



AGENDA

SUPPORTING PEOPLE IN KENT COMMISSIONING BODY

Thursday, 18th December, 2008, at 2.00 pm

Ask for: Geoff Mills/Andy Ballard

Darent Room, Sessions House, County Hall, Maidstone

Telephone (01622) 694289/69497

1. Apologies
2. Declarations of interest
3. Election of Vice Chairman
4. Minutes of meeting - 26 September 2008 and matters arising (Pages 1 - 6)
5. Commissioning Body meeting dates for 2009
Thursday 19 March 2009
Thursday 2 July 2009
Tuesday 6 October 2009
Thursday 17 December 2009
(All meetings will be held at Session House, County Hall, Maidstone and commence at 2.00pm)
6. Performance Management - (Melanie Anthony) (Pages 7 - 22)
7. Needs Analysis - (Ute Vann) (Pages 23 - 28)
8. Eligibility Policy - (Ute Vann) (Pages 29 - 40)
9. Choice Based Lettings - (Ute Vann) (Pages 41 - 48)
10. Annual Plan 2008-2009 and Revised Key Lines of Enquiry - (Ute Vann/Melanie Anthony) (Pages 49 - 70)
11. Sheltered Housing Differential Unit Rates - (Claire Martin) (Pages 71 - 76)
12. Supporting People Budget - (Claire Martin) (Pages 77 - 122)
13. Glossary (Pages 123 - 128)
14. Any other business

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SUPPORTING PEOPLE IN KENT COMMISSIONING BODY

**MINUTES OF A MEETING OF THE SUPPORTING PEOPLE IN KENT
COMMISSIONING BODY HELD ON THURSDAY, 18 SEPTEMBER 2008 AT
SESSIONS HOUSE, COUNTY HALL, MAIDSTONE**

Present:

Ashford Borough Council	-	Mrs T Kerly & Cllr. Mr P Wood
Canterbury City Council	-	Cllr Mr T Austin and Mr S Osborne
Dover District Council	-	Cllr Mrs S Nicholas
Gravesham Borough Council	-	Mr A Chequers
Kent County Council	-	Mr G Gibbens (Chairman of the Commissioning Body)
Sevenoaks District Council	-	Mr G Missons
Shepway District Council	-	Mr B Porter
Thanet District Council	-	Ms A Christou
Tonbridge & Malling Borough Council	-	Cllr Mrs J Anderson & Mr J Batty
Tunbridge Wells Borough Council	-	Mr D Crosby
Kent Probation	-	Mr R Clark

KCC Officers:

Mr O Mills, Managing Director, Kent Adult Social Services; Ms C Highwood, Kent Adult Social Services; Mr C Martin, Kent Adult Social Services – Supporting People Team; Ms M Anthony, Kent Adult Social Services - Supporting People Team; Mrs U Vann, Kent Adult Social Services – Supporting People Team; Mr W Gough, KCC Communities Directorate, and Mr G Mills, Secretary.

Apologies:

Mrs J Walton, Dover District Council; Mrs V Coffey, Canterbury City Council; Mrs Z Whiltshire, Thanet District Council; Cllr Mayhew, Tunbridge Wells Borough Council; Mr A Kemp, Swale Borough Council; Ms C Davis, Eastern and Coastal Kent PCT and Mrs A Slavin, KCC Communities Directorate.

1. Election of Chairman

(1) Cllr Austin proposed and Mrs Kerly seconded that Mr G K Gibbens be elected Chairman of the Commissioning Body for the period to December 2009.

Carried unanimously

(2) Mr Gibbens thereupon took the Chair.

(3) In thanking Members of the Commissioning for his election as Chairman, Mr Gibbens paid thanks to Mr Kevin Lynes for the work he had undertaken during his period of office as Chairman of the Commissioning Body.

2. Minutes of Meeting held on 26 June 2008

The Minutes of the meeting held on the 26 June 2008 were agreed as a true record.

3. Matters Arising

Matters arising were dealt with and noted as appropriate.

4. Performance Management

(item 5 – Report by Caroline Highwood, Director Resources, Kent Adult Social Services)

(1) This report provided data on all aspects of Performance Management in the Kent Supporting People Programme.

(2) The Commissioning Body noted the contents of the report.

5. Floating Support Data Analysis

(Item 6 – Report by Caroline Highwood, Director of Resources, Kent Adult Social Services)

(1) This report provided information on aspects of Data Analysis on Floating Support Services funded by the Kent Supporting People Programme.

(2) The Commissioning Body noted the contents of the report and asked that in future reports, the lay out of the tables would be changed to give them greater clarity.

Action: Melanie Anthony

6. Eligibility Policy

(Item 7 – Report by Caroline Highwood, Director of Resources, Kent Adult Social Services)

(1) This report presented an amended Kent Eligibility Policy based on grant conditions for excellent authorities 2008-09 and presented a general review of the current Kent Eligibility Policy.

(2) During the course of discussion, several Members of the Commissioning Body expressed concerns about the impact of Choice Based Letting schemes and long term supported housing on the delivery of the Supporting People Programme. Claire Martin said that there was a critical issue around people accessing long term supported housing who were not in receipt of supporting people benefits. These were not issues which could be readily resolved at this meeting and therefore it was agreed that a report on choice based lettings would be the subject of a report to the Commissioning Body's next meeting.

(3) Concern was also expressed about the wording of paragraph 4 of the draft Eligibility Criteria. Because of these concerns, it was agreed that the wording in this paragraph would be altered so that it would now read "a service must be limited to non-dependant persons aged 16 or over (including 16 and 17 year olds who either hold a licence of a tenancy)". It was also agreed that the paragraph in the draft Eligibility Criteria relating to community alarms would be re-worded and the revised wording reported back to the next meeting of the Commissioning Body.

(4) The Commissioning Body agreed:

- (a) the Draft Eligibility Policy be approved subject to paragraph 4 being re-worded to read "a service must be limited to non-dependant persons aged 16 or over (including 16 and 17 year olds who either hold a licence or a tenancy)".
- (b) the section in the draft Eligibility Criteria relating to Community Alarms would be re-drafted; and the revised wording submitted to the next meeting of the Commissioning Body;
- (c) at the next meeting there would also be a report on Choice Based Letting Schemes.

Action: Melanie Anthony

7. Monitoring the Kent Re-Connection Policy

(Item 8 – Report by Caroline Highwood, Director of Resources, Kent Adult Social Services)

(1) This report outlined the development of measures to monitor the implementation of the Kent Re-connection Policy.

(2) During the course of discussion, Cllr Austin raised questions around the criteria to be used in relation to the Re-connection Policy and questioned how the longer term needs of people would be met if they had connections which were outside the county. Claire Martin said that the objective of the Re-connections Policy was to provide short term supported housing for those who were in need irrespective of their area of local connection. However, the policy also aimed to

help vulnerable service users to return in a planned way to an area where they had a social support network or some other connection. Mr Clark said that monitoring of the data would help providers better understand where people were coming from or were going to and as a result provide, as appropriate better targeted support services.

(3) At the conclusion of discussion, it was decided that an update on the data arising from the monitoring arrangements which formed part of the Re-connection Policy would be reported on a regular basis to the Commissioning Body as part of the Performance Report. The Commissioning Body then agreed the monitoring arrangements for the Re-connection Policy as detailed in the report.

8. Kent Agreement 2 Draft Delivery Plan

(Item 9 – Report by Caroline Highwood, Director of Resources, Kent Adult Social Services)

(1) This report gave information regarding the involvement of the Kent Supporting People Programme in the second Local Area Agreement and gave details of the Draft Delivery Plan.

(2) Following discussion, the Commissioning Body agreed the Draft Delivery Plan as set out in Appendix 1 of the report.

9. Update on the Audit Commission Action Plan

(Item 10 – Report by Caroline Highwood, Director of Resources, Kent Adult Social Services)

(1) This report provided an update on progress against the action plan to deliver the Audit Commission recommendations to improve the Kent Programme following the inspection in September 2007.

(2) The Commissioning Body noted the Audit Commissions Recommendations and agreed the draft Action Plan.

10. Update Annual Plan 2008/09

(Item 11 – Report by Caroline Highwood, Director of Resources, Kent Adult Social Services)

(1) This report measured the progress against the annual objectives for 2008/09.

(2) In noting the Report it was agreed that the Commissioning Body would be provided with an update on progress against actions and targets in the Annual Plan as part of the regular Performance Management Report.

