



supportingpeople

Spotlight

Issue 6

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Foreword

Welcome to 6th issue of SP Spotlight.

Reflecting on what has been a challenging but successful year for Supporting People (SP) we have included a summary business update for 2010-11 which highlights the complexity of the work around delivery

of the programme, some of the achievements and progress made in terms of new business processes introduced, new services and above all where the focus is on continuous improvement for the SP sector, providers and SP Team alike.

It is significant that the contribution of the SP programme to the lives of vulnerable people is recognised as a priority within public sector spending and departmental priorities. However, while it has been possible to retain funding levels for existing SP services and thus ensure continuity of provision, in 2011/12 it has again not been possible to provide any financial uplifts in line with inflation.

The coming year will also see challenges in terms of the continued rollout of the programme and setting out the future priorities through the new SP Housing Related Support Strategy and Action Plan 2011-2014. There will also be additional opportunities to make a real difference to the lives of vulnerable people with, for example, the new development monies available through Bamford.

The sharing of practice and innovation and experiences around services continues to illustrate the front line face of the SP programme, making it real.

Thanks to all those providers who have contributed articles in this and previous editions of Spotlight. Keep them coming in!

Colm McQuillan
Assistant Director, Strategic Partnerships



2010/11 Business update

In April 2011 SP provided the NIHE Board with an update on the delivery of the 2010/11 programme and a summary of the main work areas proposed for 2011/12.

Budget

In the DSD budget, funding was identified for significant capital and revenue investment in new supported housing schemes for the CSR period 2011-2014. Funding for existing services remains baselined.

In March 2011 the Board approved the proposed £65.184m budget for 2011/12 (including £1.3m subject to health sector funding becoming available).

Context

There are currently 110 provider organisations delivering approximately 800 accommodation-based and floating support schemes. These provide services to 17,000 vulnerable people at any one time with a throughput of an additional 6,000 to 8,000 during the year.

During the year the DSD concluded their review of the administration of the SP Programme. The resulting 13 recommendations are now being taken forward by both agencies.

SP was also subject to 2 audits in year, from Internal Audit and the NI Audit Office. Recommendations related to accreditation, governance and contract management arrangements.

Service developments, decommissioning & remodelling

During 2010/11 four new schemes were commissioned and came into operation:

- Garryduff Gardens (Triangle HA) – 4 units for learning disability
- Weavershill (Belfast Trust) – 10 units for mental health
- Gngara (Fold HA) – 15 units for dementia
- Ardcora (Mainstay DRP) – 16 units for learning disability

Only a further 4 schemes went on site representing a much reduced SP programme given previous financial constraints:

- Ashleywood House (Apex) – 12 units for domestic violence
- Granville Primary School Site (Trinity) – 24 units for learning disability
- Shankill House (Helm) – 35 units for dementia
- Iona House (Apex) – 12 units for learning disability.

16 schemes were remodelled during the year to ensure continued strategic relevance and the delivery of eligible housing support activity. 8 services were decommissioned throughout the year.

During the year 2 mergers took place involving 4 providers. A number of other providers have commenced work on collaborative working or mergers.

Monitoring & review of services

2010/11 saw the first full year's operation of the contract management framework procedures across all areas.

The purpose of contract management meetings and validation visits is to ensure the quality of service delivery is improving in line with the QAF, as well as ensuring that services continue to meet strategic objectives and remain eligible for SP funding.

Business improvement

The SP modernising services project concluded during the year and successfully achieved its outcome of introducing a new ICT system (SPOCC).

A number of provider organisations participated in piloting the new QAF2, with subsequent implementation as an annual return for all providers in 2011/12.

Pilot projects were also undertaken on outcomes monitoring with 3 providers. Following evaluation SP is now considering the best means of rolling out an outcomes approach across the sector in 2011/12.

SP strategy

The original SP strategy covered the period 2005-2010 and SP has commenced work on a new housing related support strategy which will be published for consultation.

Benchmarking

SP has joined the SP Bench benchmarking system and now has access to UK data for SP services which allows additional benchmarking of costs and outcomes.

Financial monitoring and review

Part of the SP control system is an analysis of providers' annual financial statements to assess the financial risks facing the organisation and their likely effects on SP funded services.

Financial validation visits

Following the introduction of the financial analysis template a selection of providers were visited to validate the financial information provided. The principal use of the information

is to inform contract management discussions on services where the costs are at the extremes of SP benchmarks.

Next steps

The main areas of work for SP in the coming year relate to:

- Developing a new 3 year strategy for housing related support. Consultation launch during summer 2011
- Formulation and publication of a 3 year supported housing development programme in line with funding levels identified in the DSD budget for the delivery of 'Bamford' related proposals. Significant effort will be required to ensure delivery of approximately 850 units of supported accommodation over the coming 3 years
- Continued monitoring and review of services through contract management; remodelling and realigning funding where appropriate and renegotiating contracts/ decommissioning services where necessary to ensure the programme continues to deliver strategically relevant and eligible services
- Development of an outcomes framework for roll out across the sector
- Continued discussions with the provider sector regarding collaborative working and mergers
- Continued liaison with DSD re SP accreditation passport for housing associations
- Utilisation of SP Bench as a benchmarking framework to inform contract management
- Implementation of the VFM policy and methodology.
- Expansion of financial monitoring and review including financial validation visits.

