



**CROYDON**

**SUPPORTING PEOPLE**

**NEWSLETTER**

**August/September 2007**

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### Supporting People Section Staff Profile

We introduced him in the last issue – well, here's more  
Hello,

My name is Ernest Abonche and I started work on the 30<sup>th</sup> April 2007 working for Croydon Supporting People Section as the new Administration Assistant. Croydon Council is the first local authority I have worked for and with three months into the job I am proud to say I enjoy it.

Before joining the Croydon Supporting People Section, I worked for a local UK Cameroonian based community charity - Cacoweda UK as an administrator and as the Volunteer Co-ordinator. Some of my duties were to co-ordinate a team of volunteers mainly fund raisers and students on work placement that helped to raise funds in order to enable the charity to accomplish some of its objectives. Cacoweda UK offers advice and information on immigration, housing, welfare benefits, HIV/AIDS and Health, money and debts advice, education and training, careers and employment, family and personal, consumer issues, translation and interpreting services, negotiation and conflict resolution, Prison and Hospital visits and work experience.

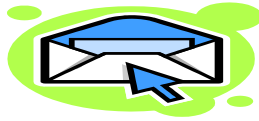
Whilst working for Cacoweda UK, I also worked on match days for Chelsea football club Millennium Suites (which is reserved every match day for Chelsea's official sponsors) 2005-2006, Hospitality Department. Leading a team of five members of staff every match day, I worked in the Samsung and Abramovich suites.

My last job before joining the Croydon Supporting People Section was at the East-end Citizens Advice Bureau 2006 - 2007 (made up of the boroughs of Hackney, Newham and Tower Hamlets) as an Admin/IT Support Assistant.

I must end here because the batteries of my wireless keyboard are running out of steam!

## Monthly Return Dates

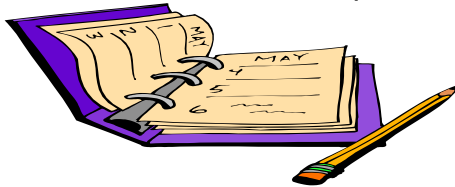
Returns should be emailed to [hsg-supportingpeople@croydon.gov.uk](mailto:hsg-supportingpeople@croydon.gov.uk)  
(Not to Dhana Bala)



2<sup>nd</sup> Quarter 07/08 returns are due on 19<sup>th</sup> October

## Dates for your diary

Thursday 6<sup>th</sup> September 2007 – Providers Group – Room G.6 Town Hall  
Monday 19<sup>th</sup> November 2007 – Providers Group – Room G.6 Town Hall



## A sad farewell

Jane Ward who has been a member of the Supporting People Section since March 2004, is leaving us! Her last working day will be Tuesday 28<sup>th</sup> August 2007. I am sure you will all want to wish Jane good luck for the future.



### Procurement update

The advertisement seeking expressions of interest for the Framework Agreement should be advertised in the first week of September. This will be publicised in Inside Housing, the local Croydon Guardian and on the spkweb.

## Croydon selected as Centre of Excellence for Youth Homelessness

Croydon has been selected by Communities and Local Government as a Centre of Excellence for Youth Homelessness.

The National Youth Homelessness Scheme forms part of the Government's plans to deal with homelessness among young people. Communities and Local Government, the Government department whose remit includes housing, has commissioned Centrepoint and YMCA to take the scheme forward.

Ten Centres of Excellence for Youth Homelessness have been announced. Croydon is one of the two Centres of Excellence for the London Region and has also been selected as a Centre of Excellence for the South East Region.



Croydon was selected because of the experience and knowledge we gained in developing and delivering HAP<25 (Housing Advice Project for under 25s) our multi-agency first point of contact for young single homeless people. Homeless acceptances for 16 and 17 year olds have fallen by 80% since the scheme opened in 2002/03.

We will be sharing good practice through a programme of activities including:

- shadow visits to HAP<25
- capacity-building and training events in other boroughs
- publication of a housing information guide to young people
- a good practice conference for the region.