11. A Look to the Future including the Potential Impact of the Area Based Grant

(Item 12 - Report by Caroline Highwood, Director of Resources, Kent Adult Social Services)

(1) This report outlined the impact of the Area Based Grant on the Supporting People Programme and set out the direction of travel for the Kent Programme in relation to the Local Area Agreement, contracts, monitoring, review and performance management.

(2) During the course of discussion Mr Porter said that because the Commissioning Body had now decided that it would be having further discussions in relation to Choice Based Letting Schemes, the second bullet point on page 7 of the report should be removed. Claire Martin said that as no decisions had yet been made whether choice based lettings should be included in longer term supported housing, the report reflected the situation as it stood at the present and the bullet point simply explained how the monitoring and review of services would be undertaken. Mr Batty said that on behalf of Tonbridge and Malling Borough Council he supported the list of bullet points set out in paragraph 4.3 of the report as he believed these would lead to tangible improvements. He did however have concerns around the choice based letting agenda and the impact on vulnerable households. He said the document was silent on this new service and he felt that it ought to have been included. Claire Martin said that it was clear that there was a need to have a broad and wide ranging discussion around the whole issue of choice based lettings. However, there was a need to keep a watching brief on this issue until the Commissioning Body had reached a view on longer term supported housing.

(2) The Commissioning Body agreed that the second bullet point on page 7 of the report be deleted. Subject to this amendment, the Commissioning Body agreed to note the report and that its conclusions needed to be taken forward in the light of the further discussions which the Commissioning Body was to have with regard to choice based lettings and their relationship to longer term supported housing.

12. Supporting People Budget

(Item 13 Report by Caroline Highwood, Director of Resources, Kent Adult Social Services)

(1) This report provided an overview of the current financial situation, and the likely financial outturn for the following four years.

(2) In considering this report, the Commissioning Body noted that the figure of £720k set out in the third paragraph on page 2 of the report should read “£599k”.

(3) During the course of discussion, several members of the Commissioning Body said they felt they could not support the recommendation which sought approval for the short fall in administration grant to the administering authority being made up from the underspend on the budget in 2009/10 (£80k) and 2010/11 (£243k) and that more information was needed. Following discussion Councillor Wood proposed and Councillor Austin seconded that in the last bullet point of the recommendations the following words should be deleted “it is proposed that the short fall in funding is made up from under spend in 2009/10 (£80k) and 2010/11 (£243k) and that this matter should be discussed again at a future meeting of the Commissioning Body. This was agreed.

- (4) The Commissioning Body therefore agreed:
- The funding of community alarms (backdated to 01/04/08) in Dartford and Swale be set at a cost of £1.50 per unit per week.
 - The funding of handyperson services across the county from 01/12/08.
 - The funding of young persons floating support to enable provision of support for 3 hours rather than the current 2 hours.
 - The funding of an increase in the capacity of the Outreach, Resettlement and Rough Sleepers service with a particular emphasis on the resettlement and reconnection element of the existing service.
 - The funding of a mental health scheme in Dover which did not receive pipeline funding in 2003/04.
 - The introduction of a rent deposit/rent guarantee scheme.
 - The funding of Category 2 sheltered housing at a rate of £10.11 per service user per week. A benchmarking/negotiation process will be undertaken with providers who are breaching this limit or where Category 1 services have become, over time, more than Category 1 service.
 - It be noted that the administration grant to the authority has been cut in 2008/09. The Programme has managed this situation by prudent budgetary control and the situation would be kept under review.

REPORT

By: Caroline Highwood - Director Resources, Kent Adult Social Services

To: Supporting People in Kent Commissioning Body

18 December 2008

Subject: Performance Management

Classification: Unrestricted

For Information

Summary: This report provides data on all aspects of performance management in the Kent Supporting People Programme.

1.0 Introduction

The Supporting People team monitors both the performance of schemes within the programme in Kent and that of the team itself. The data source for much of this is the workbook returns made by providers. However, performance in areas such as complaints, safeguarding and quality are also monitored and this information is included in the report.

- 1.1 In order to meet the Audit Commission's recommendations, additional information regarding progress against the National Outcomes Framework is included, as agreed in the last meeting of the Commissioning Body. The outcomes dataset derives from further returns made by providers to the Centre for Housing Studies at St Andrews University.

2.0 Contractual data

At the time of reporting, contracts are held with 134 providers who deliver 331 services. Of these 69% are accommodation based services, 8% are HIAs and 23% are floating support services. Further information on contracts, providers and services are included within Appendix 1.

2.1 Quarterly Workbook Returns

Table 2 shows an analysis of workbook returns from quarters 17 to 22. Members of the Commissioning Body will note an increase in the number of workbooks returned by the initial deadline and a fall in the number of reminders sent. The number of workbooks expected has remained steady at 300.

Table 2: Workbook return monitoring

	Qtr 17 Apr-Jun 07	Qtr 18 Jul-Sep 07	Qtr 19 Oct-Dec 07	Qtr 20 Jan-Mar 08	Qtr 21 Apr-Jul 08	Qtr 22 Jul-Sep 08
Number of workbooks expected	388	386	376	378	300	300
Number of workbooks returned by deadline	279 (72%)	335 (87%)	317 (84%)	267 (71%)	248 (83%)	276 (92%)
Number of reminders sent	107	50	0	0	39	24
Number of workbooks received by end of default period	380 (98%)	378 (98%)	342 (91%)	326 (86%)	297 (99%)	298 (99%)
No. Defaults issued	8	8	34	52	3	2

(Source: PIAMIDS)

2.2 Reminders and default notices

The number of services which were sent reminders after failing to submit their workbook by the deadline for responses fell in Quarter 22. Similarly there was a fall in the number of services that did not return their workbooks by the end of the default period and to whom default notices have subsequently been issued.

3.0 Key Performance Indicators (KPIs)

3.1 The Department of Communities and Local Government (CLG) set two Key Performance Indicators for Supporting People programmes. The CLG publish the performance of all programmes nationally against these indicators on the SPKweb www.spkweb.org.uk

The CLG indicators are as follows

KPI 1 - Service users who are supported to establish and maintain independent living as a percentage of the total number of users who have departed

KPI 2 - Service users who have moved on in a planned way from short term services as a percentage of all who have moved on

At a previous meeting of the Core Strategy Development Group and Commissioning Body a target of 98% for KPI 1 and 71% for KPI 2 was agreed. The KPI 2 target is also the Supporting People target for Local Area Agreement 2.

3.2 Performance against Key Performance Indicator 1

Table 3 shows that the proportion of those maintaining independent living (KPI 1) fell slightly below the target in quarter 21. Table 2.1 in Appendix 2 shows that this is also a fall on the previous quarter.

Table 3: Analysis of Quarter 21 KPI 1 data by service type

	KPI1 (%)	Target	Comparison with Target (98%)
Accommodation based services	98.95	98%	↑
Floating Support Services	97.84	98%	↓
Overall KPI 1 for Q21	98.62	98%	↑

(Source: CLG)

3.3 Homeless families with support needs show the lowest proportion of those maintaining independent living at 75% in quarter 21 (Table 4). Services for people with drug problems, those for older people with mental health problems, those at risk of domestic abuse and people with physical/sensory disabilities all achieved the highest proportion of those maintaining independent living at 100% in quarter 21.

Table 4: Analysis of Quarter 21 KPI 1 data by primary client group

Primary Client group	KPI 1	Comparison with Target (98%)
People with drug problems	100	↑
Frail Elderly	98.43	↑
Generic	96.99	↓
Homeless families with support needs	75	↓
Learning disability	98.58	↑
Mental health	95.88	↓
Ex Offenders	95.29	↓
Older people with mental health problems	100	↑
Older people with support needs	98.98	↑
People with HIV/AIDS	93.10	↓
Physical/ sensory disabilities	100	↑
Single homeless with support needs	95.93	↓
Teenage parents	97.14	↓

Those at risk of domestic abuse	100	↑
Young people at risk	93.41	↓
Total	98.62%	↑

(Source: CLG)

3.4 Performance against Key Performance Indicator 2 (KPI2)

Of those in short term services, the lowest proportion of those moving on in a planned way (KPI 2) in quarter 21 are those moving on from services for people with learning disabilities at 0% (Table 5).

3.5 Whilst overall the KPI 2 is below target this quarter, performance against this indicator will vary considerably from one quarter to another, with performance in smaller services being particularly volatile as explained in the February Local Area Agreement 2 report.

