

Challenging practices Celebrating impact

Space East AGM and Annual Conference

Celebrating and strengthening the ethos, practices and value of not-for-profit supported housing services.

November 1st and 2nd 2007

Thursday 1st November from 5 pm

Join us for Space East's AGM and a drinks reception. Plus keynote addresses from:

- Trevor Williams, Regional Director of National Offender Management Service
- Bob Lawrence, Homelessness Directorate, Communities & Local Government

Followed by debate and dinner

Friday 2nd November

Realising the rhetoric

A regional conference with a difference – a high impact and highly participatory event on supported housing services in the East of England!

Speakers include:

- Quality outcomes – an elusive goal? David Powell, VIP, CLG
- London's Pan London Homelessness Forum – Jeremy Swain, Thames Reach

Plus interactive discussions on:

- 10 High Impact Approaches in Mental Health Services
- Empowering Difficult To Engage Service Users
- Housing Associations and Homelessness
- Making Complexity Understandable – Welfare rights and social policy
- An Integrated, Multi Agency Response to Domestic Violence
- Models of Care Frameworks and Substance Misuse
- Resettling Ex-offenders
- 16-17 Year Olds and Mediation
- Working With Families

Venue: Menzies Cambridge Hotel, Bar Hill, Cambridge

Service users and providers are given higher profile

Service users and providers are given high profile in new National Supporting People Strategy The new strategy: Independence and Opportunities focuses on four key areas outlined in detail below. New themes or areas of emphasis include:

- An integrated assessment process whereby people can be assessed for health, social care and housing support at the same time
 - Alignment between SP funds and Local Area Agreements by 2009
 - A call for 'Charters for Independent Living' and service user involvement plans
 - Full implementation of a Supporting People outcomes framework
 - Plans for Multi Area Agreements, sub-regional and regional services
 - Looking at alternative models of service provision i.e. individual budgets
 - A direct association with the work of Office of the Third Sector and its emphasis on partnership as a way to deliver public services
 - Greater emphasis on socially excluded and mobile client groups / individuals
 - Stronger ties with capital
- funding through regional housing strategies
- Enhancing the existing LA regional networks, and extending their 'reach' nationally by appointing Regional Champions.
- There are a number of vagaries in the strategy – not least the distribution of funding and funding levels, which are due to be announced later in the year through the Comprehensive Spending Review. It also says little about commissioning and "informing the market" and the impact on the supported housing sector. Lastly, with a growing emphasis on the sub-regional and regional, little mention – beyond reference to national infrastructure – is made of the support for the sector in responding to the new strategic directions.
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Do you have something to say?

If you would like to **contribute** to the next edition of **Raising the Roof**, please email Lucy at lucy@space-east.org or telephone 01603 617299

Service users and providers are given high profile in new National Supporting People Strategy (from front cover)

1. Keeping service users at the heart of the programme and of the local delivery of the service;

Government will work with Local Authorities and providers to:

- Compile service user involvement plans
- Develop 'Charters for Independent Living' to provide clear and accessible standards for Supporting People services.
- Develop an integrated assessment process whereby people can be assessed for health, social care and housing support at the same time.
- Provide data from Supporting People Client Records to support local analysis of demographic trends and housing needs.
- Develop a model to help local authorities target people who would benefit from preventative services.
- Encourage service users to exercise choice and control over the type of services they receive through the development of an outcomes set for Supporting People.

Local Authorities/Providers will be 'expected to work collaboratively' to:

- Plan services at the sub-regional and regional levels – which is vital if they are to successfully meet the needs of mobile groups and deliver housing support services more efficiently.
- Engage with, and learn from, the Individual Budget pilots and other choice led personal funding mechanisms, and to consider how they might take forward a similar approach across the relevant service and funding streams in their area.
- Consider how services will need to respond to local demographic changes within their regional housing strategies and sustainable community strategies.

2. Building on the already successful partnerships with the third sector;

What Central Government will do:

- Minimise obstacles preventing good quality providers from across public, private and Third Sector organisations from competing fairly to deliver housing support services.
- Make funding more sustainable and stable – the government has committed to making a three year funding announcement for local government after the Comprehensive Spending Review.
- Invest in the skills of commissioners, improve commissioning from the Third Sector, develop

cross-Whitehall models for joint commissioning to ensure the sector can be certain of high quality commissioning, as set out in the OTS Third Sector Action Plan.

- Continue to work with national organisations such as the National Housing Federation, HACT, Foundations and Sitra to support and build capacity in the sector. Funding of £500,000 has been made available to take this work forward.

Local Authorities will help by:

- Passing on three year funding certainty to Third Sector providers, explicitly including Supporting People contracts when appropriate.
- Complying with their commitments under the Compact and with full cost recovery. Commissioners and funders should be prepared to meet the full costs and reasonable overheads associated with Third Sector Delivery.

3. Delivering Effectively In The New Local Government Landscape;

Central Government will:

- Fully implement a Supporting People outcomes set by summer 2007 to support the Local Government Performance Framework.
- As part of Local Area Agreements, test the impact of delivering Supporting People funding through the new area based grant.
- Enhance the existing regional networks, and extend their 'reach' nationally by appointing Regional Champions.

4. Working towards better efficiency and less bureaucracy

Central Government will:

- Put in place a national Supporting People Value Improvement Programme (SPVIP).

'What is expected of Local Authorities/Providers':

- Make appropriate use of their local work to include and take forward the objectives set out in the SPVIP, particularly in relation to maximising value for money, and encouraging local projects where none are yet in place.
 - Benchmark service costs and look for improvements.
 - Try to minimise administrative costs and free up more money for frontline delivery.
- To download a summary and full version of the strategy please visit <http://www.spkweb.org.uk/Subjects/Supporting+People+Strategy++DCLG/Supporting+People+Strategy.htm>

Moving ever c Agreements ar

A LAA is a three year agreement, based on local Sustainable Community Strategies. It sets out the priorities for a local area agreed between Central Government, represented by the Government Office, and a local area, represented by the local authority and other key partners, through Local Strategic Partnerships (LSPs).