These events will be delivered in partnership with one of our providers, Croydon Association for Young Single Homeless (CAYSH) in London, and alongside Milton Keynes and Crawley councils in the South East Region.



## There's Noah stopping recycling in Croydon!!



Do you know a client or tenant who needs some low-cost furniture, a fridge or washing machine? Are any of your clients or tenants due to move home soon?

If so there is a Croydon-based charity, ARC – Appliance Re-Use Centre – that sells reconditioned white goods, including washing machines, fridges/fridge freezers, cookers, dryers and second hand furniture, in good condition and at low prices.



These are **repaired and fully tested** by qualified engineers, with a warranty if installed in the main delivery area.



Further **discounts** apply to those in receipt of welfare benefits.



**ARC will deliver** for a small charge and can also carry out house **clearances and removals** at low cost (in conjunction with Cherry Orchard Furniture Recycling and Removals Project).

### Contact Details

☎ 020 8662 8002 email [info1@arc-croydon.org.uk](mailto:info1@arc-croydon.org.uk)

Website: [www.arc-croydon.org.uk](http://www.arc-croydon.org.uk)

Address: 23 Grafton Road, Croydon, CR0 3RP (off Mitcham Road close to the Territorial Army base and petrol station)

New opening hours: Monday, Tuesday, Wednesday and Friday 9am – 4pm, Thursdays 9am – 7pm (late night opening)



**Please tell the clients and carers you come into contact with about ARC. Please also consider ARC's services when a client is moving home.**

**You might even find something for yourself in the process!**

## Energy saving – it's big business

With rising energy and water prices, daily headlines about climate change and greater awareness about responsible business, many want to do their bit for the environment – in the workplace as well as the home.

The process often starts with a keen member of staff who is shocked by the quantity of paper or glass bottles thrown away. He or she starts by calling the council to see if recycling facilities can be provided.

They discover that Croydon Council provides paper, card and glass recycling to businesses of any size at about one-fifth of the cost of ordinary waste collections. There are plenty of savings to be made!

Once a business gets going, it becomes clear just how much more can be done, and just how easy it is to get involved.

An easy first step in saving paper is to set printers to print both sides or even four sheets to a page – or by just thinking twice before printing at all.

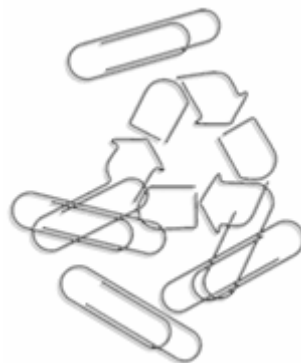
Savings can also be made on water consumption. Devices for the toilet cistern, known as “hogs”, are available, free of charge, from Thames Water. Fitting one can save a litre of water with each flush.

At work, unlike home, it is not always clear who is responsible for switching off lights, printers, photocopiers or computers. There are simple reminders, timers, sensors and other no- or low-cost measures which can very quickly save as much as 20% on a business' energy bill.

With rising energy and water prices, daily headlines about climate change and greater awareness about responsible business, many want to do their bit for the environment – in the workplace as well as the home.

Envibe is Croydon's one-stop shop helping businesses and other organisations in Croydon make positive improvements to their environmental performance. Since its launch two and a half years ago it has advised more than 500 local businesses, giving free support through its partners who identify target areas for improvement and helping implement actions such as recycling and energy saving. Horizon Housing and Croydon Churches Housing Association are already involved and have experienced the benefits in their offices such as saving money and motivating staff.

How environmentally responsible is your organisation? Would you like to do something positive too? To talk about the first small steps – or even the giant leaps – you would like your organisation to make, call Envibe on 020 8760 5536, email [info@envibe.co.uk](mailto:info@envibe.co.uk) or visit [www.envibe.co.uk](http://www.envibe.co.uk).



