Win a £10 Argos voucher!

PEOPLE'S CHOICE

SPRING EDITION 2013

Welcome to the spring edition of "People's Choice" newsletter 2013

People's Choice is for people who use Supporting People services

within Birmingham,

and has been created by service users for service users







Spring 2013 Edition

Welcome to People's Choice!

We welcome you to the third edition of People's Choice newsletter. It is for people using Supporting People services in Birmingham.

The Supporting People programme aims to help vulnerable people improve their quality of life by providing a stable environment that enables them to live more independently. Supporting People provides housing related support services that are cost effective, reliable, high quality and strategically planned. It is a working partnership of local government, service users and service providers. Birmingham's Supporting People Team funds a variety of housing related support services within the Birmingham area.

This edition has been written by current or past SP service users, who are better able to understand your needs through their own experience, knowledge and training as Lay Assessors.

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BE HAPPY EVERY DAY—TURN THAT FROWN UPSIDE DOWN

Good Morning, SUNSHINE—Smile O'clock: 7am

It's official cheerios can cheer you up, they have a low glycemic index, which means they release energy slowly throughout the day because they're digested gradually. This combats negative moods by keeping blood sugar levels steady. Yet another reason not to be one of the 50 per cent of adults who skip breakfast at least once a week.

Smile O'clock 11am

Get snacking! Eating chocolate releases endorphins in the brain. Go for 70 per cent cocoa, as the high cocoa content is also packed with antioxidants.

The Lunch Crunch—Smile O'clock: 1pm

A gulp of fresh air will make you much happier than scoffing a sarnie at your desk while constantly refreshing your Twitter feed. In fact a recent survey by Anxiety UK found social media had a negative effect on our wellbeing. Instead, add some value to your break. Researchers at Manchester University found music stimulates a part of the inner ear called the sacculus, which is connected to the hypothalamus - the part of the brain responsible for hunger, sex and hedonistic response - so get happy whilst you listen. Rock on!

Sad Slump—Smile o'clock: 4pm

Nine out of ten people say they feel very stressed every week so let out all that unhappiness by making some noise. Screaming releases tension by triggering a burst of adrenalin, which tells their muscles to use all their stored energy, giving you an energy boost. Obviously you don't want your colleagues to think you have lost the plot, so take a jumper to the loo, scrunch it up into a ball and scream into it.

After Work Antics—Smile o'clock: 7pm

Do a good deed. Researchers at the University of California found that people who do a good turn will live longer than those that don't. Its not about signing up to a massive charity volunteer project, the little things can make a big difference. The key is to make someone smile, for example offering to give up your seat on the bus or even helping an old lady cross the road. As long as it results in a grin, you'll be powerless not to beam back.

Sweet Dreams—Smile o'clock: 11pm

Researchers have found that the optimum amount of sleep to keep us happy is 6 hours and 15 minutes a night. Watching television or using electronic devices like ipads and mobiles stimulate our mind (which isn't ideal pre-snooze) and suppress the secretion of melatonin, the hormone that helps us relax and fall asleep. So reading someone's funny Facebook updates under the duvet might make you giggle, but you wont be laughing when you are tossing and turning all night.

LAUGHTER CAN BOOST YOUR IMMUNE SYSTEM BY 40%

Steve Foster's Story

Be Safe and Drive Carefully

It was a normal day, I had been doing my shopping in the centre of Birmingham and then went on to Sutton Coldfield.

I was not far from home and had to cross a double zebra crossing. Over the first crossing I went and because it was still silent I thought it was safe to cross the second crossing and as I was doing so, I heard skid (I was taught, due to being blind that I should carry on and the cars would stop) but unknown to me, this car had overtook another car in the bus lane and due to the speed of the car, she (the driver) could not stop in time, the car skidded further and hit me.



I was taken straight to the Queen Elizabeth Hospital and put onto the military ward where the squaddies took me under their wing. It was then I discovered I had a double fracture on the left leg and a single fracture on my right. I had also gone through the windscreen and received cuts and bruises to my head and face, (it spoiled my good looks...ha-ha). If it was not for the fact that I am blind, then there is a chance that I would not be here today to tell the story, it could have been a lot worse.

The surgeons operated within four days and in no time at all I was doing simple exercises, this included me getting out of bed with help and transferring into a wheelchair with my legs in the air up in front of me for an hour and half, I continued seeing my physiotherapist for regular exercises. I was in the Queen Elizabeth hospital for a total of 19 days, the routine was they taught me to do exercises to do myself in case they could not see me as they were busy.

On January 3rd I was transferred to Good Hope Hospital, I said goodbye to my squaddie friends who were all part of my recovery and they were all great lads.