**Table 5: Analysis of Quarter 21 KPI 2 data by primary client group
All services with departures**

Primary Client group	KPI 2 (%)	Comparison with Target (71%)
People with alcohol problems	50	↓
People with drug problems	80	↑
Homeless family with support needs	65.22	↓
Learning disability	0	↓
Mental health	92.31	↑
Ex Offenders	69.23	↓
Older people with support needs	100	↑
Rough sleepers	45.51	↓
Single homeless with support needs	80.83	↑
Teenage parents	100	↑
Those at risk of domestic abuse	89.83	↑
Young people at risk	63.27	↓
Young people leaving care	50	↓
Total	66.38%	↓

(Source: CLG)

4.0 Outcomes monitoring

In order to meet the Audit Commission inspection recommendations, it was agreed at the last meeting of the Commissioning Body to include in this report information on the outcomes framework, as a measure of social inclusion. A summary of the returns made by Kent providers for the first year of the framework 2007/08 is provided in Appendix 3. The presentation of the data has been amended following discussion at the meeting of the Core Strategy Development Group in November.

- 4.1 The national framework uses the five high level outcomes adopted in the Department of Families and Education's *Every Child Matters*.
- Achieve Economic Wellbeing
 - Enjoy and Achieve
 - Be Healthy
 - Stay Safe
 - Make positive contribution
- 4.2 In short term services, providers are asked to complete the return only when a service user leaves the service, regardless of whether this departure is planned or not. In longer term services, providers capture outcomes information annually as part of the support plan review. A sampling method is then used to collect the information from a percentage of all users once a year.
- 4.3 It was anticipated that the quality of data and the likely number of returns in the first year of operation would mean that any analysis would not be fully representative of the true picture. Sections (i) and (ii) of Appendix 3 show a summaries of all outcome forms received by both client group and service type.
- 4.4 Having written to all providers at the launch of the framework, the Supporting People team has continued to utilise a variety of means to publicise and promote among providers the need to submit this data, including the provider forums, the programme website, newsletters, validation and audit visits. Training on the framework was delivered by the team in November and was targeted at those providers who have not made expected outcome returns in 2007/08 or who have done so with poor data quality.
- 4.5 In Appendix 3, Table 2.4 displays a summary of all returns made for long term services. In 2007/08 643 returns were made for these services. A total of 3125 outcomes were sought from the support plans in the sample. The majority of these (929, 30%) were outcomes relating to the high level outcome "Be Healthy". Across all five areas, identified outcomes were achieved in 96% of all support plans included in the sample.
- 4.6 The most successful outcome area in long term services was the "Stay Safe" group where 99% of all outcomes were achieved where identified on a support plan. Though the least successful group of outcomes to be achieved was the "Enjoy and Achieve" group, it is noticeable that the least successful single outcome in longer term services was "To obtain work". This outcome was only secured in 27 % of cases where the need was identified in a support plan.
- 4.7 Table 2.5 of Appendix 3 shows a summary of returns made for short term services in 2007/08. The table shows that 1262 returns were made in 2007/08, seeking 7,315 outcomes. The most common outcomes sought in these services belonged to the "Achieving Economic Wellbeing" group, with support plans reflecting 1950 (support needs in this area. Across all five areas,

identified outcomes were achieved for 71% of all those leaving short term services where a return was made.

- 4.8 Outcomes were most successfully achieved in the “Making a Positive Contribution” group where 81% of those identified were reached. The least successfully achieved outcomes were from the “Be Healthy” group where 69% of identified outcomes were reached. It is noticeable, however that as in long term services, the least successful outcome sought overall is “To obtain paid work” which was only secured in 29% of cases where this need was identified.

5.0 Quality Monitoring

Officers of the Supporting People team visit services in order to monitor contract compliance and quality.

- 5.1 Table 7 shows an analysis of the outcomes of those visits that took place in quarter 22.

Table 7: Analysis of all monitoring visits conducted in quarter 22

Number of Visits conducted	25
Number of visits completed	15

Visits conducted	A	B	C	D	Not graded	Total
Existing grade	2	8	15	0	0	25
Self Assessed Grade	3	13	7	0	0	25
Awarded Grade	8	2	4	0	10	25

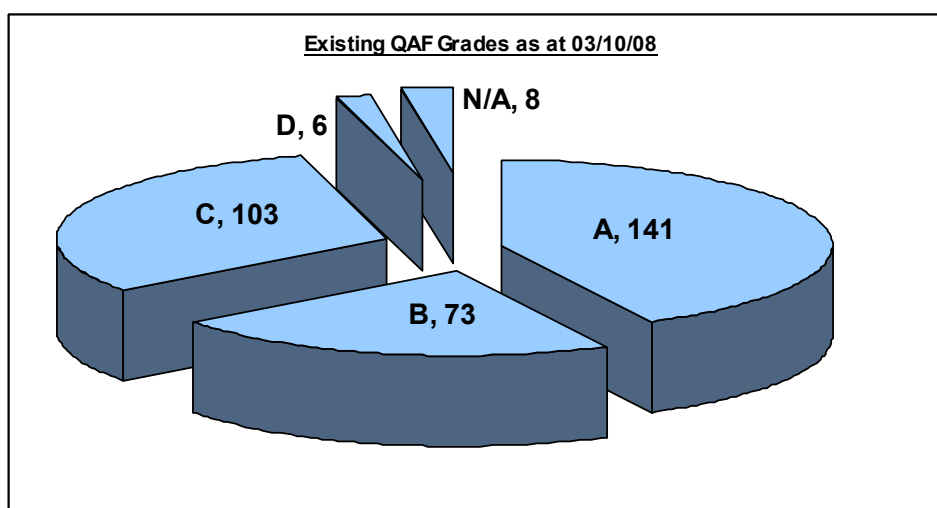
- 5.2 Visits to 25 services were begun during the quarter leading to improved grades in 67% of all services where visits were completed. Of those visits begun in the quarter, 10 were not completed by quarter close. Reasons for this include services needing to work to an action plan, or that the scheduling of the visit was close to quarter close

Table 8: Summary of improvement

Number of services with higher grade following contract monitoring visit <i>(As percentage of all completed)</i>	8 (67%)
Number of services with no change following contract monitoring visit <i>(As percentage of all completed)</i>	4 (71%)
Number of services with lower grade following contract monitoring visit <i>(As percentage of all completed)</i>	0 (0%)

5.2 Table 9 shows the QAF grading of all services at the end of quarter 22. There are 8 new services which have yet to be graded (n/a). The 6 services at Level D are currently working to an action plan, monitored by an officer of the team.

Table 9: All QAF grades at end of Quarter 22



6.0 Complaints

The Supporting People team collects and logs details of all complaints received which have exhausted service providers' own complaints procedures. No such complaints were received in Quarter 22.

6.1 The team is currently reviewing and revising its existing methods for publicising the mechanisms by which service users and other interested parties can inform them of concerns or complaints that they have about SP funded services. Discussion has also taken place with the Executive Board of Providers to explore the potential of collecting data regarding complaints, although the difficulty in ensuring that the data provided is uniform was recognised, as was the potential burden upon providers of another return.

7.0 Safeguarding Alerts

The team collects and logs safeguarding alerts in grant-funded schemes (Table 10). The team's responsibilities in this regard are limited to ensuring that all such alerts are processed appropriately to a Safeguarding Co-ordinator.

Table 10: Safeguarding Alerts received in quarter 22 by service type

Nature of Alert	Accommodation based	Floating Support
Financial Abuse	3	1
Physical Abuse	2	0
Sexual Abuse	0	0
Other	0	0

8.0 Recommendation

The Commissioning Body is asked to note the contents of the report.