LAA's are structured around policy areas: children & young people, safer & stronger communities, healthier communities & older people, and economic development & enterprise.

Progress so far

- Round 1 – In 2005 it was agreed to include SP in 5 pilots: Brighton & Hove, Derbyshire, Devon, Kent and Suffolk by aligning SP funding with the main LAA pot and agreeing outcome(s) to be delivered as part of the agreement. Following the refreshes in 2006 and



2007 a further 5 pilots have included SP.

- Round 2 – 32 areas in 2006 included SP within their LAA. Following the refresh this year, a further 2 areas have included SP.
- Round 3 – 31 areas have included SP within their LAA from April 2007.

The SP criteria for the Round 3 guidance and refresh of rounds 1 & 2 was agreed and published. The main criteria were:

- Confirmation that the SP Commissioning Body (CB) is in agreement, as it is responsible for the delivery of the programme at a local level
- Levels of funding & outcomes agreed with the CB. (Although the SP is generally included within the Healthier Communities and Older People block we anticipate that outcomes will be cross cutting and impact on a wide range of SP clients not just OP.)
- Communities and Local Government to seek HM Treasury approval if it is requested that SP funding be pooled, rather than aligned

The future of SP and LAAs

So far no authority has sought to pool SP funding into their LAA. The Local Government White paper said "We expect Supporting People



Closer together? Local Area and Supporting People

to be delivered through the LAA framework at the earliest opportunity as part of an integrated service for the most vulnerable". The Local Government White paper also set out the different arrangements for LAAs from April 2008. LAA commitments in the Local Government White Paper include:

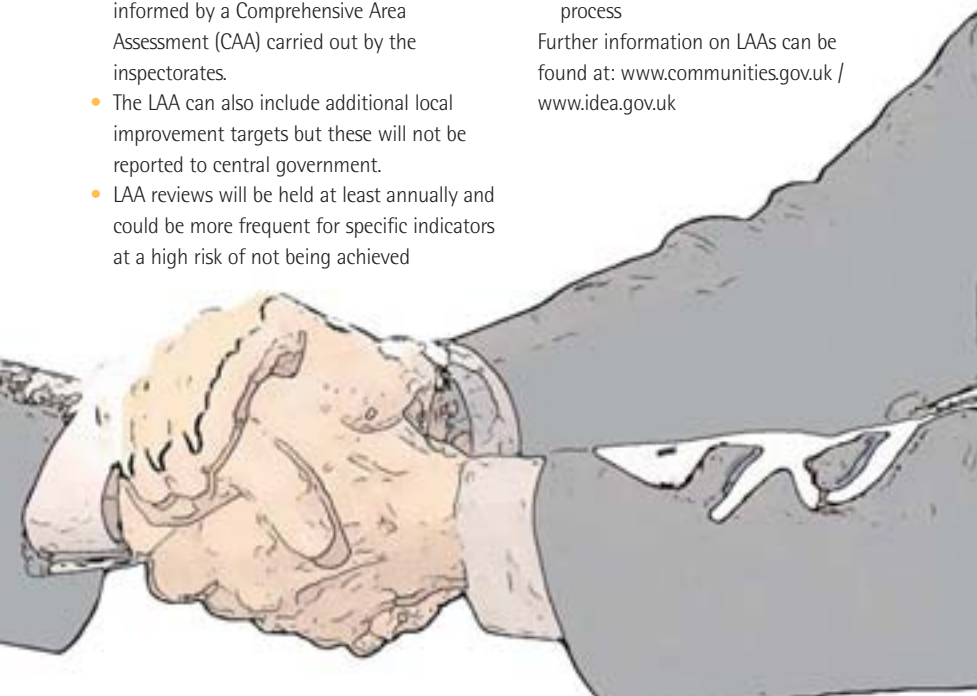
- A statutory requirement for all upper-tier authorities to develop a LAA in consultation with named bodies.
- A new national indicator set of some 200 indicators (down from 1200)
- Around 35 priority improvement targets (plus 18 statutory education/early years targets) set against national indicators to be included in the LAA. Priorities for improvement will be informed by a Comprehensive Area Assessment (CAA) carried out by the inspectorates.
- The LAA can also include additional local improvement targets but these will not be reported to central government.
- LAA reviews will be held at least annually and could be more frequent for specific indicators at a high risk of not being achieved

- Government Offices to co-ordinate support and intervention in response to high risks to achievement

The SP team in Communities and Local Government plan to:

- Publish help and information for Administering Authorities and Government Offices on including SP within a LAA on the SPKweb and other sites as appropriate
- Continue to work with and support umbrella organisations who in turn will support members
- Explore how we can improve and develop communications with service users
- Keep you informed of changes and identify examples of good practise to support the LAA process

Further information on LAAs can be found at: www.communities.gov.uk / www.idea.gov.uk



Calling all the hostels in the East Two new schemes you need to know about!

Unlocking Places of Change.

Phase 2 of the HCIP scheme. This grants programme will offer revenue over 1 year (2007/08) to projects who received HCIP funding in the initial phase. The purpose of the grants will be to support the activity and innovation that goes alongside the CLG's Places of Change Agenda.

How much can you ask for?

The grants are divided into 3 levels:

- Small grants under £2,500
- Medium sized grants £2,500-5,000
- Large grants £5,000-£20,000

To download the guidance and application forms visit www.homeless.org.uk/activating

Leading Places of Change:

To enable and sustain the desired improvements to hostel services nationally through the Hostels Capital Improvement Programme, Communities and Local Government have commissioned the Chartered Institute of Housing (CIH) to lead the delivery of a high profile leadership, management and organisational development programme primarily aimed at hostel managers throughout England. The CIH will offer delegates the opportunity to study for a postgraduate level qualification delivered by CIH in conjunction with Homeless Link and Broadway. This opportunity will be free for HCIP projects and £3000 for non HCIP projects. The application process will begin in mid July.

For more information on these e mail Lucy Gordon at lucy@space-east.org

Communities and Local Governments's Third Sector Strategy Consultation

CLG has set out proposals for improving engagement with the sector. The Paper is open for consultation and Space East will be consulting members over the next few weeks.