At Good Hope Hospital I started my rehabilitation. This was more help from the physiotherapist, with further regular exercises that I have to remember so that when I eventually get home I will be able to help myself.

My job is to take advice from the doctors and physiotherapists and work with them as a team. I must do as much as I can for myself, after all this is what rehabilitation is all about.

There will be many challenges and changes ahead. The good news is I have been told that I will eventually be able to walk, run and cycle again but I have to treat my body with respect as it has taken a battering.

I feel very lucky as this could have been so much worse. I have seen many people in an even worse state than me. I am now at the Perry Tree Centre in the final stage of my rehabilitation and I have been told that I will be able to move back into my flat and with some alterations and changes in place. If you meet people half way and are prepared to work with them and trust them, you can achieve a lot in a short amount of time.

I would like to thank everybody who has helped me on the way to recovery — doctors, nurses, physiotherapists, family etc. You have all done an incredible job!

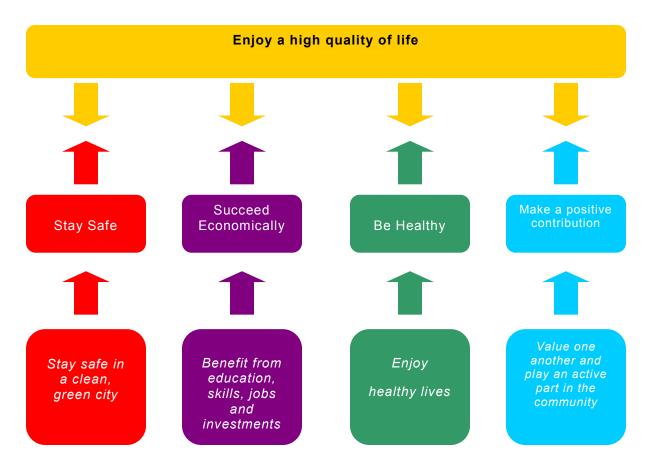
Payment by Results

People have the right to aspire to safe, independent lives with the financial security and health to enjoy the communities they live in. However, we understand people will face different barriers in achieving these aspirations and will require help and support in their journey towards these ultimate goals.

Supporting People is an 'invest to save' preventative support services programme. It is committed to providing a better quality of life and enable vulnerable people to gain and retain independence by remaining in their own home.

Birmingham is the largest authority in Europe and the UK's second city. It is home to an estimated population of over 1 million. The Supporting People programme delivers approximately 98 different services supporting approximately 45,000 vulnerable people at any one time.

The Supporting People programme forms part of Birmingham's wider strategic outcomes and the Council's priorities with the main focus on enabling Birmingham people to 'Enjoy a high quality of life' as the overarching aim supported by:



In December 2010, the Coalition Government set out plans for reform and exploring use of market-based approaches in commissioning public services. Among the options considered in the paper is extending the use of innovative commissioning and payment mechanisms, including Payment by Results (PbR).

Payment by Results (PbR) is central to Government's plans for changing the way public services are delivered. The heart of the proposal is to allow greater discretion to service providers, replacing centrally imposed targets with a system of payment by results that offer financial awards to agencies delivering services.

What is Payment by Results?

Payment by Results (PbR) is a system that pays services providers for each outcome achieved with each service user.

Currently providers are paid based on the total number of support hours (outputs) they deliver. We are proposing a different contracting methodology to complement a PbR model of service delivery. This will mean shifting the focus from an output to an 'outcome' based system.

Birmingham will be running a virtual PbR pilot for six months commencing 1st April 2013. All client groups will be included in the pilot. The pilot will include a mid-point review in July 2013 and a full evaluation in October 2013.

The evaluation will look at the advantages, disadvantages, risks and challenges with PbR. The outcome of the evaluation, with recommendations, will be reported to the Citizens Panel, SP Core Strategy Group and SP Commissioning Body.

Outcomes

The Birmingham SP PbR model requires mandatory and personal outcomes to be achieved for all client groups. The three mandatory outcomes for Social Exclusion client groups recommended are: Achieving Independence; Access to Primary Health Care Services and a Client Specific outcome.

For Older People services the two mandatory outcomes recommended are: Achieving Independence and Access to Primary Health Care services.

Clients will also select two personal outcomes, from a prescribed list, that they want to achieve during the period of their support.

SP will introduce a new outcomes toolkit and performance workbook, to support the introduction of PbR, which will help providers evidence when an outcome has been met. The outcomes toolkit sets out key steps clients would need to work towards during their period of support in order to attain the overall target and evidence that the outcome has been achieved.