Melanie Anthony

Performance and Review Manager

01622 694937

**With contributions from Kevin Prior, Acting Procurement and Commissioning Manager
Yozanne Pannell, Performance and Review Officer**

Appendix 1 Contractual data as at end of Quarter 22

Appendix 2 Performance against key performance indicators

Appendix 3 Summary of outcome returns 2007/08

APPENDIX 1 Contractual data as at end of Quarter 22

TABLE 1.1: CONTRACTUAL DATA as at Close of Quarter 22

	Quarter 18 Jul - Oct 07	Quarter 22 Jul - Oct 08
Number of Providers	126	134
Number of Services	529	331
Number of Household Units	21263	20498
Number of Leaseholders	142	76
Total Number of Units	21405	20574

TABLE 1.2: BREAKDOWN OF UNITS

	Quarter 18 Jul - Oct 07	Quarter 22 Jul - Oct 08
Number of Floating Support Units	5903	4794
Number of HIA Units	1619	1619
Number of Sheltered Units	11296	11650
Number of Other Acc. Based Units	2587	2511
Total	21405	20574

TABLE 1.3: CONTRACTS

	Quarter 18 Jul - Oct 07	Quarter 22 Jul - Oct 08
Number of Block Gross Units	8874	5055
Number of Block Subsidy Units	12531	15519
<u>Of which</u> Capped	Not gathered	15019
Not Capped	Not gathered	500
All contracts capped	12980	15019
All contracts not capped	8425	5555

TABLE 1.4: CONTRACT VALUES at 31 March 09*

	Quarter 18 Jul - Oct 07	Quarter 22 Jul - Oct 08
Grant from CLG	£32,024,915	£32,024,915
Contract £	£29,019,086	£28,152,335
% FS	25%	24%
% Accommodation Based	75%	76%

* financial data for 2008/09

APPENDIX 2 Performance against key performance indicators

TABLE 2.1 ANALYSIS of LOCAL PERFORMANCE – KPI 1
Quarterly performance comparison by service type

	Quarter 20 KPI 1 (%)	Quarter 21 KPI 1 (%)	Target	Direction of Travel*
Accommodation based services	97.22	98.95	98%	↑
Floating Support Services	96.92	97.84	98%	↑
Overall KPI 1	97.11	98.62	98%	↑

**based on previous quarter*

Source: CLG

TABLE 2.2 ANALYSIS of LOCAL PERFORMANCE – KPI 1
Quarterly performance by primary client group

Primary Client group	Quarter 20 KPI 1 (%)	Quarter 21 KPI 1 (%)	Direction of Travel*
People with alcohol problems	100		
People with drug problems	75	100	↑
Frail Elderly	93.78	98.43	↑
Generic	97.48	96.99	↓
Homeless families with support needs	100	75	↓
Learning disability	99.46	98.58	↓
Mental health	96.80	95.88	↓
Ex Offenders	94.34	95.29	↑
Older people with mental health problems	100	100	→
Older people with support needs	97.26	98.98	↑
People with HIV/AIDS	89.74	93.10	↑
Physical/ sensory disabilities	98.94	100	↑
Rough sleepers			
Single homeless with support needs	88.70	95.93	↑
Teenage parents	97.80	97.14	↓
Those at risk of domestic abuse	94.90	100	↑
Young people at risk	100	93.41	↓
Young people leaving care			
Total	97.11	98.62%	↑

**based on previous quarter*

Source: CLG

APPENDIX 2 – cont'd

TABLE 2.3 ANALYSIS OF LOCAL PERFORMANCE – KPI 2
Quarterly performance comparison by primary client group

Primary Client group	Quarter 20 KPI 2 (%)	Quarter 21 KPI 2 (%)	Direction of Travel
Generic	100		
People with alcohol problems	0	50	↑
People with drug problems	83.3	80	↓
Homeless family with support needs	88	65.22	↓
Learning disability	100	0	↓
Mental health	66.7	92.31	↑
Ex Offenders	92.3	69.23	↓
Older people with support needs	100	100	→
People with physical/sensory disability	0		
Rough sleepers	70	45.51	↓
Single homeless with support needs	76.3	80.83	↑
Teenage parents	60	100	↑
Those at risk of domestic abuse	94.4	89.83	↓
Young people at risk	76.5	63.27	↓
Young people leaving care	100	50	↓
Total (Target 71%)	80.7	66.38%	↓

Source: CLG

TABLE 2.4 REGIONAL and NATIONAL COMPARISON of LOCAL PERFORMANCE INDICATORS – KPI 1

The table below gives the performance of the Kent programme against Key Performance Indicators 1 for the last five quarters published by CLG

KPI1

	2006/07		2007/08		
	Q16	Q17	Q19	Q20	Q21
Kent	98.6%	98.1%	97.68%	97.11%	98.62%
Regional	98.4%	98.3%	98.13%	98.06%	98.40%
National	98.4%		98.34%	98.18%	98.26%

Source: CLG

APPENDIX 2 cont'd

TABLE 2.5 REGIONAL and NATIONAL COMPARISION of LOCAL PERFORMANCE INDICATORS – KPI 2

The table below gives the performance of the Kent programme against Key Performance Indicators 2 for the last five quarters published by CLG

KPI2

	2006/07		2007/08		
	Q16	Q17	Q19	Q20	Q21
Kent	65.3%	59.4%	73.7%	80.7%	66.4%
Regional	66.1%	67.6%	66.7%	67.6%	68.3%
National	64.1%		66.5%	68.6%	70.8%

Source: CLG

APPENDIX 3 Summary of Outcome Returns 2007/08

The outcomes dataset for short term services is based on returns made for clients who left SP funded services between 31 May 2007 and 31 March 2008, which were received and validated by the Centre for Housing Research at the University of St Andrews by 27 August 2008.

The outcomes dataset for long term services is based on clients included in the sample between 31 July 2007 and March 2008, which were received and validated by the Centre by 27 August 2008.

(i) Total number of outcome returns received by Service Type

TABLE 2.2 Short Term Services

Service Type	Total Returns
Adult placement	1
Direct access	73
Floating support	495
Foyer	41
Outreach service	13
Supported housing	514
Supported lodgings	1
Teenage parent accommodation	11
Women's' refuge	113
Grand Total	1262

TABLE 2.3 Long Term Services

Service Type	Total returns
Floating support	244
Peripatetic warden	1
Sheltered housing with warden	337
Supported housing	52
Supported lodgings	1
Very sheltered housing	8
Grand Total	643

APPENDIX 3 Cont'd

(ii) Total number of outcome returns received by primary client group of the service user

TABLE 2.3 Short Term Services

Primary Client Group	Total
Alcohol problems	50
Drug problems	28
Frail elderly	1
Generic	131
Homeless families with support needs	65
Learning disabilities	35
Mental health problems	114
Mentally disordered offenders	1
Offenders at risk of offending	80
Older people mental health	2
Older people with support needs	11
Physical or sensory disability	24
Rough sleeper	10
Single homeless with support needs	420
Teenage parents	31
Women at risk of domestic violence	147
Young people at risk	88
Young people leaving care	24
Grand Total	1262

TABLE 2.4 Long Term Services

Primary Client Group	Total
Alcohol problems	2
Frail elderly	52
Generic	7
Learning disabilities	29
Mental health problems	22
Older people mental health	4
Older people with support needs	492
Physical or sensory disability	35
Grand Total	643

APPENDIX 3 Cont'd

(iii) TABLE 2.4 Summary of all outcomes data in long term services 2007/2008

Total of 643 returns made		Was the outcome achieved?			
Type of Support	Was support need identified?	Yes	Was the outcome achieved?		As a % of those needing support
	Yes		Yes	No	
Achieving Economic Wellbeing		Total needing support 546 (17%)			
To maximise income		455	447	98.2%	8
To reduce debt		76	72	94.7%	4
To obtain paid work		15	4	26.7%	11
Enjoy and Achieve		Total needing support 757 (24%)			
To participate in training/education		35	21	60.0%	14
To participate in informal learning		305	283	92.8%	22
To participate in work-like activities		44	23	52.3%	21
To establish contact with external groups		373	362	97.1%	6
Be Healthy		Total needing support 929 (30%)			
Manage physical health		397	386	97.2%	11
Manage mental health		102	93	91.2%	9
Manage substance misuse issues		15	8	53.3%	7
Technology helping to maintain independence		415	409	98.6%	6
Stay Safe		Total needing support 505 (16%)			
To maintain their accommodation		429	425	99.1%	4
To comply with statutory orders		7	7	100.0%	0
To better manage self harm		13	13	100.0%	0
To avoid causing harm to others		12	11	91.7%	1
To minimise risk of harm from others		44	43	97.7%	1
Make a Positive Contribution		Total needing support 388 (12%)			
To develop confidence and choice		388	379	97.7%	9
Grand Total		3125	2999	(96%)	134
					(4%)

APPENDIX 3 Cont'd

(iv) TABLE 2.5 Summary of all outcomes data in short term services 2007/2008

	Yes	No	Unanswered
Q24 Was this a planned move from service	777 (61.5%)	474 (37.5%)	11
Q25 If yes did this achieve greater independence	708 (56%)	68 (5.3%)	1

