

Ensure supported housing is in your Local Area Agreement

Briefing on the implications - Over the last few weeks the Government has published a number of consultation and guidance documents which take forward the provisions of the Local Government & Public Involvement in Health Act (passed 30 Oct). The role & value of third sector involvement is reflected throughout and summarised below are the key elements impacting on the sector.

1. New Performance Framework for Local Authorities - Single set of National Indicators

The Indicators are designed to hold local government to account (through the new Comprehensive Area Assessments) for its actions against a combination of national, and locally determined priorities. Crucially, for the third sector, this includes the approach local government takes to third sector organisations for example, through partnership working, consultation, infrastructure investment, funding relationships, and the way it designs, commissions and procures services (see definition of NI 7, Appendix A).

Consultation on detailed definitions

As part of the process of

developing the new guidance, the

Government is consulting on the detailed definitions of the indicators. These are contained in: National Indicators for Local Authorities and Local Authority Partnerships: Handbook of definitions - Draft for consultation (consultation

to 21st December).

See CLG's www.clg.gov.uk national indicator pages.

2. Statutory Guidance on Creating Strong & Prosperous Communities (consultation up to 12 Feb)

Sets out the new settlement between central and local government and their partners, including the third sector. Specifically it outlines the new duties

- to co-operate in setting LAA targets
- for partners to have regard to LAA targets
- to involve local representatives

Of particular interest to the third sector ...

It includes the, by now, standard definition of the sector¹ It sets out who representatives of local persons are regarding the new duty to involve (comes into force April 2009) and refers to those who are likely to be affected by, or interested in, a particular authority function - not just local residents. It covers

- those who work or study in the area (including those who work for the authority)
- visitors
 - service users
- **local third sector groups**
- businesses
- bodies such as parish councils
- anyone else likely to be affected by, or interested in, the function.

There are three reasons why authorities should be involving the third sector as part of the new duty:

- i) because the sector might be affected by, or interested in, a particular authority function
- ii) because the sector has a role as advocates for local people (particularly marginal and/or otherwise vulnerable groups). Therefore an authority might decide to involve a third sector

organisation in addition to individual citizens and groups.

- iii) because the sector might be able to provide relevant expertise and specialist knowledge that might help the authority in reaching out to marginalised and vulnerable groups.

3. Development of the new LAA Framework - Operational Guidance (Phase 2)

Provides further detail on how LAAs will be negotiated, agreed and performance managed. It includes:

- Overview of the new financial arrangements (Section 3)
- Indicative timetable (Annex B)

Of particular interest to the third sector ...

The local third sector is seen to play a vital role in the development of the LAA and should be engaged throughout the process - from informing and helping to set priorities, to the final agreement of targets. The third sector also has an important role in

- representing communities,
- providing local community services (many of which will be complimentary to the aims of the LAA).

Local authorities and partners should ensure

- processes and structures are inclusive of the third sector,
- take account of capacity issues, and be in line with the Compact code of practice.

On funding - local authorities should

- pass on the stability of their three-year financial settlements to the third sector wherever possible.
- In relation to grants the starting point should be three-year funding in all cases, (subject to purpose and democratic controls, except where this does not represent best value in individual cases and in terms of overall efficiency).

With thanks to Claire Collen, VCS LAA Co-ordinator, Norfolk

¹ The Government defines the third sector as non-governmental organisations that are value driven and which principally reinvest their surpluses to further social, environmental or cultural objectives. It includes voluntary and community organisations, charities, social enterprises, cooperatives and mutuals.

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

Principles of Representation: A framework for effective third sector representation in LSPs

Principles of Representation: A framework for effective third sector representation in LSPs (consultation up to 12 Feb) has been produced by a group of national third sector organisations. It prepares the ground for the duty to involve, by proposing a set of principles by which the sector can organise itself to be effectively represented on LSPs and other partnerships.

The Principles of Representation are summarised below.

1. Accountability – clearly defined responsibilities for all decisions and actions
2. Equality – place equality, diversity and inclusiveness at the core of what you do
3. Leadership – the sector's representatives will need to think and act strategically
4. Openness – be as open as possible in all your dealings and relationships
5. Purpose – be clear about the local sector's objectives and support them with a strong evidence base
6. Sustainability – ensuring the continuation of the collective voice
7. Values – identify and build on the values of the local sector

Section 8 states the benefits to LAs and LSP partners of effective involvement, examples cited are:

- use of experience, knowledge, skills service reach into marginalised communities
- strengthen collaboration between third sector and public partners
- accessing communities to deliver changes in behaviour e.g. CO2 emissions, healthy eating).