The final Strategy will be published in the autumn, following the Comprehensive Spending Review (CSR) which will presumably confirm how the strategy will be resourced. The timetable is set out at the end of this briefing. The Strategy takes account of recent reports on the relationship between Government and the sector, including: the Third Sector Review by the Office of the Third Sector and the Treasury, the Local Community Sector Taskforce and the Quirk Review. In developing the strategy, CLG established a small sounding group of third sector organisations to advise them.

The Strategy is intended to set a framework for effective and ongoing engagement. It starts with the assumption that CLG and large parts of the third sector are both working to deliver strong, prosperous, inclusive and cohesive communities. CLG acknowledge that they can do more, and achieve more, through effective engagement with the sector.

Timetable

June – 'Third Sector Month' within CLG

July – regional consultation events
(Cambridge 26th July)

20th September – consultation ends

Autumn – CSR announced (expected)

Late autumn – final Third Sector
Strategy published

End 2007 – implementation underway

CLG are inviting people to respond to their proposals in the strategy before 20th September. Space East is keen to hear your views in order to inform our response to CLG. Email Space East with your views.

In addition to the consultation events, CLG will also be running a discussion forum online at:

<http://forum.communities.gov.uk/thirdsector>.

You can download the Strategy from CLG's website at www.communities.gov.uk

New Minister for the East

In Gordon Brown's new cabinet structure Barbara Follett MP has been appointed as Minister for the East of England.

Regional Assembly

Space East has recently been elected – as a community stakeholder – onto the Assembly and will seek a place on the Housing and Sustainable Communities Panel for the next year at the EERA AGM on 20th July 2007.

Capital for buildings & land

If you are a community-owned organisation and your work benefits groups of people in the wider community, you can now apply for funding to purchase and develop buildings and land. A new £3m Building Communities Fund is available as part of the East of England Development Agency (EEDA) Investing in Communities programme. The Fund provides both **capital grants and bursary awards** to help communities achieve greater potential.

We support a wide range of community-owned businesses that aim to make a significant social and economic return. The most important criteria is that each one is financially sustainable in the long term and provides a clear social return. The Fund will be active for two years until March 2009, and provides:

Capital grants between £250,000 and £750,000. **Bursary awards** up to £15,000 to help work up a business plan and grant application.

Contact Andrew Hibbert at Co-operative and Community Finance: Tel: 01223 243087 Email: andrew.hibbert@co-opandcommunityfinance.coop

Regional Housing Strategy

EERA's Housing & Sustainable Communities Panel performs the functions of the Regional Housing Board and has recently submitted to Government the East of England Housing Investment Plan 2008-11.

This sets out EERA's recommendations to Ministers on how to allocate housing capital investment in the region during 2008-11.

The Plan's recommendations were informed by the Regional Housing Strategy and advice received from the housing sub-regions.

The region's highest priority is the provision of new, affordable housing, reflected in the allocation of 85% of housing capital resources for 2006-08. Yet the funding will deliver half the identified need of 11,000 new, affordable homes per year. In recognition of the region's acute housing stress, EERA has recommended to Government that the bulk of the housing investment during 2008-11 is again allocated to the provision of new, affordable housing and new and refurbished pitches for gypsies and travellers. Maximising the use of existing stock also helps to increase supply, for example, by bringing back into use empty homes and investing in private rented sector stock. EERA has recommended that 5.17% of housing capital investment during 2008-11 is targeted at achieving and maintaining the PSA7 target. It proposes to establish a regional fund to support interventions at a regional scale, drawing on the advice of the region's Private Sector Working Group and national and regional good practice.

Supported Housing – Joint Commissioning

Supporting People Eastern Region has agreed with the Regional Housing Delivery group and Housing Corporation to a joint methodology for

the assessment of supported housing bids. Driving factors included the need to align revenue and planning cycles and processes to appropriately judge schemes seeking funding. A prioritisation matrix was developed and tested. An evaluation exercise and feedback from stakeholders suggests that, overall, the process went well, although there was some patchiness in consistency. The RHDG recently endorsed the recommendation that this new approach be adopted and agreed to the proposal that a training day be run for SP Teams and Enabling Officers from each sub-region.

Suggested Indicative SRHP Spending 08-11

Category of Spend	%
Innovation and Research	1.50
Public Sector DH	5.91
Private Sector DH	4.76
Gypsies and Travellers	5.06
NAHP	82.77
TOTAL	100%
Sub-region	%
Bedfordshire	8.9
Cambridge	15.8
Greater Norwich	8.5
Haven Gateway	10.8
London Commuter Belt	33.8
Peterborough	5.4
Rural East Anglia	4.0
Yarmouth and Waveney	3.0
Thames Gateway	9.8

Full details can be accessed via www.eera.gov.uk

East of England Regional Homelessness Advisory Panel (RHAP)

The panel has agreed terms of reference and was recognised and adopted by the Regional Housing Delivery Group as a sub group at their meeting on 7th September 06.

In addition to delivering the action plan the Panel will offer support and advice to the RHDG and help in delivering the actions on homelessness contained in the Regional Housing Strategy.

Who are the Panel?

The panel is made up of a number of different organisations and partners with an interest in homelessness. The full list of members can be found at www.eerhap.org.uk.

The Plan identifies key actions of regional importance to partners in the East of England. It will complement the Homelessness Strategies produced by Local Authorities and provide added support to the development of the homelessness theme in the Regional Housing Strategy. The first plan set out the activity for 2006/07 with other priorities raised during the consultation due to be considered by RHAP for inclusion in the plan for 2007/08 onward.

The action plan has a distinct role to play in helping the region focus on particular issues

related to homelessness and bridge the gap between local/sub regional strategies and the Regional Housing Strategy.