Total of 1262 returns made	Was support need identified?		Was the outcome achieved?			
	Type of Support	Yes	Yes	As a % of those needing support	No	As a % of those needing support
Achieving Economic Wellbeing	Total needing support 1950 (27%)		Total successful 1399 (72%)			
To maximise income	1006		895	89.0%	111	11.0%
To reduce debt	572		398	69.6%	174	30.4%
To obtain paid work	372		106	28.5%	266	71.5%
Enjoy and Achieve	Total needing support 1708 (23%)		Total successful 1197 (70%)			
To participate in training/education	420		237	56.4%	184	43.8%
To participate in informal learning	322		235	73.0%	87	27.0%
To participate in work-like activities	250		144	57.6%	106	42.4%
To establish contact with external groups	716		581	81.1%	104	14.5%
Be Healthy	Total needing support 1396 (19%)		Total successful 934 (67%)			
Manage physical health	461		352	76.4%	107	23.2%
Manage mental health	465		322	69.2%	143	30.8%
Manage substance misuse issues	386		185	47.9%	201	52.1%
Technology helping to maintain independence	84		75	89.3%	9	10.7%
Stay Safe	Total needing support 1474 (20%)		Total successful 1010 (69%)			
To maintain their accommodation	758		496	65.4%	262	34.6%
To comply with statutory orders	229		149	65.1%	80	34.9%
To better manage self harm	127		92	72.4%	35	27.6%
To avoid causing harm to others	115		69	60.0%	46	40.0%
To minimise risk of harm from others	245		204	83.3%	41	16.7%
Make a Positive Contribution	Total needing support 787 (11%)		Total successful 523 (66%)			
To develop confidence and choice	787		639	81.2%	147	18.7%
Total	7312		5179	71%	2103	29%

REPORT

By: Caroline Highwood - Director Resources, Kent Adult Social Services

To: Supporting People in Kent Commissioning Body

18 December 2008

Subject: Needs Analysis Update

Classification: Unrestricted

For Information

Summary: **This report provides highlights from the latest needs analysis. The last needs analysis was presented to the Core Strategy Development Group in May 2008, and agreed by the Commissioning Body in June 2008.**

1.0 Introduction

The Audit Commission expects Administering Authorities to conduct a needs analysis on a six-monthly basis. The needs analysis details current provision, gaps in provision, and the differential between current provision and identified need.

- 1.1 Appendix One identifies schemes which have been commissioned, or are due to be commissioned in the light of identified need. With regard to accommodation-based services, in some cases appropriate accommodation has not yet been identified. In the interim time-limited floating support services are being commissioned. There are more floating support units than accommodation-based ones because commissioning of interim services was based on converting the units of supported accommodation into units of standard floating support which allows for more vulnerable people to be supported. Floating support is commissioned on the basis of two hours per service user per week for generic services and three hours per service user per week for specialist services. Therefore a conversion has been made from the accumulated average number of hours delivered within an accommodation based service to the typical number of hours of delivery for generic or specialist floating support. Therefore in the areas where floating support has been

commissioned in advance of accommodation-based services opening, there will be a diminution of the number of floating support units available once the accommodation based service is opened.

2.0 Context

2.1 The full report contains detailed supply data and needs analysis/demand data by district/borough and client group. It also incorporates findings from strategic reviews of services and consultations undertaken as part of those reviews. The latest research reports and strategic needs assessments carried out by our key stakeholders are included (including Kent Adult Social Services (KASS), Health, and Probation). The Communities and Local Government Department has provided information to us via the University of St Andrews Client Records Forms data. There is also information relating to floating support extracted the Supporting People's centralised floating support referral mechanism.

2.2 Other data includes official statistics on homelessness. It is noted that such data only includes households where districts/boroughs made the decision that a housing duty is owed. However, the needs analysis augments such data with information provided by homelessness surveys which include homeless people not owed a duty.

3.0 Findings

3.1 The updated needs analysis confirms the needs gaps identified in the June 2008 analysis. It is likely that additional accommodation-based services will be identified for investment. The client groups that have been specifically identified are young people under the age of twenty five, and offenders. There is a particular need for further service development for young people in the east of the County and for single homeless people across the county.

4.0 Audit Commission Inspection

4.1 The needs analysis and any future analyses will continue to have due regard to the recommendations arising from the Audit Commission Inspection. These recommendations were that there will be continued enhanced work on identifying need through partnership working and regular monitoring and review of the needs of gypsies and travellers, minority ethnic groups, refugees and other hard to reach groups.

5.0 Service User Consultation

5.1 Service users will be consulted on the next Five-Year strategy. Service users have been consulted on the Programme during strategic reviews,

and have been involved in specifications of service, tendering for services, and recruiting staff.

6.0 Equality Impact Assessment

6.1 An initial screening of the updated needs analysis has been carried out and found that the analysis has no adverse impact on service users.

7.0 Financial Impact Assessment

7.1 The Commissioning Body has agreed to the funding of services which been identified via the needs analysis, within the budgetary restrictions relating particularly to funding pressures in future years within the Programme. These pressures will be addressed within the next Five-Year strategy incorporating a strategic review of investment.

8.0 Conclusion

8.1 The Programme continues to commission services within its budgetary limits which meet identified need.

8.2 The Core Strategy Development Group noted the report on 11 November 2008 and agreed to recommend the updated needs analysis for adoption to the Commissioning Body.

8.3 Some members of the group noted that official data on homelessness only provides limited information on need. This is acknowledged in the needs analysis document itself. The analysis incorporates additional data from other statistics and research carried out by a number of agencies.

8.4 The full report will be posted on the Kent County Council website www.kent.gov.uk/supportingpeople

9.0 Recommendation

It is recommended that the Commissioning Body:

(i) Note the contents of the report.

Ute Vann
Policy & Strategy Officer
Tel: 01622 694825

Claire Martin
Head of Supporting People

**With contributions from
Yozanne Pannell, Performance and Review Officer
Kevin Prior,
Acting Procurement and Commissioning Manager**

Background Information:

Kent Five-year Supporting People Strategy 2005-2010

Strategy Refresh 2008

Strategic Review of Floating Support Services in Kent November 2005

Strategic Review of Short-Term Accommodation-Based Supported Housing in
Kent February 2007

Needs Analysis November 2006

Needs Analysis June 2007

Needs Analysis November 2007

Needs Analysis June 2008

Appendix One: Summary of all strategically commissioned schemes

Appendix 1 Strategic Commissioning of Supporting People Services

	Detail	Unit No.	SP Tendered for Provider	Likely Commencement Date
Accommodation				
Supported Housing (Growth Bid)	Single Homeless (Dartford)	10	No	Commenced 26 June 2008
Supported Housing (Growth Bid)	Learning Disabilities (Sevenoaks)	2	No	Commenced 27 June 2008
Dover Horizons Mental Health Scheme	Pipe line bid	7	No	Funding from April 2008
Tendered Mental Health Service	George Culmer Court (Thanet District)	7	Yes	Funding from 17 November 2008
Reinstated Mental Health Properties	St John's Church Road (Shepway District)	9	No	Funding from November 2008
Supported Housing	Dual Diagnosis	11		
Sevenoaks, TW & T &M	Young People at Risk (6 units in each district)	18	Yes (as 73 floating support units until accommodation is identified)	Funding from April 2009
Ashford and T&M	Mental Health (12 in each district)	24	Yes (as 33 floating support units until accommodation is identified)	Funding from April 2009
Sevenoaks & T&M	Women Fleeing DV (8 in each district)	16	Yes (as 45 floating support units until accommodation is identified)	Funding from April 2009
Maidstone	Teenage Parents	6	Yes (as 27 floating support units until accommodation is identified)	Funding from April 2009
West Kent	Misuse of Alcohol	12	Yes (as 50 floating support units until accommodation is identified)	Funding from April 2009
T&M	Mental Health	6	Yes	Funding from April 2009
Floating Support				
Young Persons Floating Support	Increase to 3 hours per Service User (Kent Wide)		No (existing contracts extended to reflect specialist nature of client group)	Funding from November 2008
Outreach Resettlement (Rough Sleepers Expansion)	Floating Support (Kent Wide)	70	No (extension to existing contract previously tendered)	Funding from November 2008
<u>Floating Support</u>			Yes (tender currently	Funding from

	Detail	Unit No.	SP Tendered for Provider	Likely Commencement Date
<u>Clearance:</u> East Kent	Generic People at Risk of DV Substance Misuse Mental Health Teenage Parents Young People at Risk	121 21 10 51 20 11	live)	April 2009
West Kent	Generic People at Risk of DV Substance Misuse Mental Health	54 13 12 16		
Community Alarms				
Dartford Borough Council Alarms	Dartford Older Persons	480	No (Dartford alarms previously not funded by the borough)	Funding from April 2008
Casa Alarms (Swale District)	Swale Older Persons	1228	No (Swale community alarms previously funded by housing benefit)	Funding from April 2008
Strategic Review of Older Persons Services	Split of Community Alarms (£1.50) & Housing Related Support (£10.11) (Kent Wide)*		No (split of existing contracts)	Action in 2008/2009. New contract in force April 2009
HIA				
HIA/Handy-Person Service	12 Districts & Boroughs		No (Extension of existing HIA contract)	Funding from 10 November 2008
Other				
Rent Deposit scheme	12 Districts & Boroughs		No (funding to districts and boroughs)	Payment due December 2008

* This rate is subject to change depending on the decision made under a paper to be presented as Item 11 Sheltered Housing Differential

REPORT

By: Caroline Highwood - Director Resources, Kent Adult Social Services

To: Supporting People in Kent Commissioning Body

18 December 2008

Subject: Eligibility Policy

Classification: Unrestricted

For Decision

Summary: This report presents an amended and simplified Kent Eligibility Policy based on Grant Conditions for Excellent Authorities 2008/09 as requested by the Commissioning Body in September 2008.