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'Shaping the Future Together' Conference (March 2011)

A CRISPP (Committee Representing Independent Supporting People Providers) conference, 'Shaping the Future Together' - was held on 9th March 2011 to explore the impact and future direction of the Supporting People programme across Northern Ireland.

View available presentations at

http://www.nihe.gov.uk/index/www_home/supporting_people-3/past_events.htm

Ricky Rowledge, Director of Council for the Homeless in Northern Ireland (CHNI) comments



Previous DSD Minister Alex Attwood; Stewart Cuddy, Acting Chief Executive, NIHE; Ricky Rowledge, Director CHNI and Chris Williamson, Chief Executive NIFHA.

"The Committee Representing Independent Supporting People Providers (CRISPP) held a Conference on 9th March 2011. It brought together over 200 stakeholders in the SP programme, and, whilst the majority attending were senior officers of service providers in the voluntary and community sectors, there was healthy representation from NIHE/DHSSPS/HSCT staff.

"Following an opening address by the then Minister for Social Development, Alex Attwood, MLA, the plenary session of conference took a retrospective view of the achievements of the programme to date in Northern Ireland and how it is now being administered in England and Scotland.

"The remainder of the programme focused on the development of the new SP housing related support strategy. In doing so providers were enabled to 'pre-consult' on strategic direction and given an unprecedented opportunity to discuss and shape future priorities.

"Of equal importance was the opportunity for networking and the forging of relationships which could result in better collaboration and joint working and shared practice.

"CRISPP believes the event to be an excellent example of partnership working, reflecting a cross-sectoral commitment to providing excellent services to those in need of housing support."

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SP Housing Related Support Strategy 2011/14

Work is underway within SP to develop a new Housing Related Support Strategy and identify the main issues, objectives and principles for consideration for the period 2011-2014.



Following on from the CRISPP conference in March, and as part of the pre-consultation process for the new Strategy, a number of representatives from key stakeholders in the SP programme were invited to contribute to an overarching steering group and three pre-consultation thematic groups around homelessness, older people and Bamford related (covering a range of client groups including for example people with mental health problems, people with a learning disability) housing support services.

The brief for these groups was to discuss and identify the respective key issues, themes, drivers for change and direction of travel for housing support services in the future, for inclusion in the new SP Housing Related Support Strategy (2011-14). The SP homelessness thematic sub-group also worked on connections between the draft SP Strategy and the NIHE's draft Homelessness Strategy which was published for consultation in May.

The findings from the pre-consultation exercise will be included in the draft SP strategy which subject to NIHE Board approval, will then be published for consultation late summer 2011.

Following consideration and analysis of the responses it is anticipated that the new SP Housing Related Support Strategy and Action Plan (2011-14) will be published autumn 2011.

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NIHE Older People Research Programme

On 31st March 2011 the NIHE launched a further five reports commissioned by SP as part of the Older People Research Programme.

The full reports and summaries are available to download from the NIHE website at

http://www.nihe.gov.uk/index/sp_home/research-2/completed/sp-research-recently_completed.htm
or by contacting Diane Eller, Research Unit at diane.eller@nihe.gov.uk



- The Future Need And Demand For Appropriate Models Of Accommodation And Associated Services For Older People (NIHE 2010)
- Barn Halt Cottages, Carrickfergus – a Study Of A Supported Living Scheme (NIHE 2010)
- Assessment of the Potential of Equity Release For Older Owner – Occupiers (Scoping Study) (NIHE 2010)
- Electronic Assistive Technology: Supporting People Within Local Communities (NIHE 2010)
- Meeting the Needs of Older People: The Provision of Home Improvement Agency (Care and Repair) Services in Northern Ireland (NIHE 2011).

New research into sheltered housing commissioned

Research around the sheltered housing issues is currently underway and is due to complete by the end of 2011.

The NIHE's Research Department has established a Sheltered Housing Research Advisory Group. The group comprises representation from ERoSH (NI) - the Consortium of Sheltered Housing Providers; NIFHA (Northern Ireland Federation of Housing Associations); CARDI (Centre for Ageing and Research Development in Ireland); as well as the SP Team.

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Action for Children's Floating Support Service

Action for Children's Floating Support Service supports young people leaving care aged 18-21 and homeless 16/17 year olds. We have four full-time Floating Support Workers based in our Omagh office providing an outreach service across the Omagh and Fermanagh areas.

We work with each young person for a maximum of two years with the aim of enabling them to live independently in the community.

Action for Children's Participation Strategy

In September 2010 the Floating Support staff team conducted a SWOT analysis of our service delivery. From this it was agreed that QAF2 Core Objective 1.5: 'Client Involvement and Empowerment', held the greatest opportunity for developing further our approach to participation and consulting and listening to the views of service users.

