



Welcome

Happy New Year to all our service providers and colleagues. We would like to take this opportunity to thank you for your dedication over the last year and we look forward to working more closely with you all in 2005.

This newsletter aims to give you an insight into the activities being undertaken by Salford Supporting People Team and inform you of developments, which will affect you and your service this year.

If you have any comments or suggestions regarding the content of future newsletters, especially how we could improve it, please complete the feedback form on the back page and send to:

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FEB 05 UPDATE

Contents

1. Supporting People New Additions
2. Disability Discrimination Act (DDA)
QAF Annual Return
A Big Thank You!
3. Grant Announcement
Inflation 05/06
Capacity Building
Supporting People Videos
4. Make it Happen Fund Round 2
Have your say!

New Additions

Ian Humphries – Lead Officer

Ian came into post on 8th November 2004, he comes with 5 years of experience in Social Housing, Supported Housing, Contract Management and Supporting People.

As Lead Officer Ian will oversee the development and delivery of the Supporting People 5 year Strategy, oversee the Service Review Programme and the Supporting People Payments System and will continue to develop and encourage Partnership Working so as to progress and maximise all opportunities afforded by the Supporting People Programme, ensuring vulnerable people in Salford receive high quality and strategically planned housing-related services which are cost effective, reliable and complement existing care services.

Dean Hall – Social Housing Strategy Officer

Dean Hall joined the SP Team in October 2004 as Social Housing Strategy Officer.

The post is funded by the Drug and Alcohol Action Team, with the aim of developing services for people with substance misuse issues and offenders, particularly those identified through the Drug Intervention Programme.

The main focus of the role is to identify the needs of this client group, and actively work with key commissioning bodies, user and partnership groups and other stakeholders to establish how housing needs and choices should be met.

If you would like to talk to Dean about the work he is doing, or have any questions, please contact him on 0161 922 8735.

Charlotte Lynch – Beacon Co-ordinator

Charlotte joined in November last year as Beacon Co-ordinator. Her main duties will be to organise the remaining Beacon Events for Salford and she is also charged with arranging Service Provider & User Consultations for the City, feedback from which will be inputted into the SP Strategy 2005-2010.



Disability Discrimination ACT (DDA)

The 1st October 2004 saw the introduction of the most recent duties of the DDA 1995. These duties were designed to make all businesses and services accessible to everyone regardless of physical ability. In effect a duty has been placed on all Supporting People service providers to make any reasonable adjustments necessary for disabled people. This should be done by removing obstacles or barriers that render a service unreasonably difficult or impossible for clients with a disability to access and use.

Any physical feature, which causes an obstruction, should be counteracted by **removing, altering or avoiding** the barrier. However, if none of the three methods are feasible then the service should be provided with an alternative method. This does **not** mean that any service which is genuinely unable to remove barriers must close or face legal action, because the law requires 'reasonable provision' to be made. The complete cessation of activity is clearly not reasonable. Still this doesn't give service providers an excuse to do nothing. Usual problems include physical barriers such as steps or narrow doorways. It may take extensive building work to overcome these, or it could be considered reasonable to have an assistance button if this is not possible.

Once on the premises consideration must then be given to how a person with a disability might move around, taking into account further barriers or hazards. It may be considered reasonable not to make a service accessible in some cases (possibly due to excessive cost), if there is an alternative service in the same area, which is fully accessible.

The act now applies to services of all sizes; previously employers with fewer than 15 employees were not covered by the part of the Act, which made it illegal to discriminate against disabled employees. **This has now been repealed so all services should be aware** - Compliance with the DDA 1995 will be looked at as part of the quality and review assessment for SP services.

A Big Thank You!

Thank you to all those that participated in the Salford Homeless Project, your input through discussions and the information submitted has been valuable in understanding the current situation within Homelessness. The next step of the project is to talk to referrers to gain their insight. Then finally to link in with the service user consultation exercise currently taking place. This will accumulate in the production of the final report.

Another big thank you for those who have helped with the Salford Hub project. Although still at a development stage, important issues have been raised which will contribute to the Hubs progression and enable a successful system to be built that aids everyone involved with homelessness.

QAF Annual Return

Every year we require your service's self-assessment of the QAF Core Objectives

This year they need to be returned to us by **25th February 2005**.

Last year, self assessment returns were made on the **4** Core Objectives. This year the Office of the Deputy Prime Minister (ODPM) have expanded the selection to create **6** Core Objectives.

In reality they have split C1.1 Needs Assessment and Support Planning into two objectives (and added some standards concerning risk) and they have brought a supplementary standard – Complaints – into the Core Objectives. The numbering of the Objectives has changed to accommodate these additions

The **6 Core Objectives** are a set of statements/standards covering the following areas, we will always ask for your self-assessment against these objectives every year and continual improvement will be monitored;

- C1.1 Needs and Risk Assessment
- C1.2 Support Planning
- C1.3 Health and Safety
- C1.4 Protection from Abuse
- C1.5 Fair Access, Diversity and Inclusion
- C1.6 Complaints

A set of the 6 new Core Objectives and the Summary Table for returning the self-assessment can be found on the Local Area (Salford sub-section) of www.spkweb.org.uk

What would you like to see in this newsletter?