Key aspects of the action plan include:

- Effective influencing, communication and co-ordination
- Evidence base is agreed at sub regional level for regional analysis of data
- RHAP is consulted on and provides guidance to revised Social Strategy
- RHAP is consulted on and provides guidance to revised Housing Strategy
- RHAP is consulted on and provides guidance to Regional Supporting People Strategy
- RHAP will influence Local Area Agreements following CSR 2007 announcement
- RHAP will seek to agree with NHF and Housing Corporation key guidelines for housing associations on homelessness, to be adopted regionally
- Website is well used and linked to Regional Observatory

Homelessness prevention and support for people at risk of homelessness

- Results of research into educational tools and discretionary housing payments will be posted

on the website

- LHA on affordability of the private rented sector is assessed
- RHAP to consider continued support for 16/17 year old issues
- RHAP to consider Strategy Health Check to use as an evaluation tool of prevention strategies at sub regional level

Access to permanent housing for homeless people

- Results of research into CBL and bond guarantees will be posted on the website
- RHAP to consider the impact of CBL schemes on homelessness.
- RHAP identifies and promotes, via the website, good practice on expanding options, including landlord accreditation arrangements, and experience of private sector accommodation solutions
- CORE data on nominations will form part of sub regional evidence base
- RHDG is informed by RHAP guidance on dwelling types, sizes and affordability
Space East has a place on the executive so please contact us for further details!

Norfolk

Services for women fleeing domestic abuse in Norfolk

Norfolk Supporting People is seeking to re-commission a refuge service for women fleeing domestic abuse in the Borough of King's Lynn and Breckland District and is inviting tenders from qualified and experienced organizations capable of providing this service.

www.norfolk.gov.uk/supportingpeople



Refuge in Great Yarmouth

Leeway Womens Aid and Cotman HA have opened a new refuge in Gt Yarmouth with funding from Norfolk SP, Every Child matters, PCT, Borough and County Councils and the Norfolk Police. "Refuge", as the project will be known, will consist of 12 self-contained flats ranging in size and number of bedrooms. There will also be a treatment room, play areas for children and space for staff offices. The project is due to open on 2nd July 2007. For more information email the team leader on c.iverson@leewaynwa.org.uk.

Have your Say on SP Strategy Challenge

Norfolk Supporting People are inviting responses to a SP Strategy Challenge paper via: www.norfolk.gov.uk/supportingpeople

Suffolk

Suffolk Supporting People

The second stage of the tender has now recommenced and although there has been a change to the date for contracts to be awarded - now 30th November 2007 - the contract commencement date remains unchanged at 1st April 2008. SP will commence work shortly on outline plans for the transition period and all affected stakeholders will be kept informed. The model for the Central Access and Referral Agency (CARA) has been approved by the Commissioning Body. A joint CSDG/SHEPP meeting took place on 19th June to discuss the final drafts of both the CARA model and the referral pathway for the NABS services. Suffolk will be using an external procurement resource to manage the tender process for this service. It is anticipated that the contract for CARA will be awarded at the same time as the Floating Support contracts are awarded so that the transition and implementation phases run in parallel.

Cambridgeshire and Peterborough

Tendering services

Cambridge City Council and Supporting People have been advised by procurement that a common homelessness assessment service for the city needs to be tendered. This will be for the support element of the services.

Reconnections Forum for Cambridge

Cambridge City Council, in partnership with other agencies that work with homeless people in the city, has introduced a reconnections policy. Decisions about who is able to stay in Cambridge are made by a group of homeless organisations in Cambridge who sit on a 'Reconnections Forum'.

Common Assessment

Cambridge City Council has also just launched a common assessment form for homeless presentations.

Hertfordshire

New SP Strategy development

The Hertfordshire Supporting People Programme is developing a new Supporting People Strategy to take forward the work that is done across the county to meet the needs of vulnerable people with housing support needs. The new strategy will seek to address the challenges and criticisms set out in the Audit Commission's inspection of the Supporting People Programme in May 2006. It will provide a firm foundation for the development of a robust, needs led, and service user focused programme for the period 2007-2012. The main priorities of the new strategy will be to develop flexible services, to promote individual choice for service users and to develop more floating support for both short and long term services. The strategy also makes a commitment to involving service users in developing specifications for new services. www.hertsdirect.org

Essex, Thurrock and Southend-on-Sea

Supporting People Programme in Southend-on-Sea remains 'poor'

The Supporting People Programme provided by Southend-on-Sea Borough Council is 'poor' and has 'uncertain prospects for improvement', according to an independent report released today by the Audit Commission. Supporting People is the government's funding and planning regime for the local delivery of housing-related support

services to a wide range of vulnerable people. On a scale from zero to three stars, the Audit Commission inspection team gave the service a 'poor', zero star rating. This is because the strategic and operational delivery of the programme has not been sufficiently developed. This is the second time that the programme has been found to provide a zero star service, with the first being in June 2005. The Commission did note that the completion of service reviews has led to improved service provision and quality, and there is a good relationship between the Supporting People Team and providers.

Bedfordshire and Luton

Steps to tackle social exclusion

Government recently announced the next steps in its programme to tackle social exclusion, which involves supporting twelve new projects, including one in the East of England, to help the most chronically excluded adults in society. The project in the East of England to receive part of the £6 million funding is NOAH Enterprise in Luton, which helps people who are homeless and/or dealing with drug addiction and/or mental health problems. Jim O'Connor Chief Executive of NOAH said: "We are delighted at being part of the Adult Facing Chronic Exclusion (ACE) programme. We have seen how the approach of NOAH can help people to regain strength and self-confidence, attain essential skills and successfully turn their lives around. This opportunity will allow us build on our success, reach out to even more people in the community and help them to engage with the range of services we offer."

NOAH's Ark for Luton

After being granted full planning permission in March 2007, NOAH Enterprise are extending their services with a new build called the Luton Ark. The intended centre will have the facilities to improve the quality of life of those who are the most deprived. The new premises will house their welfare services, training facilities, a retail shop, office accommodation and a new 40 bed residential project, of which 10 units will be set aside for those suffering from chronic alcoholism.

A Place Called Home

Bedford Borough Council's Homelessness Strategy 2007-2010 'A Place Called Home' is a response to the Council's review of homelessness and service provision in its area. The Homelessness Strategy is one of a number of strategies & policies produced by the Housing Service. To read the new Strategy 2007- 2010 visit www.bedford.gov.uk/Default.aspx/Web/Homelessness



Clean break: integrated housing and care pathways for homeless drug users.