What we did

- Surveys, questionnaires and interviews with current and 'ex' service users on areas for improvement
- Identified young people who would be interested in helping us develop the service under each supplementary objective
- Looked at opportunities for participation and
- Developed an action plan.

Results!

We currently have a number of young people volunteering their time to work on:

- Developing and making the project's welcome pack more user friendly
- Our newsletter
- Our outcomes measurement tools and support plan materials
- A fourth group is being trained in recruitment and selection of staff. To date they have been involved in the recruitment of our Strategic Director for Scotland and Northern Ireland and our organisation's Arts Initiative Manager. They have also contributed to the development of our 'Right Choice' guide for involving young people in staff recruitment.



Young volunteers pictured with their A-Z organisers for our newsletter article.

In addition, in the past six months we have successfully supported two of our young people to gain places on the Big Lottery Fund Decision Making Youth Panel and held two consultation events.

A group was established to work with DEL (Department for Employment and Learning) to identify the barriers facing young people wishing to engage in training, education and employment. As a thank you for their participation, they were invited for lunch and a tour of Stormont.

A further group worked on reviewing the draft Standards for Supported Accommodation for Young Adults.



Young people completing the Right Choice Recruitment and Selection programme.

Involvement - something in it for me?

Action for Children believes children and young people can only achieve their full potential if they are given the opportunity to get involved in the issues and services that affect them. We have found that those who have become involved in shaping our service are doing so for a variety of reasons and are finding their confidence and self-esteem greatly improving. One young person had his first holiday abroad this year as his participation in various events and travelling had helped him overcome his fear of travel, increased his confidence and encouraged him to be more independent.



We had lots of feedback:

"I want to give something back, because you have done so much for me I want to give back. This service is for young people so it makes sense to have young people making some of the decisions, we know first hand what's needed – it puts power back into hands of young people. Also it looks deadly on my C.V!"

"I want to improve the service to make sure it's the best it can be, as a past service user I am able to say the skills and personality a new Floating Support Worker needs to work effectively with young people, young people bring a different view on panels at interviews".

"I was blank and empty before I got involved, I've now got a home and it's brought me and my mum back together and gave me a life".



Young people & staff visiting Stormont, December 2010.

What's next

Our next step is to form a youth committee. This enables us to continue to provide a high quality, professional, flexible, young person focused service that not only listens to its service users but learns from them and takes direction from them.

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Mainstay DRP - Ardcora first steps

Mainstay DRP's "Ardcora" in Downpatrick, which opened in August 1996, was the first of a kind in Northern Ireland providing innovative residential care for twelve adults with severe autism and associated complex needs. For many of them this was their passport out of long-stay institutional care. Ardcora offered a unique lifeline to people and to their families, providing a specially designed service to meet their needs, with residents having their own bedroom and sharing communal and recreational facilities.

Over the years residents made remarkable progress in their independent living and social and life skills. Families were heartened by how happy, content and independent their loved ones had become. However, with the high number of residents and only one large open plan communal area inside Ardcora, it became difficult to consistently provide the levels of care and support that residents' needed.

Future vision

In 2003, Mainstay started planning for a move towards community based, smaller accommodation. In 2005, the Bamford Review set out a vision which shifted thought away from segregating people with a learning disability, to a model of integration and participation in the community. Bamford also clearly stated that no more than 5 people should live together. This mirrored the decision made by Mainstay two years previously. An ambitious new vision was developed and we began searching for smaller, shared homes in the community.

Homes of their own

In 2008 an opportunity arose when a house in the middle of Downpatrick which was owned by Mainstay - became vacant. A series of consultation meetings with three residents who had clearly shown strong bonds to each other in the past, their families, social workers and existing staff team, led to a smooth agreement and transition into the house. The house was upgraded and adaptations were made to suit the tenants' needs.

This homely environment has been very successful. Three years later the three tenants have been growing in ability as well as confidence. Levels of aggression and so called challenging behaviour disappeared and they have become well known in the local community. Family bonds have also strengthened.



With staff providing individualised, specific support, the tenants are able to make choices about every aspect of their life. This ranges from daily tasks such as shopping, housework and paying bills to bigger things such as holidays.



Raymond Cooper and Support Worker Donna Jarvis. Raymond shares a house with 2 other tenants.

Moving forward

In late 2009 Mainstay purchased a spacious 5 bed house within easy access to services. With plans drawn up for each new tenant to have their own large bedroom and en-suite, we have provided a new home for 4 residents who had complex needs and also for one person to return to his home town after living for a long time in a long stay hospital.

In preparation for moving on, individual transition plans were developed, setting small realistic goals for the prospective tenants. These were reviewed on a weekly basis, and finally, prior to moving day, support plans were developed.

In March 2011 the tenants moved into their new house and have settled quicker than anyone had imagined possible. Two of the tenants in particular have nearly completed all original goals set and have really started to show abilities in respect of daily living which had been dormant while they lived in residential care, e.g. grocery shopping, pub outings and walking to the local cinema and about town.

A new lease of life

Three tenants have just returned from a holiday in Portrush (which they helped plan) and even travelled there and back on the train. Before moving to Ardcora they had never been on holiday or travelled on public transport because the support wasn't there and it was viewed as too "risky".