Good practice models, such as the Community Empowerment Networks are referred to. Sources of valuable data include reference to the relevance of parish plans. Section 9 covers the actual/potential role of the Compact in setting the 'terms of engagement'. The challenges of representation in two-tier areas is acknowledged.

The Local Government Association has produced an accessible summary of these major policy changes: An Introduction to the local performance framework – delivering better outcomes for local people covers Local Area Agreements and Comprehensive Area Assessments and gives a clear overview.

www.communities.gov.uk/publications/communities/principlesofrepresentation

An example

Priority – To ensure positive outcomes for vulnerable and marginalised individuals across the county, through the development and delivery of early intervention and preventative supported housing and homelessness services.

National Indicator Set: Direct Equivalent

- NI 136 support to live independently
- NI141 Number of vulnerable people achieving independent living
- NI142 Number of vulnerable people who are supported to maintain independent living
- NI 149 settled accommodation

National Indicator Set – Impact on

- NI18/19 Re-offending rates
- NI38 Drug-related offending rates
- NI45 Young offenders to suitable employment, education and training
- NI46 Young offenders access to suitable accommodation
- NI39 Alcohol-harm related hospital admission rates
- NI40 Drug users in effective treatment
- NI 156 Number of households living in Temporary Accommodation
- NI 143 Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence
- NI 149 Adults in contact with secondary mental health services in settled accommodation
- NI 7 Environment for a thriving third sector

PSA 16 To ensure that the most socially excluded adults are offered the chance to get back on a path to a more successful life, by increasing the proportion of the most socially excluded adults in settled accommodation and in employment, education or training.

e: priorities for the new LAA

Local Targets:

(what needs to change in order to address the priority. Needs to be 'measurable')

Contribute to tackling geographical, social & economic isolation & exclusion by:

- Reducing rough sleeping and the numbers in temporary accommodation
- Developing targeted skills and employment pathways for the most vulnerable
- Reducing youth homelessness
- Establishing more supported lodgings schemes for 16-17 year olds
- Creating rent deposit schemes
- Improving access to mediation services
- Increasing vulnerable and marginalised communities' access to good quality support, advice, advocacy, assessments and resettlement services (backed up by effective information sharing arrangements), e.g. welfare benefits, emergency and temporary housing, debt, drugs and mental health
- Establishing clear service standards, performance indicators and (where applicable) targets for homelessness prevention services
- Developing "spend to save" policies on prevention within services
- Increase access and availability of ex-offender accommodation
- Developing effective multi-agency working protocols to prevent homelessness (i.e. between landlords, probation, prisons and offenders' agencies, County Council Children's and Adults Services, Supporting People and the not-for-profit sector).

NB: Targets can also be drawn from the plethora of strategies listed in evidence

Evidence – (to support the case for change)

Monitored and delivered through for example:

- Supporting People data e.g. KPI2 and SPI4
- Supporting People outcomes data; District and sub-regional Homelessness Strategies Supporting People strategy 2008-2013
- Housing and Support Strategy and Action Plan for Offenders
- Offender Accommodation Strategy; Drug and Alcohol Partnership Strategy (2007); Housing Needs Research (2007)
- Mental Health Accommodation Action Plan (2006); National Drug Treatment Management System data; OASys (criminal justice); Mental Health day and residential services reviews, Housing market needs assessments (2007)

Report: Adding value – rebuilding lives, Space east 2007

CLG submission to CSR 2007 demonstrating cost benefit analysis of the contribution of Supported Housing

Social Exclusion Unit reports

Joseph Rowntree Housing Research (2006 & 2007)

Outcome Delivery Plans (what needs to happen on the ground to achieve the targets)

- Preserve & enhance LA supported housing and Supporting People tenancy/ floating support funding.
- Implement strategies and plans outlined above.
- Promote more social holistic interventions/support, services & activities to increase social inclusion and increase spend to save activities.
- Develop coherent pathways to housing for priority groups.
- Create coherent joint commissioning processes.
- Develop a framework that measures qualitative and quantitative targets within a commissioning framework.
- Improve joint working between housing, health & social care sectors, Third Sector & DWP to meet agreed LAA outcomes.
- Work with other partners to reduce rural isolation by improving access to affordable services.
- Provide a range of support and advice services that enhance life skills in addition to housing provision - in particular finance-related advice, health services, education and training and employment support.
- Invest in good social capital and local networks that provide a range of formal and informal sources of support for the service user within their community.
- Ensure services are client /customer focussed - service users influence service development
- Co-create – Third sector participates as a full and equal partner in both design and delivery

