills/knowledge gap in housing and homelessness. The applicant should have demonstrable knowledge and/or experience of this sector.

For full information and an application pack please contact Justine Hipperson either by email justinehipperson@map11-25.org or telephone 01603 766994.

Floating Support The Norfolk Experience

...continued from the front page

contracting arrangements via RSLs and District Councils. The smallest contract is one client and the largest contract is for 382 clients. Most contracts or subcontracts are for around 30 clients. Many providers hold more than one contract or subcontract; some manage up to 7 or 8 separate contracts at present.

The costs of the administration of the generic floating support service were felt to be too high as it is currently delivered and so the Commissioning Body considered various options including administering the floating support centrally. This was the voluntary sector providers preferred option as it was felt that this would provide the biggest cut in administration overheads and maximise the budget for service delivery. The Commissioning Body decided to compromise and contract with three sub-regional providers (sub-regions match the housing sub-regions which are groups of up to 3 district council areas) providing the access and assessment for all floating support as well as the provision of all the generic support.

The advantages of this approach are felt to be:

- A local point of access (although many providers feel that this is debatable)
- It extends take up of this service for people living in owner/occupier or private sector tenancies and to travellers
- It cuts administration costs

The Commissioning Body did feel that they agreed to the principle of retaining specialist services (provided by c. 20 organisations) and asked the working party, which VHG and other voluntary sector providers participate in, to decide what specialisms to retain. This debate and discussion is set to continue over the summer and there are several ways of looking at this question:

- Type of support issue – ie. Substance Misuse, learning disability, mental health
- Type of client – ie. BME, Young people, traveller, older people
- Point of access & quality of relationship – ie. If a hostel provider has been working successfully with a client who moves into a tenancy then should this relationship be considered a 'specialism'?

The AA has agreed to the principle of block contracts which ensure that the providers can better manage and squeeze out flexibility from the system. This maximises the potential for the scheme.

The Norfolk model as it stands is complex and administratively expensive because of the District model. Our concern is, that by attempting to simplify and cut costs, this may have a negative impact on the very effective communication and partnerships that have been established over the last two years. The ideal scenario would retain this level of voluntary sector input in delivery which through its very diversity, experience, and flexibility promotes the development of good practice and user choice.

The working party which VHG organised to

explore this issue further felt that the model which we feel would offer the best value for money and which would retain current and diverse points of access to services would be a consortium approach in order to retain the diversity of provision, ensure a more universal coverage geographically and manage the generic/ specialist split with flexibility. Thus enabling generic providers who have worked with a client in a hostel based situation to retain their contact and relationship which gives the best possible chance of a successful outcome. This is, after all, what we are all involved in the Supporting People programme for.

(Also published in the SITRA Bulletin, 2004)



Training Dates

29th September 2004
COMMUNICATION AND INTERVIEWING
RICHARD HANNY
VENUE: KING OF HEARTS, NORWICH

13th October 2004
ALCOHOL AWARENESS
NORCAS
VENUE: KING OF HEARTS, NORWICH

20th October 2004
NEGOTIATING SECTION 8
NORCAS
VENUE: KING OF HEARTS, NORWICH

All the above courses will be held at the King of Hearts in central Norwich between 10am - 4pm with lunch provided, unless stated otherwise.

Rates: £75 members, £125 non-members (unless stated).

VHG Networks/Events

19th October 2004
DIVERSITY WORKS!

18th & 19th November 2004
ACCOMMODATION, SUPPORT AND THE REGIONAL AGENDA

FOR FURTHER INFORMATION REGARDING OUR TRAINING PLEASE PHONE ON 01603 617299. OR BOOK ONLINE www.vhg-east.org

EMAIL THE TEAM -
Emma Daniel, Chief Executive
emma@vhg-east.org

Anne Stolworthy, Administration & Finance
anne@vhg-east.org

Emmalouise Ward, Researcher
emmalouise@vhg-east.org

Andy Baker, Information Assistant
andy@vhg-east.org

Suzie Townshend, Office Assistant
suzie@vhg-east.org

A day in the life of...

6.30am the radio alarm bursts into song awakening me the 'joys' of Tony Blackburn extolling the delights of Sainsbury's sizzling Danish bacon. Advertising, eh? My first thought was to retune the radio to a more sophisticated station tonight (perhaps Radio Norfolk). I apologise to any Tony Blackburn fans but one good plug deserves another and as my first appointment of the day is with Radio Norfolk to appeal for food donations.....

I leave the Forum and Radio Norfolk at 8 am and go to the ARC and my desk to the nitty gritty of administration tasks: Diary, emails and, writing a to-do list. When I open my emails I feel suddenly a little overwhelmed and decide to go and feed my caffeine habit before tackling it. I have returned to my desk and am stuck in as the staff start to arrive.

At 9.45am we get together for our staff team meeting. This time is allocated to give staff a chance to raise any concerns in relation to client issues and share any other work related matters that need attention. By 10am, the front door is opened and the staff are geared up and ready to meet the demands, joys and challenges that go with working with the various health and social issues that our clients present with.

Between 10.30 and 11.30am I briefly touch base with two of the specialist in-reach workers who attend the ARC (the alcohol support nurse from the Victoria Street Project and the nurse from the City Reach Health Project). I then discuss with a member of staff how to better

advertise forthcoming events and activities to our clients using posters around the project. By lunchtime I have a list of phone messages to deal with and then spend some time with a client who has been patiently waiting for me.

**Linda Murray, Manager -
Pottergate ARC (Advice &
Refreshment Centre)**

After this (still no lunch) I have a meeting with a Psychologist who has kindly agreed to run some future stress and anger management courses for clients at the ARC.

I miss lunch as I am required to deal with a maintenance man who has arrived and needs instructions from me about carrying out some repairs that need doing to ensure we are H&S compliant. I then received a good news phone call from Adult Education Services letting me know that a tutor will attend the ARC to provide a course on Cooking on a Budget.

It was nearly time to go home when I made the fatal mistake of checking my emails again and noticed a message from a certain person reminding me of the deadline for an article for their magazine. The message read; 'Hello my dear! I hope things aren't too stressful and I hate to add to things if they are but I could really do with your 'A day in the life of by Wednesday this week!
Pleeeeeeeeeeeeeeeaaaseeee.'

Then a quick visit to the gym to unwind before I return home to have tea with my family.



**are proud to support the
work of local hostels**

**For further info:
01603 750200**