Recognising the distance travelled by some clients

It is recognised that some clients may not achieve a specific outcome within a year but may have made significant progress towards achieving the outcome. Not getting worse, needs not escalating into higher tariff services and staying independent for longer are achievements that should be recognised.

For some client groups, such as people with learning disabilities and older people. SP will ensure that payments take account of distance travelled, progress made and ensuring a client does not escalate into crisis or become at risk.

Providers taking part in the Pilot

BSWA Accord Sanctuary Carr Gomm Ashram Trident Shelter **Aspects Care** Freshwinds Shelter BCC Fry SLC Birmingham Crisis Centre Gilgal St Basil's

Birmingham Mind Hanover St Peter's Saltley

Birmingham Rathbone Lisieux Trust Stonham **British Red Cross** Midland Heart Swanswell

Bromford My Time

Local Welfare Provision

Background

The Department of Work and Pension's Social Fund provides grants and loans to those in Great Britain (excluding N. Ireland) who cannot meet important emergencies out of regular income. The purpose of the social fund is to provide a safety net for some of the most vulnerable in society to help them to, for example, afford household appliances or buy food in crisis situations.

There have been a range of support measures or awards available that have been incorporated into the social fund, since the fund was first established in 1988 under the Social Security Act 1986. These cover both discretionary and regulated awards.

Discretionary awards cover

- Budgeting loans
- Crisis loans
- Community Care Grants

Regulated awards cover

- Funeral Payments
- Sure Start Maternity Grants
- Cold Weather Payments
- Winter Fuel Payments

The December 2010 White Paper - 'Universal Credit: welfare that works', sets out the Government's reform plans for the Social Fund. The changes will result in the abolition of the current system of discretionary payments. In their place, will be a combination of a new locally based scheme which will replace crisis loans and community care grants, and a new nationally administered advance of benefit facility that will replace crisis loans and budgeting loans.

What will Stop from April 2013?

As part of the Social Fund, Crisis Loans and Community Care Grants will be abolished at the end of March 2013, and the Department of Work and Pensions will no longer administer these discretionary payments.

What will start from April 2013?

Birmingham City Council will introduce a **Local Welfare Provision** scheme from 1 April 2013. The Local Welfare Scheme will seek to assist vulnerable people in meeting their needs for subsistence or financial support where they are unable to meet there immediate short term needs or where they require assistance to maintain their independence within the community.

The Local Welfare Provision scheme will operate within the boundaries of its policy. The new scheme is not intended to replicate the previous Social Fund Scheme. There will be no cash payments made through this scheme.

The principals of the scheme are to ensure the Local Welfare Provision:

- is accessible to all applicants
- is delivered on a grant-based system and will not require applicants to repay any award made to them
- will have a streamlined assessment and decision making process
- · will provide an out of hours service for those in crisis through the existing Emergency Duty Team
- will provide methods of payments that are respectful of the dignity of those who apply.

The new scheme brings new opportunities locally, making it possible to tailor the supply of goods and services based on local demand. Over the coming months there will be real opportunities to build some local partnership arrangements and have previously been discussed.

What will continue from April 2013?

From April 2013, the Department of Work and Pensions (DWP) will continue to administer applications for:

- Cold Weather Payments
- Funeral Payments
- Sure Start Maternity Grants
- Winter Fuel Payments
- Budgeting Loans

All enquiries and applications should continue to be directed to DWP.

Additional Support for Vulnerable People

In addition to the Local Welfare Provision Scheme, there will continue to be support and advice available through the existing channels such as neighbourhood offices, debt advice teams, local voluntary agencies, utility companies, charities and support providers.

PUBLIC SERVICES (SOCIAL VALUE) ACT 2012

The Public Services (Social Value Act) was passed at the end of February 2012.

What do we mean by social value?

"Social value" is a way of thinking about how scarce resources are allocated and used. It involves looking beyond the price of each individual contracts and looking at what the collective benefit to a community is when a public body chooses to award a contract. Social value asks the question: 'If £1 is spent on the delivery of services, can the same £1 be used, to also produce a wider benefit to the community?'.

What does that mean in practice?

It could mean that a mental health service is delivered by an organisation that actively employs people with a history of mental health problems to help deliver the service. The social value of commissioning these services comes through the person with mental health problems having a job where they may otherwise have been unemployed, their becoming more socially included, and having a say in how mental health services are run. It also means a local job for a local person.

Another example could be a housing Arms Length Management Organisation (ALMO) contracting a private sector company to undertake repair work on their properties. As part of the contract the private company states that they will provide greater social value by promoting careers in construction and trades to local schools, and they commit to employing young people and the long-term unemployed. The social value comes through local jobs for local people and raising the aspirations of local pupils.