The connection between drug misuse and homelessness is strong. The two problems can cause and reinforce each other. Tackling one without the other can lead to failure. Despite this, agencies and commissioners who are trying to support homeless drug users often work in isolation from each other.

The Government departments and agencies agreed that much more interdepartmental co-operation is needed to succeed in tackling the intertwined issues of drugs and homelessness. In an attempt to establish how local housing authorities and Drug Action teams could work more effectively together, Homeless Link has been conducting research in three London boroughs. The results were released in a new report "Clean break: integrated housing and care pathways for homeless drug users".

Key findings:

The lack of appropriate housing for drug users is leading to:

- those trying to reduce or abstain from drugs being forced to live alongside those still actively using
- inappropriate referrals to existing supported housing
- chaotic drug users having to sleep rough or move out of borough
- people becoming 'lost' in the system

- an increased risk of relapse and wasted investment

Service users emphasised the importance of:

- being away from active drug users when seeking to end/reduce their drug use
- using good quality housing as a reward/incentive for positive treatment outcomes
- getting support with drugs and housing at the same time
- having access to ongoing support post-treatment.

The "Clean break" toolkit includes tools and examples of good practice to enable other authorities to replicate these solutions in their local areas. While new investment is often needed to address service gaps and weaknesses, there are also many examples of how to make existing resources work more effectively.

The full list of recommendations is in the research report, available at www.homeless.org.uk

Homeless Link Rural Homelessness Update

Homeless link has been conducting research into the issues affecting organisations working in rural areas, including frontline service providers, local authorities and second tier organisations. The research looked to identify the issues and barriers to service provision that are most pertinent with a view to providing dedicated good practice resources and support to agencies in rural areas. It highlighted a number of issues that are of particular concern. These include: a lack of affordable accommodation; great variation in the level of recognition, advice and assistance from funders or local authorities; difficulties and increased transport costs, linked with accessibility of services; inadequate funding and limited opportunities for partnership working.

Homeless Link will be looking to incorporate the good practice examples from organisations that deliver a high standard of service despite the aforementioned issues they face into the information they provide. If you have any questions or require advice contact Richard Andrew, Innovations Project Officer on 020 7960 3014 or at Richard.andrew@homelesslink.org.uk

New report published on developing priorities for future research into 'multiple exclusion homelessness'

Homeless Link coordinates a Research Forum for people involved in and interested in research around homelessness. Research to date has provided a welcome knowledge base and led to many service improvements. It has greatly enhanced the quality and diversity of services for vulnerable excluded people. However, due to resources, research undertaken has not provided us with a complete understanding of homelessness, adequately evaluated services for homeless people, or been sufficiently longitudinal in approach.

Please email Linda Briheim-Crookall: linda.briheim-crookall@homelesslink.org.uk at Homeless Link if you have any queries or would like to know more.



NationalNews

New director of Third Sector Commissioning

Sarah Wood has been appointed as Director of the National Programme for Third Sector Commissioning. The programme, stemming from the Office's public services action plan, will build the skills of commissioners from the public sector to improve understanding of what the third sector can offer in terms of helping to design, deliver and improve public services.

Sarah brings extensive local government experience as well as an understanding of third sector issues through her membership of the Futurebuilders Advisory Panel and other trusteeships and board positions. She has held several posts at senior level in local government and, until mid-2006, was Director of Policy for the Local Government Association. More recently she has been the interim Director of Resources for the Border and Immigration Agency.

The programme was announced as part of a package of measures designed to remove the barriers to third sector involvement in public service delivery, set out in the Office of the Third Sector's public services action plan, Partnership in Public Services.

Service user breaks at Trafford Hall

Trafford Hall, a listed, redbrick Georgian pile set in 14 acres of Cheshire countryside, looks as grand as it sounds. Since 1995 Trafford Hall has been home to the National Communities Resource Centre (NCRC), a charity that offers residential training courses and grants to social housing tenants and community volunteers from across the UK. The ethos behind the training is to provide people from low-income areas with skills to enable them to change their communities for the better, whether by solving problems or by putting their own ideas for improvement into practice.

Programmes include: DIY community self-help - deals with community issues such as social enterprises and local environment; The Glass House - focuses on physical regeneration and how to maximize involvement in the designing of public spaces; Young Movers - focuses on encouraging 11-16yr olds to take more of a positive role in their communities; Playing to Learn - encourages children's education through play, games and group activities and the capacity building programme - provides residents with knowledge and skills to create and maintain sustainable communities. <http://www.traffordhall.com/>

The benefits of asset handover

A report on Community Management and Ownership of Assets by Barry Quirk, Chief Executive of Lewisham Council has concluded that transferring public assets to communities not only leads to more responsive services that meet local people's priorities but can also create more confident empowered communities with greater civic spirit. In other words, local people should be given greater control in how key assets in their communities are run - from disused swimming baths to pubs and community centres.

Summary of Barry Quirk's recommendations:

- The publication of comprehensive, up to date and authoritative guidance on all aspects of local authority asset management, including within it detailed and explicit guidance on the transfer of assets to community management and ownership
- The publication of a toolkit for local authorities and other public bodies on risk assessment and risk management in asset transfer to communities
- The provision of much greater access for local authorities and community organisations to expert advice and organisational development support relating particularly to the transfer and management by communities of land and buildings
- The smarter investment of public funds designated for community-led asset-based developments, where permissible, through the involvement of specialist financial intermediaries with expertise in the field and the ability to achieve high leverage ratios
- A major campaign to spread the word, through seminars, road shows, training, use of the media, online and published information, and the dissemination of good practice, as well as promotion of "bottom-up mechanisms" such as the proposed Community Call for Action and the existing Public Request to Order Disposal (PROD)

The report concludes that there are no substantive barriers to prevent councils transferring assets into community management or full ownership. Powers already exist for this but the report finds that many are not fully aware of them or they are not used to full benefit.