1.0 Introduction

A revised Eligibility Policy was presented to the Core Strategy Development Group in August 2008, and subsequently to the Commissioning Body in September 2008. The Commissioning Body raised two specific issues. The first related to the distinction between housing management roles and responsibilities and housing related support, and the second to the ability of 16/17 year olds to receive a service. In the light of this it was felt that it was necessary to review the entire eligibility policy, and to adjust the layout in order to make it absolutely clear what can or cannot be delivered within the Programme. It is also worth noting that service specifications for the Programme provide a clear-cut description of what is or is not eligible.

2.0 Context

2.1 The revised eligibility policy contains an introduction which sets out the context of the Programme and a description of what welfare services are. The subsequent pages describe examples of welfare services, but this is not intended to be definitive. The Programme will consider requests on an adhoc basis in order not to fetter discretion with regard to the use of grant money for Excellent Authorities. The exclusions within the policy are now clearly set out under specific headings which clarify their status as;

- Statutory services (these are the same as in the current version of the Kent Eligibility policy)
- Personal and General Social Care (these are the same as in the current version of the Kent Eligibility Policy)
- Landlord Duties (these have been adjusted to provide greater clarity of role)
- Other Exclusions (these have been adjusted to provide greater clarity of role)
- General Service Conditions (this is a new inclusion)

There are two other sections which define exactly what a short-term service is and what local connection means in the context of grant conditions.

2.2 Where it is clear that a request has been made to incorporate a service which is set out as exclusion within the policy, it will not be possible to provide this service via housing related support. An example of this which is pertinent to the Programme is the inability of the programme to fund the actual physical provision of an alarm, or to maintain an alarm, or to extensively test the alarm for functionality. This would be considered to be a housing management function. What is permissible is to fund a service to an individual service user that enables a response to an alarm being triggered, and to test the alarm to ensure that when a service user triggers it, the alarm actually functions i.e. testing the line. This is incorporated within the service specification for alarms which was agreed by the Essential Role of Sheltered Housing (EROSH), Service Users, and the Commissioning Body in June 2008.

The policy can be found at Appendix 1.

3.0 Service User Consultation

3.1 The Eligibility Policy has to comply with Grant Conditions that are determined by government. Service users have been consulted on service specifications. Service users have also been consulted on the Local Connection Policy. This consultation took place during the strategic review of short-term supported accommodation. The majority of those involved expressed views in line with the local connection section of the amended Kent Eligibility Policy.

3.2 As part of the strategic review of long-term accommodation-based housing-related support services, service users were consulted on the kind of support they receive. Service users expressed a wish for independence as promoted through the Supporting People Programme and as defined within the Kent Eligibility Policy 2008.

4.0 Equality Impact Assessment

An initial screening of the Kent Eligibility Policy has been carried out and found that the Policy has a low impact since any restrictions to accessing Supporting People services contained within the Eligibility Criteria are in line with those contained within Grant Conditions for Excellent Authorities.

5.0 Financial Impact Assessment

There is no anticipated financial impact of the policy on the programme in Kent since its purpose is to ensure compliance with Grant Conditions.

6.0 Conclusion

6.1 The proposed amended Kent Eligibility Policy 2008/09 complies with Grant Conditions for Excellent Authorities 2008/09 and its adoption will ensure that Supporting People funded services are not in breach of grant conditions.

6.2 The Core Strategy Development Group noted the contents of the report and the Kent Eligibility Policy itself on 11 November 2008 and agreed to recommend it for adoption to the Commissioning Body.

7.0 Recommendation

The Commissioning Body is asked to:

- 1) Agree the Kent Eligibility Policy 2008

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Background Information:

Department of Health, 'Supported Housing and Care Homes', Guidance (2002).
Kent Supporting People Eligibility Criteria, February 2006
Kent Eligibility Policy September 2007
Grant Conditions for Excellent Authorities 2008/09

Appendix One: Kent Eligibility Policy 2008

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**KENT SUPPORTING PEOPLE
PROGRAMME**

(DRAFT)

ELIGIBILITY POLICY

2008/09

INTRODUCTION

Supporting People is a Central Government Programme under the auspices of the *Communities and Local Government* (CLG) department. The Programme's intention is to help vulnerable people to improve the quality of their lives through the stability and greater independence made possible when housing-related support needs are met. The service is intended to be tenure neutral and to provide services to 21 client groups. In order to achieve this, we need to ensure that Supporting People grant funds only eligible services that address those needs.

The purpose of this policy is to clarify what services are eligible to claim the Supporting People Grant in Kent. It aims to provide definitions of eligible and ineligible activities, and define the blurred boundaries between housing management, housing related support and care. As an Excellent Authority, Kent's Eligibility Policy is framed by the Supporting People Programme Grant Conditions for Excellent Authorities as published by the then Office of the Deputy Prime Minister in 2003 and the updated Grant Conditions for Excellent Authorities. The Grant Conditions outline that the Grant is to be spent on 'welfare' services. Although the Grant Conditions do not define 'welfare services', the document provides some clear guidelines as detailed below:

1. Under Section 93, Local Government Act 2000, the Secretary of State pays Supporting People grant towards excellent authorities' eligible expenditure for the provision of welfare services.
2. The Administering Authority has a range of general obligations which are detailed in Annex B to the grant determination, paragraphs 2:
Administering Authorities...must ensure the grant is spent only for the purpose of providing, or contributing to the provision, of welfare services.

WELFARE SERVICES

Kent would normally spend Supporting People Grant on 'welfare services' that provide housing-related support or other welfare services. Supporting People Programme Grant Conditions for Excellent Authorities (2003) defines housing-related support as:

"Support services which are provided to any person for the purpose of developing that person's capacity to live independently in the community or sustaining his/her capacity to do so."

Welfare services are defined as support services which are provided to any person provided that the person:

- has specific and identifiable vulnerabilities that render them in need of welfare services, and that the support service is therefore allocated on the basis of a defined selection/admission criteria that the service user is assessed against (This means that services are not provided to the general public but to people who for some specific reason are in need of the support on offer.)
- is a non-dependent over the age of 16 (and not a care leaver who is eligible for a statutory service)

And that the welfare service provided

- is principally focused on enabling the service user to secure or maintain their accommodation
- is based on a support plan which has been agreed with the service user. (An exception may be a direct access service at least initially).
- is not the responsibility of a statutory body to fund from other budgets than Supporting People Grant
- is not designed to enforce a court order
- is supplementary to any housing management service provided by the same provider to the same service user i.e. it is a specific landlord function for which housing benefit is potentially available, or is a service charge which falls within the remit of the landlord function
- does not include elements that could be defined as personal or general social care
- is strategically relevant, value for money and of a good quality. This means a service must meet key Supporting People objectives as assessed against
 - Kent's strategic priorities as defined in the Kent Five Year Supporting People Strategy 2005-2010 (see link on www.kent.gov.uk/supportingpeople)
 - The wider government agenda for services including keeping service users from institutional care, homelessness, and re-offending.

- | |
|---|
| <ul style="list-style-type: none">• may be not directly related to housing related support but be considered ancillary to such support and be provided on an occasional basis to an individual service user rather than on a regular basis to all service users. Kent Supporting People will take decisions on such services on a case by case basis. |
|---|

The Kent Eligibility Policy will be reviewed and updated every year in line with new grant conditions and other relevant national and local policy changes.

EXAMPLES OF WELFARE SERVICES

This list is for guidance only and is not definitive. To be eligible for funding, it is expected that service users would be enabled and supported to any of the activities described below.