Potential Funding/Delivery Partners

Commissioners

Supporting People
Housing & Homelessness authorities
ADSS
Mental Health
PCT / DAT / DIP
Probation Commissioners
Sub regional housing partnerships

Delivery partners

Third Sector Supported Housing Providers
Housing Associations

Advocates

Space east

Others

DWP
LSC
GO East
EEDA IIC
EERA Housing & Sustainable Communities & Social Inclusion Panels / Housing Corporation

Priority Leads: Supporting People, District Councils, Third Sector Supported Housing sector

Comprehensive Spending Review 2007

LGA response to CSR 2007:

Government delivers worst financial settlement for councils in a decade, but LGA wins battle for reduction of performance indicators.

Councils will benefit from additional flexibility provided by the removal of specific grants and ring-fenced funding. We will comment on this further when the detail of this funding emerges in December. The reduction in the number of indicators to less than 200 and the announcement that no mandatory LAA targets will be imposed are positive steps in reducing the burdens placed on councils. £150m to support local authorities in delivering efficiency savings.

Communities and Local Government (CLG): Departmental spending for Communities and Local Government (CLG) will increase by 2.9 per cent a year in real terms (i.e. over the expected rate of inflation) over the CSR07 period. The Government intends to deliver 3 million new homes by 2020 - with the number of new homes (of all types) being built rising to at least 240,000

per year by 2016. This settlement includes £6.5 billion investment over 3 years in housing to deliver 45,000 new social homes per year by 2010-11, a 50% increase compared with 2007-08. Alongside the Housing Corporation's

commitment to support bids for Supported Housing and move on in their Affordable Housing Programme, this announcement of new supply should have a significant impact on homelessness.

Local government settlements

Supporting People Allocations in the East of England

£m	Indicative 2008-09	Indicative 2009-10	Indicative 2010-11	Gross Change 2007/8-2010/11
Bedfordshire County	7.118	7.118	7.118	0%
Cambridgeshire County	11.966	11.367	10.799	-11.3%
Essex County	29.623	29.623	28.550	-3.6%
Hertfordshire County	21.001	21.001	21.001	0%
Luton UA	4.520	4.520	4.520	0%
Norfolk County	16.337	16.337	16.337	0%
Southend-on-Sea UA	4.908	4.908	4.908	0%
Suffolk County	18.445	17.523	16.646	-11.1%
Thurrock UA	2.542	2.605	2.605	9.7%
Peterborough UA	4.930	5.021	5.021	9%

Also - **Working Neighbourhoods Fund** - A full breakdown of Working Neighbourhoods Fund allocations is available online at: www.communities.gov.uk/documents/localgovernment/xls/576317, MS Excel, 26 Kb.

Homeless Services to benefit £50 million in the next year

People sleeping on the streets or staying in bed and breakfast accommodation will benefit from the biggest ever cash injection for homeless services, Junior Housing Minister Iain Wright announced today. Councils will receive at least £150 million over three years to help them prevent and tackle homelessness in their areas and will receive almost £50 million in homelessness grants next year - a £3 million increase on last year and a rise of 6 per cent. All local authorities will receive at least £30,000, with some receiving increases of 25 per cent higher than last year, including Newham, Solihull and Sunderland. This is the first time that Communities and Local Government has awarded a three year settlement. This will help councils plan for the long term and achieve even more for their money. It will also help them meet the targets to reduce the number of households in

temporary accommodation by 50 per cent and end the use of bed and breakfast for 16 and 17 year olds by 2010. Councils will be able to invest the funding in expanding successful prevention schemes such as rent deposit and mediation services which have contributed to huge falls in homelessness and make further reductions in rough sleeping by funding outreach and day centre services. Last year Eastbourne council invested £130,000 in prevention schemes including housing and legal advice to households at risk of homelessness and mediation services which reunited young people with their families. Harrogate council supported the 'HowzTalk' supported lodgings scheme which successfully helped young people secure accommodation or a return home.

Latest statistics published in September show

that new cases of homelessness reported by local authorities have fallen by 18 per cent in comparison to the same period last year to 15,960 - the lowest level since the early 1980s. The number of households placed in temporary accommodation is down 10 per cent compared to the same date last year, falling to 84,900 from 93,910. The figures show that almost nine out of ten (87 per cent) of households in temporary accommodation are in self-contained homes with their own front door.