The report, together with government actions such as the new £30 million community asset fund, marks another step forward in the process of enabling more communities to come together and shape their local areas. For full access to the report visit: [www.communities.gov.uk /index.asp?id=1510515](http://www.communities.gov.uk/index.asp?id=1510515).

Space Training

In House Training

Space East provides a number of in-house training options. Topics include:

- Confidentiality and Data Protection
 - Disability Awareness
 - Diversity and the QAF
 - Drugs, Alcohol and Young People
 - Drugs, Alcohol and the Homeless
 - Employment Law
 - Individual Budgets
 - Integrative Counselling
 - Supervision
 - Housing Law
 - Motivational Interviewing
 - Personality Disorders
 - Working with People Enduring Mental Health Difficulties
 - Outcomes for Service Users
 - Working With and Resettling Ex-offenders
 - Service User Engagement
 - Understanding Dual Diagnosis
 - Working with People with Multiple and Complex Needs
- If there is an area that you feel your team needs training on that we don't already offer, contact us, and we will do our best to find a trainer who can offer the course.
- Benefits of In House Training:
- Save money! In House training is a cheaper option than sending a number of staff individually on courses
 - No travel costs or travel time because the trainer comes to you
 - Training can be organised for a date to suit your calendar
 - An opportunity for team bonding
 - Confidence that your whole team is equally educated in a particular field

Go to the **Space East website for a full programme and to download a booking form** <http://www.space-east.org/> or contact laura@space-east.org 01603 617 299.

MembershipNews

Changes being made at Ed's Basement, Norwich

Zita Hipperson-Sawyer, Ed's Basement Day Centre Manager.

Ed's Basement has been going through some changes lately. As well as continuing to offer a warm, friendly, safe, place where people can drop in Monday to Friday between the hours of 10am - 1pm to get a free cup of tea or coffee, shower and laundry facilities, Ed's also provides numerous workshops that cover a variety of skills. Popular workshops include cooking, bicycle maintenance and arts and crafts. Ed's works with MAP, Connexions and the Youth Service, who rent out the kitchen facilities in order to teach their service users cooking and nutrition. In addition, fundraising is very much a consideration. Service users are actively encouraged to assist with this to allow Ed's to provide various activities that are identified by the young people themselves. In the past these have been go-karting, a three day trip to Alton Towers, paint balling and more!

In addition to the day centre a feasibility study has been carried out that identified a need for a woodturning/carpentry workshop. This has proved popular with both the clients at Ed's and also with schools, YOT and social services. At the moment this service is only offered at the main hostel but the aim is to move to larger premises where more service users can be accommodated. This service is anticipated to be opening out to more schools where young people are undertaking alternative curriculum for whatever reason. Ed's will also be working with those excluded from mainstream provision. The Youth Offending Team has and will continue to support the scheme.

Ed's anticipate being able to once again run an Anger Management course for young people who are unable to access this via YOT or the Probation Service. This proved to be extremely popular previously and was heavily oversubscribed. The day centre is run by a dedicated group of volunteers; however Ed's are always recruiting for anyone interested in joining our team.

High Marks for Highwater House

St Martins Housing – Dual Diagnostic Unit. John Hales, Operations Manager.

St Martins House, which has been providing care to homeless people with a range of health problems for over fifteen years, is to close in October this year. Simultaneously Highwater House will open its doors to service users on an adjacent site. Highwater House will be a 22 bed registered care home offering care and support for homeless people who have a dual diagnosis [An individual who presents with co-existing mental health(and/or Personality Disorder) and substance misuse problems (drugs and/or alcohol)]. The service will be accessible for people of either gender between the ages of 18 and 65.

The home will provide all bedrooms with en-suite facilities, communal sitting rooms, separate dining area, an activities room and two courtyard gardens. In addition to individuals' en-suites there will be further shared bathing facilities to meet everyone's needs. The home will also have a people carrier to enable residents the opportunity of day trips and visits to the home's holiday home on the Norfolk coast.

Highwater House will have a full time manager supported by a staff team of appropriately qualified seniors and project workers, with a minimum of two on duty at anyone time. Nights will be covered by waking staff. The home will also have a full complement of catering and domestic staff that will support residents with any special dietary need and ensure everywhere is kept clean and tidy. All staff will receive regular supervision and will have a personal development plan to ensure that they are up to date with any training needs. Specialist support with issues such as substance misuse will also be available through outside agencies.

Whilst residents' day to day needs will be looked after by the home's duty staff, all will have a named care-coordinator who will be responsible for their care planning and regular reviews. To assist each individual to achieve their aspirations and agreed targets they will be assigned a member of staff to be their key worker. For those who are able and ready to make the move to greater independence there will be additional support available. Through the Trust's dual diagnosis housing support worker, residents will be helped to make their next move and there on until they have achieved their goal

Tap into our widening range of associates

Over the last few months Space East has been developing its membership services. We have steadily increased the range of associates who can provide a variety of knowledge and services to members. We operate a demand led arrangement, prioritise work with the not-for-profit sector but also often work with statutory agencies on supported housing services.

Consultancies take the form of tailored support to organisations across a range of issues with change management at its heart. In addition we also offer in-house training and a range of 'hot topic courses'.

We employ associates with demonstrable records of success and with an expertise across a diverse range of topics. These include a practical knowledge of commissioning and procurement, organisational development and change, workforce development and detailed understanding of, for example, substance dependency, homelessness, resettlement of ex-offenders and mental health.

We are increasingly working with organisations on the experiential level i.e. ensuring the support of staff working with service users with challenging chaotic behaviour and creating an ethos conducive to their values and services.