Why is it important?

When times are tough economically, it is more important than ever that we get the most value from all our public spending. Commissioning and procuring for social value can change the way we think about things so that more taxpayers money is being directed towards improving peoples lives, opportunities and the environment.

Think of it like this: if a public body needs to do something, it probably needs to do it quickly, effectively and cheaply. It can also do it quickly, effectively, cheaply in a way that most benefits society. This Bill asks public bodies, by law for the first time, to consider the ways that it most benefits society as part of each decision.

Where does it apply?

All English and some Welsh bodies will have to comply with the new law, including local authorities, government departments, NHS Trusts, PCTs, fire and rescue services and housing associations.

To what sort of contracts does it apply?

It applies to all public services contracts and those public services contracts with only an element of goods or works. It doesn't apply to public work contracts or public supply (goods) contracts. However, there is widespread approval for public bodies considering social value in all forms of contracts including support from Nick Hurd, Minister for the Cabinet Office.

How does it fit with wider procurement law?

The public services (Social Value) Act sits alongside other procurement laws. Value for money is the over-riding factor that determines all public sector procurement decisions. But there is a growing understanding of how value for money is calculated, and how "the whole-life cycle requirements" can include social and economic requirements. The new legislation reinforces the best practice of what can already take place but too often doesn't.

For local authorities, under their duty to achieve best value they must already consider social, economic and environmental value.

WORDSEARCH COMPETITION

In the heart below are 10 words associated with Valentines Day. Can you find all of them?



Name:	
Address:	

Telephone No: _____



Send in your completed entries to Supporting People, Service User Involvement Team, PO Box 16228, Level 2, 1 Lancaster Circus, Birmingham, B2 2WR for a chance to win a £10 Argos voucher.

Deadline: Friday 29th March 2013

Phone No: 0121 675 2757

Email: supportingpeople@birmingham.gov.uk

CONGRATULATIONS to our Last Competition

winner "Dean Sturmey"

RIDDLES

What has a ring but no finger?

What has a tongue, cannot walk but gets around a lot?

STEAK and THIN CHIPS RECIPE

Ingredients:

2 Sweet potatoes, scrubbed
 Olive oil

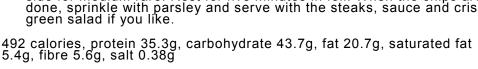
• 2 small shallots, chopped 2 tsp white wine vinegar

2 tsp hazelnuts, toasted and chopped
 2 tbsp chopped tarragon

• 3 tbsp chopped flat-leaf parsley 2 lean fillet steaks

Preparation Method Prep: 10 mins Cook: 25mins

- Heat oven to 200c/fan 180c/gas 6. Cut sweet potatoes into thin chips and out on a large non-stick baking tray. Drizzle with a tiny amount of olive oil, some seasoning and toss to coat. Spread them out so they coat easily. Cook in oven for 20 minutes, or until golden at the edges.
- Meanwhile, put the shallots and vinegar in a bowl and leave for five minutes. Add the nuts, tarragon, half the parsley, some salt and 1 1/2 tbsp of olive oil.
- 3. Oil and season the steaks. Griddle or pan-fry for three minutes each side for medium rare. Rest for five minutes in foil. When the chips are done, sprinkle with parsley and serve with the steaks, sauce and crisp green salad if you like.





This is important. If you do not understand this document then please ask a friend or relative, who speaks English, to contact your local neighbourhood office or housing team on your behalf. We will then arrange for an interpreter to meet with you.

﴾ هذه الرساقة مهمة، فإن لم تفهمها فرجو أن تطلب من أحد أصعفائك أو أقرباتك ممن بتكلمون الإلجابزية أن يتصل بمكتب أُ الحي "تبير هود أوقوس" المحلي أو فريق الإسكان تباية عنك. يعد ذلك سنرتب ثلقاء بك مع وجود مترجم قوراي.

এটা **পূৰই গুজনাপূৰ্ণ।** আগনি এই দলিলটি বুঝাতে না পাবলৈ দয়ে কৰে ইংৱেগ্ৰীয়ত কৰা বলতে পাবেন এজপ আপনাৰ একজন বস্থু-বজ্ঞব বা আশ্ৰীয়কে আপনাৰ পাক হয়ে আপনাৰ শুনীয় নেইব্ৰৈণ্ডত অভিস বা হাউজিং টিম এব সঙ্গে যোগাযোগ কৰতে বলুনা: এবপৰ আমৰা আপনাৰ সঙ্গে সাক্ষাৰ কৰাৰ বৰেষ্ট্ৰ কৰুৰ একে একে এক সংগঠাৰ জন্য একজন ইন্টাৰ্কেটাৰ ৱাখা হবে।

此事極為重要,如果你看不懂這份文件,請找一位會講英語的親戚或朋友代你 接觸當地的鄰含辦事處或房屋服務隊。然後我們會安排傳譯員一起見你。

این هلامات بسیرمها است. اگرمجموی بن مدرک را بعی فهلید، نظم اریک ور بین یا خویشار با نان که به ربان مگلیسی صحب کرده میتواند اخواهش کید که ادار و دستا با پرمهاد آمد ریا هورنگ تیا مجل شما تماس نگرد انقلال رای شما مترجه و هواهی براکیه که باشمه دلاقات آکند.