## **Outcomes**

It was great to see so many of you at our event at the Braithwaite Hall on 24<sup>th</sup> May. We would like to take this opportunity to remind Providers that the outcomes forms should be submitted to St. Andrews University please use the following link: <http://www.spclientrecord.org.uk/> and then click on either Outcomes for Short-term services 2007/2008 or Long-term services for more details or clarity. Please let us know how this going, any pitfalls, teething troubles or to tell us that it is one of the best things since sliced bread!

## **Reviews Update**

### **Floating Support**

We are now in the process of implementing the review recommendations. We are consulting with service users, providers and stakeholders on the specification for the new generic service that will be procured as part of the new Framework from April next year.

### **Older People**

A meeting was held on 11<sup>th</sup> July to update all the Providers of how the review is progressing. There are 2 schemes under development to pilot floating support, 1 will be run by Social Services and 1 by an RSL.

### **Mental Health**

A number of consultation meetings have taken place with providers, service users and stakeholders. Validation visits have started. There are some interesting developments on the horizon – the Dual Diagnosis team have offered to provide a 5 day tailor made training course to providers and the local service user-led advocacy group ‘Hear Us’ have agreed to help us in involving service users in shaping future services

### **Drugs and Alcohol**

The drug and alcohol review is nearing completion. A report will be submitted to the steering group for September 2007. During the course of the review, a number of schemes have been visited; we have talked to service users, stakeholders. There has also been a separate survey of service users that has yielded some very interesting results. Emerging themes from the review include joint working and gaps in provision. Full report will be available in September 2007.



As we all are aware on 1<sup>st</sup> July 2007 England became smoke free. A new law was passed that made it illegal to smoke in nearly all enclosed public places and workplaces. We would like to hear from Providers on how they have dealt with this, how they have consulted with Service Users, what extra resources they have needed. Please let either Greg or Warren know if you would like to write an article on this. For further information and guidance please see: <http://www.smokefreeengland.co.uk/> where there is particular guidance for businesses.

### **Protecting vulnerable people from fire**

Are you currently involved in tenancy support? Do you work with vulnerable people to ensure they have somewhere safe to live? Do you worry that they are at risk from fire? Latest Government statistics show that there were 219 accidental fire deaths in the home in England in the year ending June 2005. The main cause of these fires was the careless handling of cigarettes or hot substances. Houses of Multiple Occupation (HMOs) can constitute a special problem because this is often where some of the most vulnerable members of the community reside. These properties may be less well maintained than others and can therefore pose particular fire risks.

Smoke alarms act as an early warning of fire in the home, giving occupants precious time to escape. Smoke alarms are cheap, easy to obtain and easy to fit. However, around 14% of households in England still do not own a smoke alarm. Some households have not got round to buying one, whilst others believe it is their landlords responsibility to provide one.

Since October 2004, the Government has been implementing a dedicated fire prevention programme to target 1.25 million vulnerable households. The Home Fire Risk Check Initiative is a four year £25 million funding scheme, where all English Fire and Rescue Authorities are funded to work up a programme of Home Fire Risk Checks combined with the installation of free 10 year battery operated smoke alarms and where appropriate, automated fire suppression systems for the most vulnerable households.

In working up their programmes, many English Fire and Rescue Services are working in partnership with key stakeholders such as; local authorities, Primary Care Trusts and social services departments to ensure they are targeting the most vulnerable households. The Fire and Rescue Service are now primed to expect approaches by local homeless organisations and other agencies involved in tenancy support for a Home Fire Risk Check and practical advice to help protect vulnerable tenants from fire.

If you would like the contact details of your local Community Fire Safety Officer based in the Fire and Rescue Service, or further details on the programme, then please e-mail <http://www.communities.gov.uk/index.asp?id=1123799>

## The Transitional Spaces Project

The Transitional Spaces Project is a three year scheme, with one pilot area based in London and one in Tyneside. The Primary aim of TSP is to develop, test and validate a model to assist 300 homeless people living in hostels or temporary supported accommodation to enter employment and then move on into a tenancy in the private rental sector.