One tenant recently tapped into his undiscovered creative side and helped design a safari wildlife mural for his bedroom wall. The sense of accomplishment and pleasure this gave him is a perfect springboard for further initiatives to develop his level of independence and inclusion.

What's next?

This has been a very exciting time for the tenants and their families. At the end of summer 2011 we hope to have the final two houses required for current residents to move into the community.

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Castlehill, Dungannon – Celebrates two years up and running

Castlehill, Dungannon, a temporary accommodation service provided by Depaul Ireland, was delighted to celebrate its second birthday in June. Castlehill opened to fill a gap in services for single homeless people in the area in 2008 and has already helped seventy nine people overcome their experience of homelessness.



Service users in Castlehill receive 24/7 one-to-one support from professionally trained and qualified project staff. The issues that lead to their homelessness include family breakdown, addiction, mental health and poverty.

The project, which has twenty two apartments, opened in partnership with NIHE, who fund the service through its SP programme and make referrals for people in need of support. The project is of strategic relevance both locally and regionally and paves the way for further services like Castlehill to open outside a major city.



Deputy Manager Tim McQuaid challenges Tiernan Sheridan to a game of football.



Support worker Mark Corcoran plays a board game with service users Cathal Cullen and Helen McVeigh in a communal area.

The partnership was Depaul Ireland's first opportunity to bring its work outside Belfast and address issues locally that it has experience of dealing with nationally. The values of Depaul Ireland are modelled on Vincentian tradition which influences them to accept people who are often seen as difficult to work with. Their low threshold approach makes Castlehill accessible to all homeless people, despite addiction or challenging behaviour.

In such a short time, they have already had incredible success and continue to tailor the service to the needs of presenting clients.

The team in Castlehill has taken a very proactive role in the community to challenge the often negative beliefs people have about homelessness. They have attended several community events and provided information on their service and why people can become homeless. They recently had a local representative tell them, "I don't know what you're doing, but its working."

Castlehill encourages involvement in a range of activities including art, cooking and exercise and corporate support will help to create a dedicated space where residents can thrive in their arts and crafts practice.

Some challenges that the project faces are finding affordable move on options for its residents. The project is seeking to establish relationships with local landlords to provide independent housing solutions.

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Restructuring of disability Services in Western Trust Area

Overview

During 2010 an extensive restructuring of housing support provision for those with a learning disability, autism and those with physical or sensory impairment was carried out across the WHCST. This work was undertaken following a joint strategic review of provision for these groups. The review identified potential to restructure an existing contract with the WHSCT for the provision of peripatetic services to those with a learning disability. As a result, a number of service enhancements to address identified gaps in floating support provision took place during the year. These are outlined below:

Autism

One of the key priorities identified through the local commissioning group was a lack of housing support provision for those with autism spectrum disorder (ASD). As part of the restructuring of services a new floating support service for those with ASD was developed in partnership with SP, the Western Trust and Autism Initiatives to deliver housing support to 20-30 clients across the WHSCT.

Speaking at the launch of the new service in December 2010, NIHE Chief Executive Designate Dr John McPeake said that the Housing Executive is delighted to be able to help facilitate this new initiative:

"I am privileged to participate in today's launch. The Supporting People Programme has provided the opportunity to help vulnerable people throughout Northern Ireland live independently. This specialist floating support service will make a huge difference to the lives of people with ASD. It is a clear demonstration in real terms of how Supporting People puts the needs of the person at the heart of the support service provision-matching support to individual client needs.

"Delighted with the new floating support service one service user said, "I find the service friendly and I look forward to my support worker coming to see me. I would recommend the service to anybody because it's one to one and the service is tailor made to suit your needs."

Brain injury and physical and sensory disability

Two service providers were identified to deliver services to this client group across the trust area.



Trevor Millar, Director of Adult Mental Health and Learning Disability, WHSCT; John Campbell, Director Autism Initiatives; Grainne Close, Assistant Director, Autism Initiatives; service users and Dr John McPeake, NIHE.

In the northern sector of the trust the floating support service is being delivered by The Cedar Foundation and covers the Limavady, Londonderry and Strabane areas. The service provides support and assistance to enable adults with a brain injury, physical or sensory disability to live more independent lives. Cedar now provides almost 700 hours per week of floating support service across Northern Ireland to over 100 people with physical disability.

A new service user, Paul McCloskey, gave an account of the impact the service has made in his life already, saying that "my confidence is growing and as a whole I am much more positive about my skills and abilities."

In the southern sector of the trust the existing brain injury service delivered by Leonard Cheshire Disability has been enhanced to enable wider provision within the Tyrone and Fermanagh areas to support those with a physical or sensory disability to live more independent lives. The service was officially launched in January 2011 and operates from Leonard Cheshire offices in Omagh.

Encouraged by the introduction of the new floating support service one service user said, "support has helped me in every way. It helped me to get my motivation to get back into society... the way I used to be."