By 2008 the Government will have invested £300m for prevention services. The Government pledged last November to end the use of B&B as accommodation for homeless 16 and 17 year olds as part of a national plan in partnership with the voluntary sector and local authorities, to prevent and tackle youth homelessness.

EASTERN		Annual grant 2008-11		
Babergh District Council		£30,000	Enland District Council	£30,000
Basildon District Council		£100,000	Forest Heath District Council	£30,000
Bedford Borough Council		£110,000	Great Yarmouth Borough Council	£50,000
Braintree District Council		£50,000	Harlow District Council	£40,000
Breckland District Council		£60,000	Hertsmere District Council	£50,000
Brentwood Borough Council		£34,000	Huntingdonshire District Council	£60,000
Broadland District Council		£80,000	Ipswich Borough Council Ipswich	£90,000
Broxbourne Borough Council		£45,000	King's Lynn & W Norfolk Brgh C'cil	£80,000
Cambridge City Council		£400,000	Luton Borough Council	£120,000
Castle Point Borough Council		£60,000	Maldon District Council	£45,000
Chelmsford Borough Council		£45,000	Mid Bedfordshire District Council	£30,000
Colchester Borough Council		£140,000	Mid Suffolk District Council	£40,000
Dacorum Borough Council		£30,000	North Hertfordshire District Council	£42,000
East Cambridgeshire District Council		£32,000	North Norfolk District Council	£70,000
East Hertfordshire District Council		£30,000	Norwich City Council	£230,000
Epping Forest District Council		£60,000	Peterborough City Council	£90,000
			Rochford District Council	£30,000
			South Bedfordshire District Council	£70,000
			South Cambridgeshire District Council	£35,000
			South Norfolk District Council	£120,000
			Southend on Sea Borough Council	£150,000
			St Albans District Council	£45,000
			St Edmundsbury Borough Council	£30,000
			Stevenage Borough Council	£50,000
			Suffolk Coastal District Council	£50,000
			Tendring District Council	£60,000
			Three Rivers District Council	£40,000
			Thurrock Borough Council	£65,000
			Uttlesford District Council	£60,000
			Watford Borough Council	£185,000
			Waveney District Council	£55,000
			Welwyn Hatfield Borough Council	£80,000
			TOTALS EASTERN:	£3,528,000

Norfolk

Unitary implementations announced

Local Government Minister John Healey has announced that nine proposals for unitary status will now go ahead towards implementation with the intention that all new authorities are fully up and running in 2009. Both Bedford and Ipswich have won their proposals.

Norfolk Supporting People Consultation

Through the Supporting People programme a wide range of housing support services are provided to help over 17,000 people in Norfolk to live as independently as possible. The service range includes sheltered housing, hostels, domestic violence refuges and floating support. A new strategy plan has been drafted and is out for consultation until January 10th 2008. Norfolk Council's Supporting People Team wants people to respond to the drafts. The Consultation Draft asks questions about the key issues about how the Supporting People programme works. How far does it meet the needs of vulnerable people across the whole community? Have they got the right kinds of services? Where are the gaps? Have they got the right priorities for the future?

You can get a copy of the consultation strategy document by phoning Supporting People on 01603 729245 or you can view or download it from www.norfolk.gov.uk/supportingpeople (follow links to the strategy page). It is also available on the Norfolk County Council consultation finder where you can complete an online survey about the consultation strategy. Search for the Supporting People consultation at - <http://www.consultationfinder.com/norfolk>

Norfolk: Merchant's Terrace

A new project for St Matthews Housing. Previously, run by Purfleet Trust, Merchants Terrace an 18-bed house and nearby Friar's House with three flats which currently has 20 residents is now part of St. Matthews Housing as of 1st August 2007. SMH will be changing the property from the current medium length of stay scheme to a Direct Access Hostel. The hostel will provide much-needed emergency accommodation for local people living on the streets a place to stay from three to six months. The residents will have access to intensive support services during their time in the hostel. Tim Little, SMH Area Manager for

Norfolk said, "This is an exciting new project for St Matthews Housing to run a direct access hostel. I am looking forward to working with the current team of staff at Merchant's Terrace to get this new venture off the ground."

Bedfordshire

Re-modelling floating support

Following extensive work on the re-modelling of floating support in Bedfordshire, the Supporting People Team are hoping to begin tendering for new countywide floating support services in Autumn 07. The new model for floating support has been developed through a working group which was made up of providers and other key stakeholders. The model is due to go to Commissioning Body for approval in September 07, and it is hoped that the new services will be operational from April 2008. If you would like further information, please contact Lisa Sparks, Commissioning Manager on 01234 228274 or lisa.sparks@bedscc.gov.uk.