<p>Managing accommodation</p> <ul style="list-style-type: none"> • Raise awareness of tenancy obligations/mortgage conditions • Sustain tenancy with support • Maintain safety and security of home • Proactively obtain advice and assistance • Guidance to service users on how to use equipment in their own home • Advice and assistance to service users in relation to organising repairs or improvements to their homes, or enabling and assisting service users to arrange for adaptations to cope with disabilities 	<p>Income/Benefits</p> <ul style="list-style-type: none"> • Help to claim benefits/maximise income • Enable service user to understand entitlements • Enable the service user to manage own claim
<p>Personal administration</p> <ul style="list-style-type: none"> • Support and enable service user to deal with official correspondence • Increase ability of service user to seek help in dealing with administration 	<p>Bills/Budgeting</p> <ul style="list-style-type: none"> • Assist in establishing regular payments, e.g. rent, utilities • Support to resolve or prevent housing debts or other debts that may impinge on service users' ability to pay for their housing • Prevent further debt accumulation • Establish realistic budget and develop ability to live within budget • Enable service user to work out own budget and manage
<p>Education/Training/Work/meaningful day activity</p> <ul style="list-style-type: none"> • Help will involve brokering access to services • Enable service user to identify aspirations and areas of interest and select options • Support access to chosen options and sustain engagement/attendance • Improve life skills in chosen areas • Obtain and sustain employment and other meaningful daytime activities • Escort service users to Supporting People Programme service user involvement and consultation events. 	<p>Social networks and relationships</p> <ul style="list-style-type: none"> • Establish regular contact with support worker/service • Provide information on community facilities and services available to service users • Establish and sustain contact with external groups/services • Develop social skills • Establish/sustain positive relationships with significant others • Reduce likelihood of involvement in conflict situations

<p>Health</p> <ul style="list-style-type: none"> • Help to broker access to services • Ensure continuing engagement with health services • Ensure that substance misuse is being managed with other professionals where appropriate • Sustain improvements in health • Reduce lapses in mental health that require hospitalisation 	<p>Offending Behaviours</p> <ul style="list-style-type: none"> • Engage with probation service • Support to enable compliance with statutory orders • Support to address offending behaviours • Reduce offending behaviours
<p>Other Welfare Services (decided on case by case basis)</p> <ul style="list-style-type: none"> • Accompanying service user on initial appointments (e.g. hospital) • Assistance in arranging for tidying the garden for an older person perhaps to allow support workers access to the property to deliver support • Advocacy with health workers over medication and related matters • Support to take up employment opportunities • Advice and assistance in relation to maintaining relationships <p><u>NOTE:</u></p> <ol style="list-style-type: none"> 1. The Grant Conditions also allow payments to be made with respect to “<i>occasional welfare services</i>”. These are welfare services provided on an ad hoc basis and considered by the Administering Authority to be ancillary to housing related support services. <u>The general rule of thumb is that an ancillary service is provided by those delivering housing-related support on an ad hoc basis for a short/limited period of time.</u> 2. Some of the activities will not be eligible for Supporting People grant under this provision because the support is provided under the terms of statutory duty. 	<p>Moving-On</p> <ul style="list-style-type: none"> • Advice and support to service users to enable them to move to more appropriate accommodation • Support with facilitating accessing general needs accommodation (e.g. through Single Agency Assessment, Choice Based Lettings scheme)

EXCLUSIONS

Supporting People funds can not be used to fund the services described below.

Statutory Duties	Personal and General Social Care
<p>Services by the Administering Authority in satisfaction of a statutory duty placed on that authority, such as:</p> <ul style="list-style-type: none"> • Section 47(1) of the NHS & Community Care Act 1990 • The Chronically Sick and Disabled Persons Act 1970, if a service user is classified as disabled • Section 117 (2) of the Mental Health Act 1983 • Leaving Care Act 2000 • Services to enforce specific requirements imposed by a court of law (such as supervision by the support service of curfews, drug treatment or other specific programmes). <p><u>NOTE:</u></p> <ol style="list-style-type: none"> 1. It is possible for housing-related support providers to provide services which meet statutory requirements, but Supporting People Grant should not fund this element of the service provided. 	<ul style="list-style-type: none"> • Nursing or personal care under the Care Standards Act 2000, or provided in a registered care home or by a care provider who must register under the Care Standards Act 2000, such as: <ul style="list-style-type: none"> - assistance with bodily functions such as feeding, bathing, and toileting - care which falls just short of assistance with bodily functions, but still involving physical and intimate touching, including activities such as helping a person get out of a bath and helping them to get dressed - non-physical care, such as advice, encouragement and supervision relating to the foregoing, such as prompting a person to take a bath and supervising them during this - emotional and psychological support, including the promotion of social functioning, behaviour management, and assistance with cognitive functions <p><u>NOTE:</u></p> <ol style="list-style-type: none"> 1. Non-physical care, emotional and psychological support, or general social care services are intended to help people with their day to day lives and are not primarily intended to help people to gain access to accommodation, or maintain their accommodation. 2. <u>In some circumstances, elements of such support may be part of housing related support where it is designed to help an individual to maintain their tenancy.</u>

Landlord Duties	Other Exclusions
<ul style="list-style-type: none"> • Setting, collecting and accounting for the rent and service charges • Establishing, issuing and enforcing the licence or tenancy agreement. This could include liaison with Housing Benefit as a Housing Management function • Organising the inspection, repair, improvement or replacement of the property or contents supplied by the landlord (including alarms) • Organising the provision of any accommodation related services • Ensuring that the residents are aware and receive their rights according to housing law, Housing Corporation guidelines, and contractual commitments through the licence/tenancy • The payment for equipment relating to community/social alarms • The physical fitting/replacement of batteries relating to community/social alarms by scheme managers / wardens / peripatetic wardens or floating support workers. <p><u>NOTE:</u></p> <ol style="list-style-type: none"> 1. Landlords do provide other services as well and it depends on the context whether these could be determined as housing management or housing-related support. 2. This includes issues such as helping service users to reduce their rent arrears, and ensuring that they know how to use equipment safely. 3. <u>If the service were open to all tenants of a particular landlord or a particular estate, then this activity is likely to be regarded as housing management.</u> If it was part of a support package directed at specific groups of 'vulnerable' people, then this could be classed as housing related support. 4. <u>The same staff may carry out the two functions.</u> 	<ul style="list-style-type: none"> • Building works (other than advice and assistance to service users in relation to organising repairs or improvements to their home or personal support services during the work, enabling and assisting service users to arrange for adaptations to cope with disabilities, or the provision of equipment). This typifies the work undertaken by Home Improvement Agencies within the Programme. • Provision of equipment (such as stair lifts and adaptations to a house and the provision of community/social alarms); • Psychological therapy or programmes of specialist counselling • Facilitation of social events such as holidays, days out, or social activities such as games • Organising social events such as bingo, coffee mornings and outings • Provision of meals (including purchasing meals on a residents tenant's behalf) • Resident/tenant meetings specific to housing management • Housekeeping activities such as cleaning • Moving and manual handling of service users (such as picking someone up from the floor and supporting them to return to a seated or lying position) • Administration of drugs

OTHER GENERAL CONDITIONS

<p>General Service Conditions</p> <ul style="list-style-type: none"> Providers commissioned to deliver Supporting People funded services must comply with the European Working Time Directive (No 93/104/EC) 23rd November 1993. The directive states at article 3 that: ‘employers will ensure that all workers under their employment are entitled to take a minimum daily rest period of 11 consecutive hours within a 24 Hour period’. <p><u>NOTE:</u></p> <ol style="list-style-type: none"> This can be varied at the discretion of the employer/employee by local agreement. 	<p>Local Connection</p> <ul style="list-style-type: none"> Short-term services that receive Supporting People grant shall not operate local connection policies that exclude vulnerable people who come from outside Kent or from a different district or borough council. <p><u>NOTE:</u></p> <ol style="list-style-type: none"> Grant conditions state that ‘<i>An Authority shall ensure fair and open access to appropriate and strategically relevant Supporting People services and, without prejudice to the operation of any reconnection policy that it has developed, in respect of short-term services shall not take account of whether an applicant has a local connection to the area covered by the Authority.</i> Grant Conditions explain that ‘local connection’ has the meaning given in section 199 of the Housing Act.
<p>Short-Term Services</p> <ul style="list-style-type: none"> Short-term services are defined as services which aim to bring about independent living within two years or aims to increase the capacity for independent living through a package of time-limited support which has an intended duration of less than two years. <p><u>NOTE:</u></p> <ol style="list-style-type: none"> Short-term services funded under grant conditions should not be provided for people whose capacity for greater independence is limited by their condition. Grant Conditions for Excellent Authorities 2008–09 are explicit in excluding ‘<i>any service whose aim is the maintenance of a limited degree of independent living which is not expected to increase</i>’. 	