We have Associates who can support members on the details of:

Supported housing

- Empowering Difficult to Engage Service Users
- Substance Dependency (various levels)
- Physical and Emotional Abuse Awareness
- Needs & Risk Assessment & Support Planning
- Professional Boundaries - Power, Attitudes and Values
- Effective Complaints Handling
- Dealing with Aggressive & Violent Behaviour
- Enduring Mental Health (various levels)
- Housing Law
- Tendering and Procurement
- Contracts
- Project management

Welfare reforms and housing benefit including

- Optimising HB revenue from rent levels
- Strategic reviews and quality audits of social welfare advice services
- Training on social security law for a variety of front line advisers including solicitors in private practice, social workers and housing support workers
- Casework and consultancy in complex social security disputes
- Helping organisations develop and improve working procedures for legal advice giving
- Advice for public and voluntary bodies on social security benefit take-up strategies

Direct Human Resources support including

- A modular leadership support programme
- Managing stress in the workplace
- Managing Written Communication
- Detailed and varied organisational HR support

Quality and Performance including:

- Undertaking best value reviews on behalf of organisations where in-house resources are stretched
- Acting as the external 'challenge' or 'critical friend' to the review team
- Developing supporting tools to assist the review process or the corporate approach, e.g. consultation strategies and review toolkits
- Acting as 'sounding boards' for proposals in development
- Acting as a link to other authorities and/or organisations that are developing good - or interesting - practice
- Provision of advice and support on quality and improvement techniques including benchmarking, balanced scorecard, Activity Based Costing, EFQM Excellence model

We are also able to provide competitive rates through collective purchasing. Depending on demand we have access to:

- Insurance Brokers who are already acting on behalf of several homeless charities. One member last year made a saving of 37%.
- Employment Support Service providing telephone or email access to a qualified team. With the increasing complexity of employment legislation, even the most innocuous staff issue could blow up in your face and lead to a major legal problem. Unless you have expert HR and legal advice immediately to hand, you may be fearful of making a procedural error and lack the confidence to deal with problems decisively. All advisors are able to guide you through the minefield of current employment legislation, so that you can deal with HR issues fairly and correctly. They are committed to explaining things in a clear, 'jargon free' way, and providing you with practical advice that is easily understandable.

Each of these areas can be detailed further, our work is always tailored to meet your needs. If you consider that it is appropriate, Space East would be very happy to discuss specific requirements in more detail with you, our member, in order to identify the scope of your requirements. Space East can provide a project management facility – to top and tail a process – and monitor and evaluate the quality of the support provided by our associates and staff.

Members can download more News at www.space-east.org/xtra.htm

- Beyond the obvious - understanding why provider partnership approaches appear to be failing to win contracts...
- Workforce Development Opportunities 07
- Space-East New Directory of Homelessness Services for the East of England
- Invest to Save - cost benefit analysis
- Social Strategy
- Tackling chronically excluded adults

Invest ethically

"investing ethically" is a pretty weird name for a financial advisory firm. We have been called "investing ethnically" "investing effortlessly" and "investing thickly" however it is "ethically". Our name comes from the birth of our firm in 2000. We had been working in socially responsible investment (S.R.I) for some years and had become increasingly uncomfortable with the disassociation of the strict ethical statements of the investment products and the behaviour of the firms offering advice about them.

The central plank of "i.e.s" work is advising individuals and organisations about a range of financial decisions. Investments, pensions, mortgages and insurance are all a normal part of a day's work for our advisors. But what makes us special and different apart from our unique style of management?

We are specialists in making sure that your beliefs and concerns are not compromised by your investments. So if you don't want to invest in arms we can make sure you don't - veggie and don't want to support factory farms - fine, you don't have to. In fact we can screen investments for some thirty issues. On the other hand if you think it more powerful to be positively involved and want to support wind farms, organic farming etc then we can find the investment that will do it for you. Finally some of us believe that being a shareholder in a large multi national gives you an opportunity to influence that company - particularly when a group of shareholders get together and take action as a group.

Of course if you are a charity that deals with a specific issue - eg alcohol then you would want to be sure that you were not investing in breweries, from an ethical position, but also from a P.R. point of view. "i.e." are specialists in making sure you don't fall into this trap. Our first consultation is always free and we are happy to come and talk to you at any time. Contact Alan Kirkman, Investing Ethically Ltd. alan@investing-ethically.co.uk Phone 07867 955336

Investing Ethically Ltd. is authorised and regulated by the Financial Services Authority and is a company registered in England number 3948922 at St. Mary's House, Duke Street, Norwich, Norfolk, NR3 1QA. Meet Effik the Gnostic Viking @ our website www.investing-ethically.co.uk The value of any equity based investment can fall as well as rise and you may not get back the full value of your initial investment.

Social Strategy

The East of England has been reviewing the Regional Social Strategy. Many stakeholders have commented on the need for the strategy and action plan to be much more specific.

The strategy argues that the most effective means of tackling homelessness is to strengthen preventative measures and increase housing supply. Building on the more mature sub-regional housing structures and relationships, a number of sub-regions are exploring the option of developing sub-regional homelessness strategies. The strategy also refers to key issues around Domestic Violence, Substance Dependency, Mental Health and Ex-Offenders. For more information visit: www.eera.gov.uk

I am an Organisational Facilitator supporting organisations with change and development. My particular interest is in basing management and organisational structure around the way that we are as people. I enable people to explore the organisational achievement in relation to:-

Σ The character and impact of the core business

Σ The financial, political and social environment

Σ The organisational structures

Σ How people function

I enable managers to think about their management style in relation to research into individual and group functioning, relating that to the achievement of the organisational task. My style is facilitative and uses models from management, human development, and adult learning.

Mick Kain

Invest to Save

Space East has commissioned Spirals to undertake a 'Cost benefit analysis of the value of not-for-profit Supported Housing Services to the regional economy'.

Previous research has outlined the clear benefits afforded nationally to statutory agencies and the public exchequer through the work carried out by not-for-profit Supported Housing Services.

This study aims to build on this research re-examining the value of these services, principally those targeting the single-homeless population, in the East of England.

The study will take into account both factors that can be quantified and those to which an economic value cannot so readily be attributed.

Research Scope

Support for people with enduring mental health concerns, those needing refuge, ex-offenders needing resettlement, people with substance dependencies, the homeless requiring temporary or emergency accommodation and long-term housing support. General housing management is not included.

The study will aim to identify successful pathways and interventions as well providing useful focus on commissioner decision making and the commissioning process in general. It will therefore be a useful tool for both providers and commissioners demonstrating the benefit of services across the region.