Stakeholder Consultation

A Credit Union for Mid-Beds? The Mid Bedfordshire Credit Union Focus Group is looking into the feasibility of developing a credit union in Mid Bedfordshire. As part of this research, the Focus Group would like to consult with local groups and stakeholders to enable it to identify the level of interest and support from the community sector and to assess the general viability of a credit union in Mid Bedfordshire. You can download the consultation questionnaire at: <http://www.tacklingpoverty-beds.org.uk/forms/Credit%20Union%20Questionnaire.htm>

Essex

WDP nominated

An organisation in Essex, which supports offenders to overcome drug dependency, has been nominated for a national award and the chance to win £10,000 for future work. WDP Essex (Westminster Drugs Project) based in Chelmsford, provides 'end to end' support for drug users who have entered the criminal justice system, including those in police cells, court cells, prison and the probation service. The organisation has now been nominated for the national Tackling Drugs Changing Lives Awards 2007. Clive Emmett from

WDP Essex said: "We are thrilled about this nomination. We have had many success stories since we began earlier in the year and are constantly striving to make our service better. Partnership working and engagement are WDP Essex strengths. Our staff work really hard and are always developing their skills. Being nominated is great recognition for our achievements, but they are only possible due to the excellent collaboration between all our partners."

Cambridge:

Music Therapy

The Cambridge Music Therapy Clinic at Anglia Ruskin University has been awarded funds to run a music therapy project for the homeless in Cambridge. In partnership with the Homeless Charity, Wintercomfort, they have developed a project which will benefit from the Kick-Start Fund, created by Cambridge City Council to help new projects with the homeless get off the ground. The nine month project launched in May works with single homeless and rough sleeping people who attend the Wintercomfort Day Centre in Cambridge. A qualified music therapist will provide weekly music group workshops to help build motivation and self-confidence amongst participants.

Helen Odell-Miller, Deputy Head of Music and Performing Arts, said:

"We are particularly pleased to win the bid because the project will be one of the first music therapy projects in the UK to specialise in working with homeless people. Research in Scandinavia and the USA shows that music therapy can effectively meet social and psychological needs. It can make links between meaningful activity, work and personal goals. It is an important opportunity for the university to work with Wintercomfort and to explore how future links can be explored on a City wide basis with homeless people in the community."

Peterborough:

The Learning Centre

Clients are encouraged through support plans and have to undergo an assessment in their first week of arrival to assess their level of numeracy and literacy. After this, it is up to the client to complete any further training and at the end of each level; they are awarded a nationally recognised certificate. This facility has numerous tests and covers basic levels of numeracy and literacy. There is now funding for outside activities such as paint-balling. Client's new and old are using this facility to its full advantage since opening at the beginning of 2006. Partially due to the rapid turnover of residents, it remains in constant demand, however more previous clients return to use the service offered and to complete higher levels of training. Jo Lord who is the learning centre tutor has links with the local Adult learning college and Regional College to further the client's needs for education. To contact Jo Lord Tel:01733 341366 or joanne.lord@axiomha.org.uk



Staff at the opening of Merchant's Terrace

Places of Change

On 26th October 2007 the second round of CLG's 'Places of Change' grants scheme closed. Applications were invited from organisations that received money from the Hostel Capital Improvement Programme (HCIP). The purpose of the grants is to prime the activity and innovation that goes along side the CLG's Places of Change Agenda.

The Places of Change agenda intends to reduce exclusions, increase positive move-on and service user engagement through meaningful occupation and activity and to promote training and employability to both staff and service users.

Congratulations to ECHG at 222 Victoria Rd in Cambridge and Cambridge Cyrenians who were both awarded grants from round one earlier this year.

Brian Holman of Cambridge Cyrenians: 'With funding from Help the Aged, Cambridge Cyrenians has set up a meaningful activity for homeless and ex-homeless clients over the age of 50 as part of our Older Homeless Programme. The funding has enabled us to establish a tree nursery, some of those who participate, and others, who we would like to participate, particularly the heavy drinkers require a significant amount of the project co-ordinators time to enable them to participate. The funding from the CLG's Places of Change programme has enabled the project Co-ordinator to provide additional one to one support for these individuals, to increase their ability to participate and engage with the project and other participants, until they reach a point where they can participate without the additional support.'