Speaking about the launch of the extended services, the SP West Area Lead Officer, Louise Clarke, said "the Housing Executive is delighted to be able to facilitate the introduction of both these services to a wider client base across the Trust area, which will make a huge difference to the lives of people with a disability and ensures that they will be supported to live as independently as possible."

Learning disability

A further development opportunity as a consequence of the restructuring of the contract with WHSCT was the enhancement in the provision of floating support for clients with a Learning Disability. This service is also now Trust wide with the capacity to provide to over 30 clients.

The extensive restructuring of services in WHSCT has been delivered through a multi-agency approach. The outcome of this collaboration has established equity of floating support provision across the area for these client groups and in doing so has achieved a number of local commissioning priorities.

Western Trust Director of Adult Mental Health and Disability Services, Trevor Millar added "we were delighted to be involved in the development of new housing support services in the Western area. The Trust has recently restructured peripatetic services to support these important new service developments which will provide the cornerstone of a whole life approach to the needs of individuals, families and carers."

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Meet the Teams

West Area Team



The West Area Team comprises Louise Clarke (Lead Officer) and Colin McCloy. The Team's operating area covers the Housing Executive West Area which includes Derry City, Limavady, Strabane, Magherafelt, Cookstown and Omagh.

Within this geographic area the SP programme currently funds 31 organisations providing housing support in over 150 schemes, both accommodation and floating support services. These schemes provide services across the 11 SP client groups to approximately 4,500 people per annum. Total SP funding to the West is approximately £12 million for 2011/12.

SP West Team update

In 2009 we saw the implementation of the contract management regime which has facilitated increased engagement with providers across the sector. As we embark on 2011/12 of contract management, the West Team reflect on 2 years of activity and outline some of key developments in the delivery of the SP program in the West.

Contract management

The SP West Team have responsibility for the implementation of the contract management framework, overseeing contract performance and working with local stakeholders in identifying areas of unmet need across client groups as well as sitting on a range of locally based steering and decision making groups.

The West Team is now in the 3rd year of the implementation of the contract management regime, having been the first SP area team to rollout the new arrangements in April 2009. There are 38 contract groups subject to contract management in the West. A number of positive outcomes have been achieved through working closely with providers and key stakeholders:

- All services validated met minimum quality standards with a number of services demonstrating good practice
- The number of service groups attracting an active risk has been reduced from 6 in 2009 to nil in 2011
- New services have been developed through restructuring existing contracts
- Several services have been remodelled in order to meet the change in demand and ensure ongoing strategic relevance
- A number of formal collaborations between existing providers to consolidate and enhance relevance and quality of services
- Ongoing implementation of Rough Sleepers and Street Drinkers Strategy.

The West Area Team has sought to use the contract management framework as an opportunity to develop local relationships with providers, and our experience has



been a positive one. Providers across the area have also brought their own individuality to meetings with a range of strategic and service level areas debated and discussed as well as the standard agenda items. During the year Colin and myself have also sought to provide ongoing advice and guidance on the completion of the revised Quality Assessment Framework (QAF2) and this seems to have been well received by local providers.

What's New

Within the West Area significant progress has been made in relation to meeting strategic priorities for a number of client groups which have been endorsed by the West Area Supporting People Partnership (WASPP) and SP Commissioning Body.

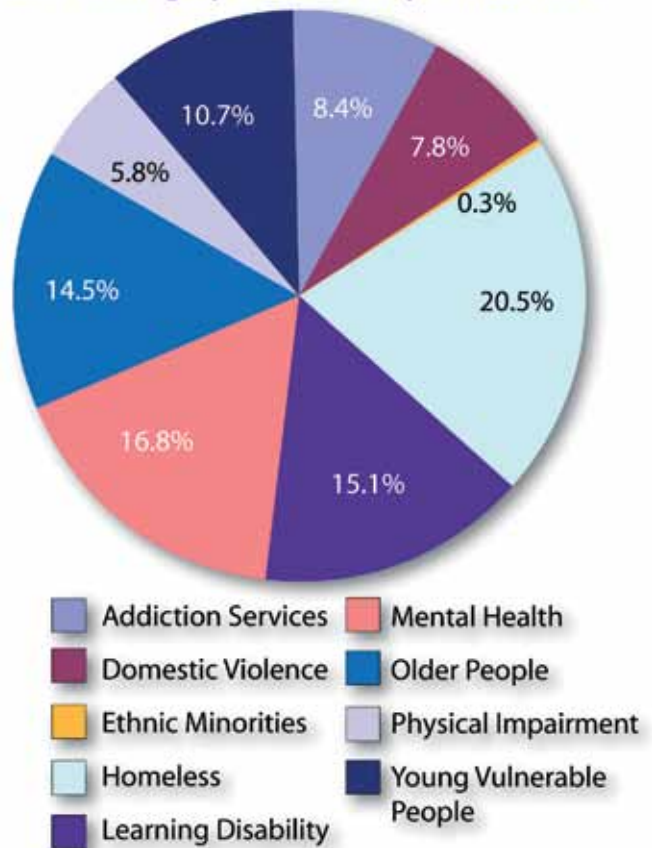
Several new floating services have been launched within the last 6 months. These were developed as part of the restructuring of an existing WSHCT contract and facilitated the enhancement of a number of services to establish equality of provision across the area for those with a learning disability, autism and physical and sensory disability (see article page 9-10).