What can we do to make this more useful to you? Is there a particular topic or any areas of concern that you want us to inform you about?

All suggestions will be gratefully received!

Grant Announcement

On the 2nd December ODPM announced the grants to be awarded to all Administering Authorities for the Supporting People Programme. Salford like the majority of AA's has had a 5% 'efficiency saving' requirement applied, this equates to a grant of £13,401,309 a cut of around £700,000 from the previous years funding. This brings the total 'efficiency savings' imposed by ODPM since the introduction of Supporting People in April 2003 to £1,341,476 for Salford.

During the first 2 years of the programme 'efficiency savings' have been realised in partnership with providers and we are aiming to continue with this approach. Potential savings will be explored through the Service Review Process so as to maintain stability within the sector whilst ensuring Strategic Relevance and Value for Money.

Inflation for 05/06

In order to meet the required 'efficiency savings' we are not automatically awarding an inflationary uplift for the year 05/06 and are requesting services continue to operate within the budget awarded for 04/05. If a provider feels they will be unable to operate at this level they will need to submit a detailed budgetary breakdown for year 05/06 and expenditure reports for the last 3 years (audited if available). This will then be VFM assessed as per the Service Review process.

Supporting People Videos

We now have two brilliant new videos, made for Supporting People service users, to introduce them to the idea of feeding back their comments and views for SP reviews. One featuring old people and the other focusing on a variety of service users. We hope that a special one for people with Learning Difficulties may be in the pipeline.

The videos were made in partnership with all Greater Manchester SP teams and feature local SP service users. The videos will be sent out on loan prior to validation visits to providers to allow their service users to view a few days before the interviews. We hope you will enjoy the films and that your service users are put at ease by seeing people in similar situations speaking about how they found the experience. A copy will be sent to you as your review approaches.

Capacity Building

The Office of the Prime Minister (OPM) provide a special Capacity Building Team and the ODPM supports capacity building for Supporting People. It helps the local SP teams, local authorities and providers to adapt and build capacity to deal with the requirements, present and future, of Supporting People. By capacity the OPM means:

- **Volume**
The number of people available. Also includes resources that can be contracted or brought in through partnership working
- **Knowledge**
Job related knowledge. Includes knowledge of national policies, legislative requirements and good practice.
- **Skills**
Includes communication, negotiation and influencing political awareness and planning and performance management.
- **Behaviour**
Includes being open to external challenge, learning from successes and failures and sustained focus on what matters.

For Providers the following programmes and opportunities for capacity building are available;

The Small Business Service:

Providing Advice and assistance to voluntary organisations on how to do business with local councils. www.sbs.gov.uk

Performance Benchmarking:

A programme to engage providers in conjunction with Housemark, NHF, PWC and SITRA. www.housemark.co.uk

The ChangeUp Programme:

Performance improvement, Governance Workforce Development and Leadership, ICT, Skills in contract negotiation. www.homeoffice.gov.uk/comrace/active/developing/index/html

Hact Small Grants Programme: 2 rounds 2004 and 2005

In addition it is recognised that many organisations are prevented from achieving their full potential because they cannot access the support and expertise to improve and expand (a quote from the Parliamentary Under Secretary for Race Equality, Community Policy and Civil Renewal), so a number of processes are taking place in all SP teams to ensure small providers are not excluded.

These include more focus on Outputs and Outcomes as part of taking forward the Efficiency Review, Web portals for contract opportunities in conjunction with the Centres of Procurement Excellence and Standardisation of contract documents and competition processes.

The ultimate vision of the Capacity Builders is customer focussed providers with strong infrastructure.

The Make It Happen Fund (Round Two)

The **make it happened** fund is targeted at small organisations that provide front-line housing-related support services. It provides grants of up to £1,500 to enable small providers to build their capacity in order to meet the requirements of the Supporting People framework and to secure more sustainable futures.

Round 2 of the **make it happen** fund will close on Friday 6th May 2005.

Applicants need to be a small provider based in England, with one or more Supporting People contracts. Priority will be given to organisations who employ ten or less staff (or full time equivalent) OR organisations who support fifty or less service users.

Applications from services supporting older people and people with a physical impairment are encouraged as these groups were under-represented in the applications received in Round 1 of the **make it happen fund**. HACT is unable to consider applications from organisations who received a grant during Round 1 of the **make it happen fund**.

For further information and an application form, please visit www.hact.org.uk or contact: hact, 78 Quaker Street, London E1 6SW; Tel 020 7247 7800; Fax 020 7247 2212 or you can email Vicky Evans vicky.evans@hact.org.uk

Please use the form below to let us know what you think of our newsletter

Once you have made your comments please return the slip to us at : Supporting People, Salford City Council, Crompton House, 100 Chorley Road, Swinton M27 6ES



Name:

Service Name:

Address:

Telephone Number:

Email Address:

Please use this box to let us know what you like and dislike about our publication