James Martin of ECHG: 'We intend to use our grant to furnish our Self build (which was funded through the HCIP) with sound and vision equipment enabling us to run film nights, dj workshops etc. We have also employed a self build co-ordinator to facilitate activities in the self build and set up and assist Cambridge Link-up. Cambridge Link-up is a formally constituted group of homeless and ex homeless service users who are able to bid for funding and run activities driven and run by service users.'

Accommodating Substance Misusers – The Spectrum of Possibility.

Norfolk Drug and Alcohol Partnership (N-DAP) have created a guide for commissioners and providers of supported housing in response to the complex issue of housing people with drug/alcohol problems. The guide launched on Wednesday 31st Oct 2007 aims to support providers and commissioners looking to make their contribution to increasingly successful outcomes for their service users, their families and the wider community. The current national drug strategy comes to an end in March 2008 and a new strategy will take its place. The new strategy is likely to focus on the provision of treatment focusing on 'wrap-around' services – essentially a more holistic approach therefore individuals could expect to receive help to tackle their substance misuse as well as help with finding jobs and housing instilling a culture of hope. The issue of housing substance mis-users is made complex by the conflict of interests between legislation and duty of care hence the implementation of drug policies within organizations.

Policy Spectrum

High Tolerance

Low Tolerance

Therefore the guide can help providers benchmark their services on the spectrum to balance their provision against their policies and support any changes needed. The guide aims to do this within the context of:

- The cycle of change
- The spectrum
- The whole systems approach

The guide aims to make explicit the most appropriate housing options to individuals by using this spectrum of provision. The guide also includes some examples of good practice drugs policies for supported accommodation. To access a copy of this guide visit:

http://www.nordat.org.uk/NORsections/CdrugActionTeam/GuideforHousingProviders_final.pdf

Publications & Announcements

RSL Alliance draft homelessness strategy for Norfolk

An RSL Alliance has produced a draft homelessness strategy in Norfolk. The document is the product of a series of tailored meetings and individual discussions during September 2007. It is a collective statement of intent for RSL homelessness prevention services across Norfolk. These meetings enabled the development of the strategy and delivery plan.

The RSLs have analysed the current activities and aspirations of the individual RSLs in the Alliance in relation to homelessness and in line with the Housing Corporation's Tackling Homelessness guidance (2006) and its six themes:

- Better Partnership Working
- Sustainable and mixed communities
- Preventing Homelessness
- Making Better Use of Existing Stock
- Directing Investment
- Good practice

We have also sought to ensure that we have cross-referenced this draft strategy with the wide range of other related strategies both thematically and geographically and across a range of homelessness and supported housing related strategies. These collectively provide a substantive assessment of the needs and priorities across the county.

We have identified the following as common

themes across these strategies:

- Services are client /customer focussed – service users influence service development.
- Priority should be given to early intervention to prevent homelessness (youth homelessness requires particular attention).
- Effective support into more independent accommodation is critical.
- There is a need to secure an adequate supply of suitable accommodation (including private sector rented accommodation and permanent affordable accommodation).
- There is a need to make best use of all housing stock to prevent homelessness.
- The use of temporary accommodation needs to be reduced and the quality and location of the temporary accommodation used needs improving.
- There is a need for high quality housing advice, assessment, support and resettlement services

(backed up by effective information sharing arrangements).

- Access to, and participation in, good quality training is necessary.
- Effective multi-agency working to prevent homelessness is required (i.e. landlords, probation, prisons and offenders' agencies, Norfolk County Council Children's and Adults Services, Supporting People and the not-for-profit sector).
- There is a need to explore and exploit all funding opportunities.

The RSL have sought to produce a strategy and delivery plan that is clear, concise, realistic and of added value to individual members of the Alliance, our partners and the communities we work in.

We are asking for your views on:

- The direction of the strategy
- Additional items for the action plan
- Your commitment to the actions outlined
- Additional case studies illustrating effective interventions

This innovative work in Norfolk is the first such strategy produced to date, nationally we look forward to your support on it.

Visit www.space-east.org to view the strategy

Stonham Homestay.

In April 2007 Stonham won the contract for the Floating Support (FS) Service for Norfolk which covers services in Breckland, Broadland, King's Lynn and West Norfolk, North Norfolk, Norwich and South Norfolk. The service is divided into teams that roughly correspond to the District Councils. Currently the service supports 1000 clients and employs 70 support workers and a service manager in each region.