The Rough Sleepers and Street Drinkers Strategy has seen the introduction of a night support service and crisis accommodation service in Derry City which has had a significant impact on the level of on street drinking and on the level of those perceived to be sleeping rough. Through the provider focus group a collaborative and co-ordinated approach is being taken by all the relevant providers to further enhance service provision for this client group.

A number of mergers have also taken place during the last 12 months in the West, most notably between Foyle Haven and Depaul Ireland, and between First Housing Aid and Support Services (FHASS) who have merged with the SATH organisation in Strabane.

Clarendon Shelter is expanding its supported accommodation service for homeless women and children in Derry City through transferring to a vacant Ulidia property. This will see the shelter double in size and will significantly improve placement options for this client group in the city while enhancing value for money of the overall service. The West Team is also heavily engaged with the WHSCT in the implementation of a joint commissioning action plan that aims to deliver a suitable range of services to meet the needs of young vulnerable people at risk from homelessness. The Joint Commissioning Plan which builds on the inter-departmental Good Practice Framework introduced regionally in 2010, will be rolled out during the coming year.

SP Funding by Client Group - West Area



Much of the service development work for the West Team during the coming year will focus on the delivery of strategic priorities relating to the 'Bamford' groups which is being addressed through continued engagement with the WHSCT.

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North East Team

The North East Team is managed by Pamela Stevenson, Lead Officer and Angela McLaughlin, Senior Officer. The North East Area encompasses 9 NIHE Districts in Coleraine, Ballymoney, Ballycastle, Ballymena, Antrim, Larne, Newtownabbey 1 & 2 and Carrickfergus. These localities are covered by the Northern Health and Social Care Trust (NHSCT) which also includes Cookstown and Magherafelt.





Pamela and Angela visiting the Rathlin Island Older People Service.

The SP Programme currently provides total funding of £12.6m to 34 organisations in the North East Area which offer a range of supported accommodation schemes and floating support services. These services offer a variety of accommodation and support to meet the long and short term needs of the 11 SP client groups to approximately 5,000 people per annum.

The North East Team has responsibility for assisting in the delivery of the SP programme and is committed to ensuring that the needs of local people are met through provision of high quality, value for money services. This is facilitated through contract management which was implemented in 2009 and a total of 36 contract management meetings and 10 validation visits were conducted in the year 2010/11. In addition to this a further 72 meetings were attended which covered a wide range of issues including training and guidance to providers, performance visits, planning and assisting in identification of need for new services. A further 30 contract management meetings and 10 validation visits are planned for the year 2011/12.

The North East Team continues to build upon positive working relationships with providers and key stakeholders to ensure consistent delivery of the SP programme. The success of this is due to collaborative working and the dedication and the commitment of providers and their employees at all staff levels, is testimony to this.

Delivery of the aims and objectives of the contract management process is at the forefront of work carried out by Pamela and Angela and this process is key to the effective management of a large group of services and service users:

- We aim to provide an open and constructive SP team and provider relationship and offer practical advice and guidance
- We ensure that the SP funding contributes to meeting the needs of vulnerable people and represents value for money
- We use QAF2 and validation visits to ensure that services continue to meet the strategic objectives
- We work in partnership to identify unmet need and assist in the planning of new services and restructuring of existing services.

Progress has also been made in meeting NIHE and NHSCT strategic priorities and these have been endorsed by The Northern Area Supporting People Partnership (NASPP) and the SP Commissioning Body. This has facilitated enhancement of existing services and provision of new services.

The Mount St Mews Scheme in Coleraine is an example of this. Sixteen units of accommodation have been refurbished and these re-opened in May 2011 to deliver accommodation and support to vulnerable young people who are either homeless or leaving care. The needs of young people remain a priority and the North East Team continues to work in partnership to provide new and innovative responses and solutions to those needs including enhanced support and development of a supported lodgings model.



Pictured at the re-opening of Mount Street Mews are Carol O'Bryan, Chief Executive of Simon Community NI; Chris Alexander, CEO Triangle Housing Association; Niall Sheridan, Chairman Simon Community NI Board; Clients Anthony Sharkey & Rebecca Rodgers; Social Development Minister Nelson McCausland and Marie Rolston, NHSCT.

The needs of homeless people in the North East Area continue to be a priority and the North East Team works closely with colleagues in the NIHE and with providers to ensure that existing services provide good quality accommodation. This and the combination of support, tailor made to the individual can assist people who find themselves homeless to obtain tenancies which can be sustained in the long term. We work closely with providers of homeless services in the area and have made significant progress in ensuring that these services provide good standards of accommodation and support and are responsive to the needs and outcomes of homeless people.

The North East Team engages with the NHSCT through a range of focus groups to meet the needs of our ageing population, people who have physical and sensory disabilities and those who experience difficulties as the result of mental health, learning disability issues and autism.

Collaborative working and planning has resulted in the completion of updated needs assessments and accommodation options which have considered how best we can plan for the range of accommodation and support needs and promote positive outcomes for all client groups.