There are three interlocking objectives to TSP. They are:

1. Tackling endemic worklessness and inactivity in hostels by creating more effective pathways into employment;
2. Reducing the cost to HM Treasury of providing benefits to people who have the potential to work, but who need a way around the 'benefits trap' caused by high hostel rents;
3. Reducing the 'silt-up' crisis in homelessness hostels by increasing the effective use of the private rented sector as move-on accommodation.

Hostel residents will be incentivised to enter the programme and to make the vital transitions into employment and private rented sector accommodation through a series of distinct financial incentives. Each individual will be given up to a total of £1800 in grants over a staged period, as each agreed trigger point is reached.

Financial incentives on their own will not be sufficient to ensure sustainability of employment. The TSP team will provide a unique range of practical and motivational support (including providing a gateway to more specialist services where appropriate) in terms of job-search, CV preparation, interview skills, ongoing mentoring, training, financial literacy and budgeting and mediation with employers if needed. Vitality, the project will work with people to think not only about employment, but also about a career, so that we are building motivation about the short, medium *and* long term.

## Eligibility Criteria

Applicants should:

- Be living in a hostel or temporary supported accommodation;
- Be eligible to live and work in the UK \*;
- Live in one of the TSP pilot areas (either Greater London or Tyneside);
- Be aged 17 or over;
- Be willing and able to find full time employment;
- Be willing and able to live in Private Sector Accommodation;
- Be single at the point of commencement on the scheme;
- Not be pregnant or have dependent children living with them at the point of commencement on the scheme;
- Have low/ no support needs;
- Declare any criminal convictions.
- *Refugees who have been granted indefinite leave to remain or with five*

years leave to remain **ARE** eligible, A8 Nationals who have not satisfied the registering year entitling them to state support **ARE NOT** eligible.

### **Referral Process**

- Download an Application Form from [www.osw.org.uk/tsp](http://www.osw.org.uk/tsp)
- Complete it with the applicant, and sent it into OSW.
- A member of the team will contact the key worker and/ or the client when the team has made an initial decision about the client's suitability.
- If the client is deemed eligible, they will be invited to attend an initial interview, from which the team will make a decision as to whether the client is suitable to join the project.
- Full feedback will be provided to the client and key worker in the event a client is not successful in getting onto the scheme.

**For more information please do not hesitate to contact the team. Please email [tsp@osw.org.uk](mailto:tsp@osw.org.uk) if you would like to receive the bi-monthly TSP email update.**

**Debbie Hilton**  
**TSP Project Director**  
**Off the Streets and into Work**  
**(OSW)**

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**TSP Team Leader**  
**Off the Streets and into Work**  
**(OSW)**

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## Croydon Supporting People Section

### Staff Names & Telephone Numbers

Located at:  
14<sup>th</sup> Floor N.E Corner  
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Park Lane,  
Croydon CR9 1DH  
☎ 020 8726 6100

Alan Hiscutt	Supporting People Manager Ext 62627
Nigel Vangrove	SP IT and Finance Officer Ext 63817
Ernest Abonche	SP Administration Assistant Ext 63834
Deborah Burrows	Team Leader SP Contracts & Review Ext 62198
Greg Davies	SP Contracts & Review Officer Ext 61481
Warren Gilbank	SP Contracts & Review Officer Ext 63124
Jane Ward	SP Contracts & Review Officer Ext 63711 (Mon, Tues, Wed)

**Please note we have moved to the 14<sup>th</sup> Floor north side**



**This newsletter is designed to keep you informed and updated with information relating to Supporting People.**

**It is issued every two months and circulated to Providers, the Supporting People Commissioning Body, Steering group, stakeholders and all those with an interest in the work of the SP section.**

**We ask that all Providers share the newsletter with service users.**



### Telephone numbers

General Housing Department Number  
020 8726 6100 ☎

Housing Benefit & Council Tax Benefit  
Enquiries Telephone  
☎ 020 8726 7000

Fairer Charging Helpline- 020 8760 5676

Adult Protection Hotline- 020 8760 5697