Rachel Cane the Gateway Manager for the FS service suggests that the contract has significantly raised the profile of Stonham as an organisation 'with the emphasis now being on our floating support services we have seen referrals increase and gained more clients'. This is the first major FS service for Stonham, previously there were smaller services provided through supported accommodation services. The implementation of the service has been smooth with the greatest challenge being the transferring of staff from 27 organisations to Stonham without causing unnecessary stress to service users. To facilitate this, service users were able to keep their support workers so this helped to minimize any related stress. An example of the floating support services success comes from a case study of a client JD and Maria, his support worker.

Maria worked with JD to refer him to a Life Coach who specialized in confidence and assertiveness training. Maria went with him on the first couple of visits while they got to know one another and continued to see JD once a week. Maria worked along side the Life Coach to help JD achieve his goals and eventually he was able to give up smoking, purchase a bed through the help of a budget plan and was able to save up and invite his parents out to dinner.

Stonham held the launch event on Thursday 18th October to demonstrate where the service is today. The launch was attended by representatives of LA's, District Council's, accommodation providers, service users and SP Co-ordinators. The day comprised of a series of presentations followed by a buffet lunch and networking at the Stonham HomeStay Office on St. Benedicts Street, Norwich. 'The day was well attended and a great success!' Rachel Cane Gateway Manager, Stonham HomeStay.

When asked about the future of Stonham and its FS service she replied with 'To increase capacity, become active with those groups who we have disproportionate levels of referrals and to create more flexible services.'

ACT Broadens its Remit

Anglia Care Trust is a small yet diverse organization that makes use of 200 plus formally trained volunteers, their traditional client group was offenders and those at risk of offending and this still continues however ACT's Housing Related Support Services Department remit has broadened somewhat into anti-social behaviour and from this ACT has undertaken changes operationally and structurally.

ACT's housing related support focus was traditionally Shared Housing and Floating Support however due to ACT's experience Ipswich Borough Council approached them to take on an Intensive Family Support Project it was a

great success and with funding from the Governments 'Respect' agenda they broadened the service into a Family Intervention Project (FIP) which works with families who show high levels of anti-social behavior in the community. ACT is one of the only FIPs that is run by a voluntary organization across the entire of England most others sit within Borough or County.

From this ACT were asked to create a model of engagement with street-drinkers. It is a simple, cost-effective, person centered model based on going to the service user rather than the service user coming to you. The remit of this model is to support service users to address issues which may have led to their situation, manage alcohol intake and to aim to secure accommodation, then once an individuals life is starting to become more positive ACT will encourage individuals to look at their drinking. The model has been such a success that two other areas are interested in utilizing the model.

Experience of working with Anti Social Behaviour led ACT into employing an Anti-social Behavior Officer to support Ipswich Borough Council's Anti Social Behaviour network manager.

ACT's latest project is Assertive outreach (AO). The AO officers work with families in the community and refer them to the appropriate services. From initial research by the FIP three tiers of families were identified, those that were potential FIP families, those in the middle and those who could be or where engaged with services available. There appeared to be a gap in support within the middle tier therefore this is the tier that the AO officers work with. The officers liaise with Ipswich Borough Council to refer families appropriately to 'parenting classes' and other support services available within the Borough

The changes to ACT and its services mean they take on a more preventative approach to the criminal justice system by tackling anti-social behavior and its causes.

St. Martin's Advice Line

St. Martins Housing Trust have launched an advice line 'first step' aimed at those who are at risk of losing their accommodation, need emergency accommodation, are new to the UK and need help to find local GP and medical services. The number is 0800 9777594 and is open Monday to Friday 9am to 4pm and it's Free! The project utilizes its clients as 50% of the phone line operators are past or present service users and a volunteer training programme is under development.

First step would like to hear from you if your organization is interested in becoming a partner agency. Examples of partner agencies are: hostels prepared to provide vacancy information on a daily basis, community advice centres whose members are interested in becoming first step advisors, educational establishments that would like to promote the service among young people and any local organization that would like to integrate provision of services. If you would like to get involved contact firststep@stmartinshousing.org.uk

SPERG and the Regional Supporting People Strategy

Supporting People East Region Group (SPERG) is made up of lead officers from the 10 Supporting People Administering Authorities in the East and includes observer representatives from Space East and the National Housing Federation. They are currently working on writing the Regional Supporting People Strategy.