The Bamford Review (2002) has helped shape and influence how services can be developed and it is important that we sustain existing services and contribute to early intervention and prevention in order to avoid pressures on acute services. SP is in the process of planning for delivery of new monies which have become available under Bamford and the North East Team is committed to joint working and collaboration with the NHSCT to ensure procurement of new services in the North East Area. This will ultimately provide person centred, community based models of accommodation and support to promote recovery and resettlement.

Pamela and Angela wish to extend thanks to all of those who work in partnership with them and who assist in the delivery of the SP programme in the joint commissioning of new services, reconfiguration and remodelling of existing services and the development of floating support and peripatetic services and look forward to continued challenges and successes.

Contact the North East Team at:

Pamela Stevenson
pamela.stevenson@nihe.gov.uk
Tel: (028) 9031 8876

Angela McLaughlin
angela.mclaughlin@nihe.gov.uk
(028) 9031 8876

Update – Who’s who in the SP Team?

The SP Team falls under the responsibility of Colm McQuillan, Assistant Director of Corporate Services and is headed by Brian O’Kane, Senior Principal Officer.

Both can be contacted by email:
colm.mcquillan@nihe.gov.uk
brian.okane@nihe.gov.uk

Or you can contact Alisha Montgomery at alisha.montgomery@nihe.gov.uk or (028) 9031 8427.

Staff moving on:

- Caroline Connor (Modernising Services Team)
- David Mayne (Administration Team)

Pastures new for Caroline Connor

After more than 10 dedicated years in SP, most recently marked by the successful delivery of the SP Modernisation Services Project, Caroline has earned a well deserved promotion and has moved within NIHE to the post of Land and Property Manager. Colleagues in SP and the provider sector would like to thank her for her tireless work in SP over the years and wish her every success for the future.

The SP staff team is organised into the following main areas of business:

5 area teams:

- Responsible for liaising with providers in their area
- The application of the monitoring and review framework
- Overseeing service performance
- Sitting on a range of locally based steering and decision making groups, including Area SP Partnerships.

Belfast Area Team

Lead Officer (for Homelessness and Young People services)

- Liam O’Hanlon - liam.ohanlon@nihe.gov.uk
(028) 9031 8381
- Marion Fisher - marion.fisher@nihe.gov.uk
(028) 9031 8411

Lead Officer (for Mental Health, Learning Disability, Physical Impairment, Older People and Domestic Violence services)

- Sinead Twomey - sinead.twomey@nihe.gov.uk
(028) 9031 8568

- Rory McDonnell - rory.mcdonnell@nihe.gov.uk
(028) 9031 8401

South East Area Team

Lead Officer:

Donal Brereton - donal.brereton@nihe.gov.uk
(028) 9031 8801

- Sharon Stuart - sharon.stuart@nihe.gov.uk
(028) 9031 8495

South Area Team

Lead Officer:

Eamon Mullan - eamon.mullan@nihe.gov.uk
(028) 9031 8749

- Joe Quinn - joe.quinn@nihe.gov.uk
(028) 9031 8513

North East Area Team

Lead Officer:

Pamela Stevenson - pamela.stevenson@nihe.gov.uk
(028) 9031 8881

- Angela McLaughlin - angela.mclaughlin@nihe.gov.uk
(028) 9031 8876

West Area Team

Lead Officer:

Louise Clarke - louise.clarke@nihe.gov.uk
(028) 9031 8790

- Colin McCloy - colin.mccloy@nihe.gov.uk
(028) 9031 8405

The Policy and Strategy Team is responsible for the delivery of the SP strategy and policy framework, including:

- The administration of the SP Commissioning Body
- Representing SP within a number of multi-agency groups and
- Liaison with SP umbrella groups/representative bodies

Principal Officer:

Mary McDonnell - mary.mcdonnell@nihe.gov.uk
(028) 90318508

- Claire Crainey - claire.crainey@nihe.gov.uk
(028) 9031 8906
- Julie Alexander - julie.alexander@nihe.gov.uk
(028) 9031 8819
- Joan Finn - joan.finn@nihe.gov.uk
(028) 90318428
- Connor Smith (Travellers) - connor.smith@nihe.gov.uk
(028) 90318921
- Helen Irvine - helen.irvine@nihe.gov.uk
(028) 90318408

The Administration Team is responsible for the administration activity associated with the programme.

Principal Officer:

Enid McMurray - enid.mcmurray@nihe.gov.uk
(028) 9031 8779

- Richard Begley - richard.begley@nihe.gov.uk
(028) 9031 8900
- Rosemary Owens - rosemary.owens@nihe.gov.uk
(028) 9031 8406
- Fionnuala McArdle - fionnuala.mcardle@nihe.gov.uk
(028) 9031 8758
- Vincent Leonard - vincent.leonard@nihe.gov.uk
(028) 9031 8414
- James Taylor - james.taylor@nihe.gov.uk
(028) 9031 8820
- Conor Loughran - conor.loughran@nihe.gov.uk
(028) 9031 8214
- Amy Donnelly - amy.donnelly@nihe.gov.uk
(028) 9031 8404
- Thomas Comiskey - thomas.comiskey@nihe.gov.uk
(028) 9031 8800

The Contracting & Payments Team is responsible for the processing of SP period payments and issuing of funding agreements.