Spirals will be contacting a number of services over the coming weeks to ask questions with regard to the work carried out by providers and to make arrangements for interviewing service users. If you would like further information on the research carried out by Spirals please contact tim@spiralsplus.com

Directory of Homelessness Services for the East of England

Space East is working in partnership with Resource Information Service (RIS) to develop a Directory of Homelessness Services for the East of England.

In 2003, VHG (now Space East) produced a similar Directory for Norfolk. The Directory was an extremely useful resource tool and we have since received requests from local providers and local authorities asking when an updated edition will be produced. This time we are not only expanding the directory to cover the East of England, but the content will become part of RIS's website, Homeless UK. We have decided that in order to reach the widest possible audience and to keep it up-dated it is essential to have both online and printed information. A wide range of users will benefit from the East of England Homelessness Directory such as: agencies and advisors in contact with homeless people; homeless people and those at risk of homelessness or in housing need; policy makers and planners; researchers and students and campaigning and lobbying organisations.

Key benefits include:

- Improved access and referrals to appropriate accommodation and help for homeless people and those at risk of homelessness
- Maximisation of choice of services for those in need and better use of scarce accommodation and support services
- Reduced homelessness and associated problems
- Prevention of homelessness by providing information at an early stage
- Saving costs and duplication in effort of many different agencies having to research information about services themselves
- More knowledge about homelessness services and good practice
- Improved communication within the sector
- Better identification of existing services and planning of future services.

Evaluation of our other local homelessness directories published by RIS in co-operation with local partner agencies show how highly users rate them. Copies of evaluations of previous directories, quality standards and sample directories are available from RIS.

The services listed will not be restricted by any particular funding sources.

The publication of the directory is dependent on sponsorship and bulk purchase orders. For further information please contact Tim Allard at Space East on tim@space-east.org

Beyond the obvious

understanding why provider partnership approaches appear to be failing to win contracts...

During the last 12 months, a number of supported housing services have been under review and re-commissioned. These include, but are not limited to, Supporting People funded floating support services (for example Local Authorities in the region have also re-commissioned hostel, homelessness, ex-offender and mental health services).

The emerging commissioning models are posing some significant challenges to not-for-profit providers of services – in particular those small agencies with limited capacity to respond to the raised expectations of commissioners. One response has been the development of partnerships across providers – partly encouraged by commissioners but widely seen as a way of pushing up the quality of services as well as potentially making cost savings. To date, however, no consortia or partnerships have successfully tendered for the services.

Funded through CLG via SITRA, Space East is undertaking research that asks a basic question – why is this?

The work involves talking to:

1. Providers who have constructed partnership arrangements – in response to the commissioning of supported housing related services – and determine the lessons learnt from these to date.
2. Providers who have chosen not to sign up to partnership arrangements.
3. Successful applicants.
4. The commissioners of supported housing related services – and determining the lessons learnt from these to date.
5. Determine any initial impact stemming from the commissioning decisions made to date.
6. Make recommendations – based on these discussions – that assist other providers in the development of competitive partnership arrangements.
 - Compile options analysis on developing formal partnerships
 - Financial arrangements
 - Demonstrating value for money
 - Demonstrating the quality of the proposed services
 - Staffing including TUPE
 - Promotion, marketing and communication of the partnership and its services
7. Make recommendations – based on these discussions – that assist commissioners in the commissioning of supported housing services.
8. Test the feasibility of compiling draft arrangements that can be tailored and utilised in the future.

Space East is doing the research and a comparative analysis of other regions will be undertaken by SITRA separately

Timetable

Desk research / applied research July 2007

Initial findings

August 2007

Final report

Sept 2007

Please contact Tim Allard for further information and / or should you wish to be involved.

Workforce Development Opportunities 2007

Outcomes Training: A joint Space East and SITRA schedule of events

- Σ Monday 17th September (Cambridge)
- Σ Thursday 27th September (Norwich)
- Σ Wednesday 14th November (Colchester)

Aim: To enable staff to develop an outcomes focus in the management and delivery of their housing and support services. To look in detail at the Supporting People Outcomes Framework as a model.

Course overview

- Σ the national context – evidencing how housing related support services contribute to government's social policy objectives
- Σ discussion of how commissioners and purchasers see outcomes
- Σ knowledge of the ways in which outcomes are used internally and externally to the organisation
- Σ outcomes-focussed assessment and support planning
- Σ common pitfalls, perverse incentives, unintended outcomes etc.

Who should attend? Managers and team leaders who are responsible for delivering services, and quality and monitoring in the housing and support sector. Places are limited to 16 per course so please book early. Cost £130 per person. We can also offer the course on an in-house basis. Please contact Laura at Space East laura@spce-east.org, 01603 617299

MOPP Event: October 4th 2007. Venue: IBC. For more info contact Lucy at lucy@spce-east.org

Tackling chronically excluded adults

Innovations from the twelve projects selected by Cabinet Office include offering outreach services, both day and night, to support rough sleepers, sex workers and long term unemployed as well as employing staff who are former service users to run the projects.

Since the launch of the Social Exclusion Action Plan in September last year the government has argued that specific approaches are needed to tackle social exclusion. Established and successful policies to tackle wider poverty such as the minimum wage, the New Deals and tax credits have helped the majority move from welfare into work.

However, figures from the charity, 'Revolving Doors' show there are approximately 66,000 adults in the UK facing multiple and complex issues that require specialised interventions and support. Though a minority of the population, they often lead lives damaging to themselves and, in some cases, to those around them. In addition they can cost thousands of pounds in service provision because they bounce from service to service, often not receiving the tailored help they need. The multiple problems they face can cross several agencies at one time and can involve issues such as childhood abuse, addictions, mental health problems and homelessness. Consequently, this minority can slip through the net.

A total of £6million will be shared between the 12 successful projects over the next three years. The announcement is the next step in a series of actions to come out of the Social Exclusion Action Plan launched last year. For a copy of the report go to <http://www.cabinetoffice.gov.uk>

Congratulations to NOAH Enterprise in Luton who have obtained the only funding for this programme in the region.