Work to date has included:

- The introduction of a regional steady state contract
- The introduction of a regional accreditation process
- Regional benchmarking
- The development of a matrix designed to prioritise capital bids to the Housing Corporation

The Strategy will outline the direction of travel for the SP programme and the strategic priorities that have been identified to meet the housing related support needs of vulnerable people in the East Region 2008-2011. SPERG will work with regional agencies such as Space East and NHF to ensure the delivery. The strategy is not intended to replace the local 5-year strategies or bind local authorities, but to provide a framework and themes.

The purpose of the strategy is to:

- Identify regional actions for Supporting People and its regional partners in order to promote independence for vulnerable people
- Ensure inclusion of Supported Housing issues into the key regional strategies which SP

impacts upon

- Identify SP cross-authority initiatives where sharing of SP resources will be beneficial
- Propose ways forward to make best use of SP's outcomes-based commissioning and performance management within local LAA objectives and national targets


How does it relate to the national strategy and provider engagement with the third sector?

'The regional strategy and its actions reflect those of the national SP strategy and interprets them for the eastern region. The points outlined above reflect the majority of those outlined in the national SP strategy. SP Regional Strategy - out for consultation from 21st November for 12 weeks' (Sarah Nivison, SPERG).

We were busy this quarter planning and publicising our AGM and annual conference, working closely with CLG in the preparation of bids to the Places of Change grants scheme and the Hostels Capital Improvement Programme (HCIP). During the last quarter we have put on hot topic courses on Outcomes, Move On, Tendering for contracts and an Employability seminar.

Space East's Annual Conference and AGM

Key messages from our conference this year - Keen themes stemming from the conference

- How do we exploit the 'undreamt influence' providers now have?
 - How are you responding to the challenge of 'hybrid' delivery partnerships?
 - How do we take user involvement onto a new level?
- 
- Delegates - during Jeremy Swain's presentation.
- What will the impact of individual purchasing be on providers?
 - How do providers participate in identifying what works and what does not?
 - How might the sector better communicate the language of supported housing?
 - What is the likely impact of demographic change on the supported housing sector?
 - How do we maintain a diverse funding base?
 - Can diversity of provision be cost effective?
 - How will individual choice work in rural areas?

become a member go to:
www.space-east.org
 and get our e-news
 bulletins direct to your
 inbox, keeping you up to
 date every week.

Recent Publications

Adding value? – Rebuilding Lives.

A cost benefit analysis of the value of not-for-profit supported housing services to the economy in the East of England (July 2007).

Forward Thinking – a draft homelessness strategy for the Norfolk RSL Alliance

(November 2007).

If you would like us to send you a copy of any of these documents then contact lucy@space-east.org



New Regional Social Strategy includes involvement for Space East

A second edition of the Regional Social Strategy was published on 8 November 2007, including a role for Space East. Originally published in 2004 by the East of England Regional Assembly (EERA), the vision of the Social Strategy is 'to achieve social inclusion throughout the East of England'.

The vision, shared by the Assembly and all its partners, recognises that achieving a fair and inclusive society is essential to ensuring the balance of economic, social and environmental interests in the region. A socially inclusive society is more likely to prosper, thrive and develop sustainably, than one where exclusion and inequalities in life chances are left unchecked.

The strategic review which produced the refreshed strategy and its action plan was led by members of EERA's Social Inclusion Panel, and involved a multi-agency action-planning group which included Tim Allard, Chief Executive of Space East. The diversity of contributors to the

project is reflected in the range of activities outlined in the action plan, which aims to extend the successes of the first Social Strategy to a sub-regional and local level.

In particular, the action plan includes a role for Space East to 'increase understanding of the value of not-for-profit supported housing services' throughout the region. Drawing on the findings of their recently completed cost/benefit analysis of such services, Space East has undertaken the task of developing good practice guidance for tackling social exclusion through housing support services.

As part of the Social Strategy's action plan this guidance will be promoted amongst local

strategic partnerships, local area agreement bodies and sub-regional economic partnerships. Through this process the Social Strategy aims to determine a clear picture of the non-statutory services around the region and ensure that diversity of provision is monitored and maintained for the duration of the strategy.

The new strategy will be kept under review by the Social Inclusion Panel, to ensure that tangible progress is made against its objectives and that its activities continue to respect diversity and promote equality; principles which are fundamental to social inclusion.

For more information about the Regional Social Strategy, or to request a copy please contact: Mark Proctor, Social Policy Officer, East of England Regional Assembly, Flempton House, Flempton, Suffolk IP28 6EG. Telephone 01284 729 449 or email mark.proctor@eera.gov.uk, website is at www.eera.gov.uk/socialstrategy