Principal Officer:

Stephen Osborne - stephen.osborne@nihe.gov.uk
(028) 9031 8776

- Evelyn Jamison - evelyn.jamison@nihe.gov.uk
(028) 9031 8415
- Eamonn Marley - eamonn.marley@nihe.gov.uk
(028) 9031 8486

Administrator for providers A-K

- Darren Stockdale - darren.stockdale@nihe.gov.uk
(028) 9031 8776

Administrator for providers L-Z

- Jonathan Rankin - jonathan.rankin@nihe.gov.uk
(028) 9031 8487

The Finance Team is responsible for ensuring the best use is made of SP resources for new and legacy SP services, through accreditation, value for money analysis and budget monitoring.

Financial Accountant

- John Graham - john.graham@nihe.gov.uk
(028) 9031 8877

Management Accountant

(Budget Monitoring & Value for Money)

- John Bond - john.bond2@nihe.gov.uk
(028) 9031 8878

Accreditation & Value for Money

- Nick McGrath - nicholas.mcgrath@nihe.gov.uk
(028) 9031 8879



Glossary of Terms

Accreditation: A process for assessing the viability and competence of an organisation and formally recognising their ability to provide housing support services

ASPP: Area SP Partnership – There are 4 ASPPs which correspond to the Health Trust Areas. Membership consists of representatives from the Housing Executive, NI Probation Board, Health Trusts and the Health & Social Care Board. ASPPs are responsible for agreeing priorities, in their respective localities, to inform the commissioning of new supported housing and support services, in light of emerging strategic objectives, and for identifying unmet housing support needs in their area (e.g. EASPP – Eastern Area SP Partnership).

CARDI: Centre for Ageing Research and Development in Ireland (www.cardi.ie)

CHNI: Council for the Homeless NI (www.chni.org.uk)

CRISPP: The Committee Representing Independent Supporting People Providers - joint chaired by CHNI (Council for the Homeless NI) and NIFHA (the Northern Ireland Federation of Housing Associations).

CSR: The Comprehensive Spending Review is a complete reassessment of the government's spending priorities and sets firm and fixed 3 year spending plans.

DHSSPS: Department for Health, Social Services and Public Safety

DSD: Department for Social Development

EROSH (NI): The Essential Role of Sheltered Housing - Consortium of Sheltered Housing Providers in Northern Ireland.

HSCT: Health and Social Care Trust. There are 5 HSCTs in Northern Ireland:

- NHSCT (Northern Health and Social Care Trust)
- WHSCT (Western Health and Social Care Trust)
- BHSCT (Belfast Health and Social Care Trust)
- SHSCT (Southern Health and Social Care Trust)
- SEHSCT (South Eastern Health and Social Care Trust)

ICT: Information and Communications Technology

NIFHA: Northern Ireland Federation of Housing Associations (www.nifha.org)

NIHE: Northern Ireland Housing Executive

PI: Performance Indicator. A particular value or characteristic used to measure output or outcome. For SP, performance indicators have been developed to measure the effectiveness and efficiency of services. Returns against these PIs are made on a quarterly basis.

Provider: Organisations or sole operators who are contracted by the SP team to provide a housing related support service

QAF: Quality Assessment Framework. This framework defines quality standards against which providers carry out a self assessment of their services. This self assessment is then validated by SP to ensure services meet minimum standards

QAF2: QAF2 (the refreshed version of the QAF) in operation across the SP sector from April 2011.

SP: Supporting People

SP Bench: SP Bench provides the tools to compare the cost, quality and performance of SP services in the UK (www.spbench.co.uk)

SPOCC: The core ICT system to be used by the NIHE as the administrators of the SP programme which will enable ongoing administration including the processing of payments to providers, maintenance of funding agreements, performance monitoring and contract management.

SPOCC.net: An ICT system which will provide a secure online link for data access and exchange between providers and the SP team.

SWOT analysis: A strategic planning method used to evaluate the Strengths, Weaknesses, Opportunities and Threats involved in a project or business venture.



SP Website Updates

Check out the SP section of the NIHE website at www.nihe.gov.uk where you can find the latest news in our 'What's New' section.

Over the next few months the following will be available:

Draft SP Housing Related Support Strategy 2011-14.

For the next issue of the SP Spotlight

Are you a provider and would you like your service to feature in the next edition of SP Spotlight?

Do you have any suggestions for articles in future issues?

Please let us know what you think of the SP Spotlight and how it can be improved.

Contact Joan Finn at
joan.finn@nihe.gov.uk

or email:
supportingpeople@nihe.gov.uk

If you know the team member you wish to contact, please use the direct contact details that are provided in this newsletter or on our website. Alternatively, you can write to the SP team at:

**Supporting People
The Housing Centre
2 Adelaide Street
Belfast
BT2 8PB**

**Housing
Executive**

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