

**CHANGE AGENT TEAM
RECORD OF PRACTICE IDEAS AND INNOVATIONS**

*Please record any new ideas in service provision, (service re-design, successful partnerships etc) or big or **small** innovative practices/processes that appear to have a significant impact on service delivery (e.g. flagging specific patient notes to identify a risk factor). Please check that the 'contact' is happy to be contacted to explain their practice*

These are practices and ideas heard about or seen on visits by the changes agents. We think they could be applied in other situations and should be shared more widely. They have not necessarily been evaluated, nor are they endorsed by the Change Agent Team.

Name of Organisation: London Borough of Waltham Forest	
Service: (e.g. physiotherapy, care management) <i>Housing Services/ supported housing</i>	
Contact: Yvonne Toms Group Manager Supporting People email address: yvonne.toms@hsg.lbwf.gov.uk	Tel No: 020 8 496 6505
Key Words (3-4 words which sum up the service, for cataloguing purposes) User- led review of supported housing	
<i>Brief description of the 'new practice/bright idea</i>	
<p>In 2002/3, we initiated and commissioned a user-led review of mental health supported housing. Facilitated by Voluntary Action Waltham Forest, tenants in a range of mental health supported housing services designed and undertook the evaluation of services. Users were trained, paid and received benefits advice to support them in this work which involved 7 Registered Social Landlord partners. This led to an evaluation led by users rather than service providers or external agencies, ensuring that users were at heart of the review. The research involved design of a questionnaire and a series of group and one to one meetings.</p> <p>The project showed partnership in action across a range of providers as well as providing a good practice model for future evaluation of Supporting People services led by users rather than simply requesting users' views.</p>	
<i>Impact of the introduction of the change/development</i>	
<p>The report of the project (HEAT report) provided recommendations concerned with scheme design, the delivery of support services and links with associated services e.g. day services. Practical service changes include better quality and consistent induction packs. The recommendations are being implemented through relevant operational and joint planning groups. Users benefited by participating in the project - building skills and confidence. Providers benefited by closer operational working with each other, identification of good practice and and receiving independent evaluations of their services.</p>	
<i>Why did this change/development 'work'? Could it be replicated?</i>	
<p>The change worked because it put into practice one of the principles of our Supporting People Strategy: giving users a voice and a choice in Supporting People services - in this case the review of services.</p> <p>It is being replicated in Waltham Forest in a similar review of sheltered housing in 2003/4.</p>	
<i>Has the practice been formally evaluated? Please describe briefly.</i>	
There has been no external evaluation of the project as yet.	
Submitted by: Yvonne Toms	Date: 27 th May 2003

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