Message important. Si vous ne comprenez pas ce document, demandez à un ami ou à un membre de votre famille qui parle anglais, de prendre contact en votre nom avec votre bureau de voisinage ou avec t'équipe du logement. Nous prendrons alors les dispositions nécessaires pour qu'un interprête soit présent.

ا مام دهقه تووسیته گرفگه، نامگس نام تووسینه نتینه گامشتیت نکایه نام کننه دارا با بکه ده بر ادار زك بان حز میك ، که به زسانی انینگلیزی دخوای، بویوهندی باکات به نووسینگهی هاوسینی "نامیهم هود نوفیسی" نارچهکامت بان به تیمی خانووبهم ، نه جیانی تور نامو کانه نیمه هادستین به ریکخستنی چاوپیکاو تنیک لاگانت و « به ناسخهبوونی و برگیزی زمان.

Ważne! Jeżeli nie rozum:esz treści tego dokumento, zwróć się o pomoc do przyjaciela lub krewnego, który mówi po angleisku, aby skontaktował się w Twoim imieniu z lokalnym Biurem Środowiskowym (Neighbourhood Office) lub wydziałem do spraw mieszkaniowych (Housing Team). Załatwimy wtedy dla Ceobie tłumacza.

ਇਹ ਗੱਲ ਬੜੀ ਜ਼ਰੂਰੀ ਹੈ। ਜੇ ਤੁਹਾਨੇ ਇਸ ਪਰਚੇ ਦੀ ਸਮਝ ਨਹੀਂ ਲੰਗਾਈ ਤਾ ਕਿਰਪਾ ਕਰਕੇ ਅਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੱਲਣ ਵਾਲੇ। ਫੂ ਜੱਸਤ ਜਾ ਰਿਸਤੇਦਾਰ ਨੂੰ ਕਰੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਸਥਾਨਕ ਨੇਬਰਪੁੱਡ ਅੰਟਿਸ ਜਾ ਹਾਊਸਿੰਗ ਟੀਮ ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਉਸ ਤੋਂ। ਊ ਬਾਅਦ ਅਸੀਂ ਕਿਸੇ ਦੇਵਾਸੀਏ ਰਾਹੀ ਤੁਹਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਟਾਗੇ।

هج ده پر مهدمفتوست دی. که تا سی په دی سد ته بوهم ی ترمهراسی و کړی دهېل بومنگری یا هېلو اړ ته جدیه انگریزی (به حبری کو لای شی هو ـــــ و کړی خه کل ستاسی له خواستاسی دسیمی سرهو د اقتل یا هورنگ ښه سوه په نسس کی شي. ب نه موابر ترخفان برانو کړو چه مساسی سره کشه و کړی.

Hadii aadan tahmin waxa kuqoran boog yarahan (warqadan) fadlan waydiiso qol saaxiibkaa ama qaraabadaada ah oo kuhadla afka ingiriisiga inuu kuu waco xafiiska dariska ee kuu dhaw (neighbourhood office) ama kooxda guryaha asaga oo adiga kumatalaya. Markaa kadib waxaan kuu balaminaynaa afceliye (turjubaan).

ہے۔ یومن ویز اہم ہے۔ اگر آپ اس وستادیز کو تھے ہے قاصر ہیں تو براہ کرم انگریز کی زبان ہے واقف اپنے کی دوست یاد شنزواد سے کہنے کہ واآپ کی ہے۔ تعلق ہے آپ ہے آپ کے مقالی نیمر ہوؤ آفس نیاؤ منگ نیم ہے رابط کریں۔ ہم ٹیمر آپ سے علاقات کرنے کیلئے ایک ترجمان زبان کا انتظام کردیں ہے۔

If you want to find out more information about anything featured in this newsletter or would like the newsletter in another language, an alternative format, such as Braille, large print, Makaton, Picture Board, or on audio CD, then call the Supporting People Team on 0121 303 6138. You can also email your request to supportingpeople@birmingham.gov.uk

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