REPORT

By: Caroline Highwood - Director Resources, Kent Adult Social Services

To: Supporting People in Kent Commissioning Body

18 December 2008

Subject: **Choice Based Lettings**

Classification: **Unrestricted**

For Information

Summary: **This report outlines the position of the Kent Supporting People Programme towards Choice Based Lettings as a mechanism of gaining access to Supporting People funded accommodation-based services.**

1.0 Introduction

1.1 Choice Based Lettings (CBL) is a new approach to letting homes which aims to make lettings arrangements more transparent. The intention is to make it easier for tenants and residents to apply for housing owned and managed by the relevant Council or Housing Associations in a district/borough. It is also part of central government's drive to give individuals more choice and control over where they live. Rather than the council allocating properties, the Choice Based Lettings scheme enables tenants and new housing applicants to bid for the properties they are interested in. All available properties will be advertised through a variety of media throughout districts and boroughs. Individuals will still have to apply to join the local housing register and their eligibility will still be assessed. However, once individuals have been accorded their appropriate priority, they can then bid for properties advertised under the scheme.

1.2 As stated above the Choice Based Lettings scheme is part of the government's drive to modernise the delivery of public services in order to give people choice and has its origins in the Housing Green Paper, *Quality and Choice - A Decent Home For All*, published by the

government in April 2000. This resulted in a pilot programme covering 27 schemes that ran from 2001-2003. The Government's five year housing plan, "Sustainable Communities: Homes for All", published in January 2005, set out plans for taking forward its Choice Based Lettings (CBL) policy and sets the target for all English local authorities to adopt CBL by 2010.

- 1.3 Since then the allocation legislation (Part 6 of the Housing Act 1996 as amended by the Homelessness Act 2002) has been revised to make it more conducive to the introduction of CBL. It is intended for CBL to cover not only Local Authority and Housing Association properties, but also low cost home ownership and properties to rent from private landlords.
- 1.4 The Kent districts/boroughs worked together to develop the Kent scheme known as 'Home Choice' on a sub-regional basis. The districts/boroughs are introducing the scheme in phases over 2008-09, with Canterbury and Thanet being first in introducing the scheme in summer 2008. In order to encourage mobility, up to 10% of lettings will be available to individuals applying from outside of a district/borough area. However, districts/boroughs will continue operating their own lettings policies.

2.0 Context

- 2.1 Within the context of CBL, there is clearly a role for Supporting People in ensuring that the programme is part of a coherent relationship between CBL and housing related support services.
- 2.3 The Department of Local Government and Communities (CLG) acknowledges that the need for vulnerable groups for assistance in participating in CBL has to be built into the policies and practices of the system. From a CBL perspective, vulnerable households may be excluded or have difficulties participating in the CBL process because, for example, they are:
 - unaware of information about the social housing market and property/ neighbourhoods;
 - unable to make use of the bidding/response mechanism to advertisements; and
 - lacking the support to exercise choice and adopt a realistic home hunting strategy.

2.3 Therefore, availability of advice and support for vulnerable and excluded groups is essential. The 1996 Housing Act provides that any necessary assistance in making a housing application is available free of charge to people who are likely to have difficulty in doing so without assistance. This can, in part be provided through local authority housing advice services. However, the Kent districts and boroughs have also worked on a collaborative approach to providing advice and support to applicants. “Opportunities and Inclusion for All” was developed under the lead of the Joint Policy and Planning Board (Housing) by a range of stakeholders, including Supporting People, and sets out strategic guidance for meeting the needs of vulnerable people within the process of CBL. In addition to housing staff, providers of supported housing funded by Supporting People are expected to enable and support service users who are seeking to move on through the CBL bidding process.

3.0 CBL and Accommodation-Based Supported Housing

3.1 CLG suggests that supported accommodation should be included in CBL as long as the necessary safeguards are in place to ensure applicants with special needs are not excluded from the process. This means that:

- Just because some individuals have vulnerabilities and may have difficulties in making an application, they should not be excluded from exercising choice and control over where they live; and
- Choosing where to live should not be limited to general needs housing but also supported housing.

The Supporting People Team has held discussions with members of the Kent CBL Project Board to discuss how to take the issue forward.

3.2 Long-term Supported Accommodation

3.2.1 Before the meeting, the Supporting People team consulted with 37 providers of long-term supported accommodation. Many providers expressed positive views about CBL that can be summarised as follows;

- making supported accommodation more accessible to a wider pool of vulnerable individuals is a positive. For example, currently some services restrict referrals to care managers but under Choice Based Lettings referrals can come from a wide range of sources
- vulnerable people are being given more choice and control about where they live
- CBL will make it easier for providers to advertise and fill vacancies

3.2.2 However, other providers expressed concerns as follows;

- that focused on a perceived loss of control over ensuring that individuals meet the eligibility criteria of services
- time delays in filling voids
- some people falling through the net because they do not have support to bid
- Jeopardising the fine balancing act required in shared housing to ensure individuals are compatible.

3.2.3 The Supporting People Team was given assurances that the inclusion of any accommodation in CBL does not preclude other conditions being attached to the property. For example, for long-term supported housing there would be an expectation that there would be a stipulation that bidders must meet the support needs criteria that apply to that property. Providers will continue determining the eligibility criteria in cooperation with the Supporting People Programme and will select the successful bidder.

3.2.4 In light of these assurances and because promoting choice and independence are key principles underpinning the Supporting People Programme, it has been agreed to promote the use of CBL for long-term supported accommodation. We believe that this new lettings scheme will provide more choice to a greater number of vulnerable people. The Supporting People programme intends to monitor the take up of vacancies under the new system through the monitoring system provided by the agency managing the Choice Based Lettings scheme in Kent and will review the position in due course.

3.3 Short-term Supported Accommodation

3.3.1 However, with regard to short-term accommodation-based supported housing, the Supporting People Programme takes the view that the inclusion of such housing funded by Supporting People in CBL is not appropriate because:

- The vast majority access such accommodation in crisis, for example women fleeing domestic abuse or single homeless people with support needs. People in crisis situations cannot be expected to first apply to housing registers.
- Whilst districts/boroughs can, to some extent, through Choice Based Lettings impose local connection policies, this would be in breach of grant conditions where short-term services are concerned.

- Whilst Choice Based Lettings includes people aged 18 and over, short-term supported accommodation is also available to young people aged 16 and 17 and age restrictions cannot be applied.

3.3.2 The Choice Based Lettings Project Board accepts that short-term and emergency accommodation is not appropriate for the scheme.

4.0 Service User Consultation

Service users were not directly consulted about CBL. However, during consultation as part of the recently carried out strategic review of long-term supported accommodation many service users expressed the view that they wanted more choice and control over where they lived.

5.0 Equality Impact Assessment

An initial screening of CBL has been carried out and found that, with the right safeguards in place to support vulnerable people to participate in the lettings scheme, CBL has no adverse impact on the different groups of service users.

6.0 Financial Impact Assessment

There is a cost related to Supporting People acquiring the facility to monitor the scheme. Supporting People, as all other stakeholders, would be required to access the data base. The cost has yet to be confirmed.

7.0 Conclusion

- 7.1 Following detailed appraisal of CBL and discussion with the Kent Project Board, the Kent Supporting People Programme has agreed to promote the inclusion of long-term supported accommodation in CBL.
- 7.2 Vulnerable service users will be supported by a range of agencies, including housing options and allocation teams and the Supporting People Programme to make an application.
- 7.3 Short-term supported accommodation is not considered appropriate for CBL.
- 7.4 The Core Strategy Development Group noted the contents of the report on 11 November 2008 and agreed its submission to the Commissioning Body. However, the group added that there should be a planned series of monitoring reports, quarterly with the performance report.

8.0 Recommendation

It is recommended that the Commissioning Body:

- (i) Note the contents of the report on CBL in relation to Supporting People
- (ii) Ask the Supporting People team to submit a further report once the cost of access to the data base is known.

Ute Vann
Policy & Strategy Officer
Tel: 01622 694825

Background Information:

Quality and Choice - A Decent Home for All, 2000

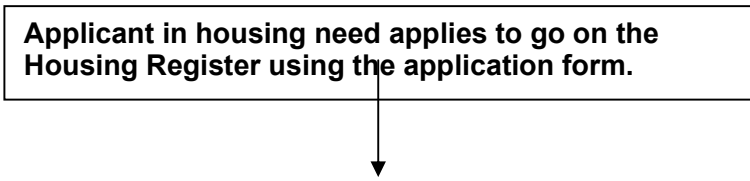
Sustainable Communities: Homes for All, 2005

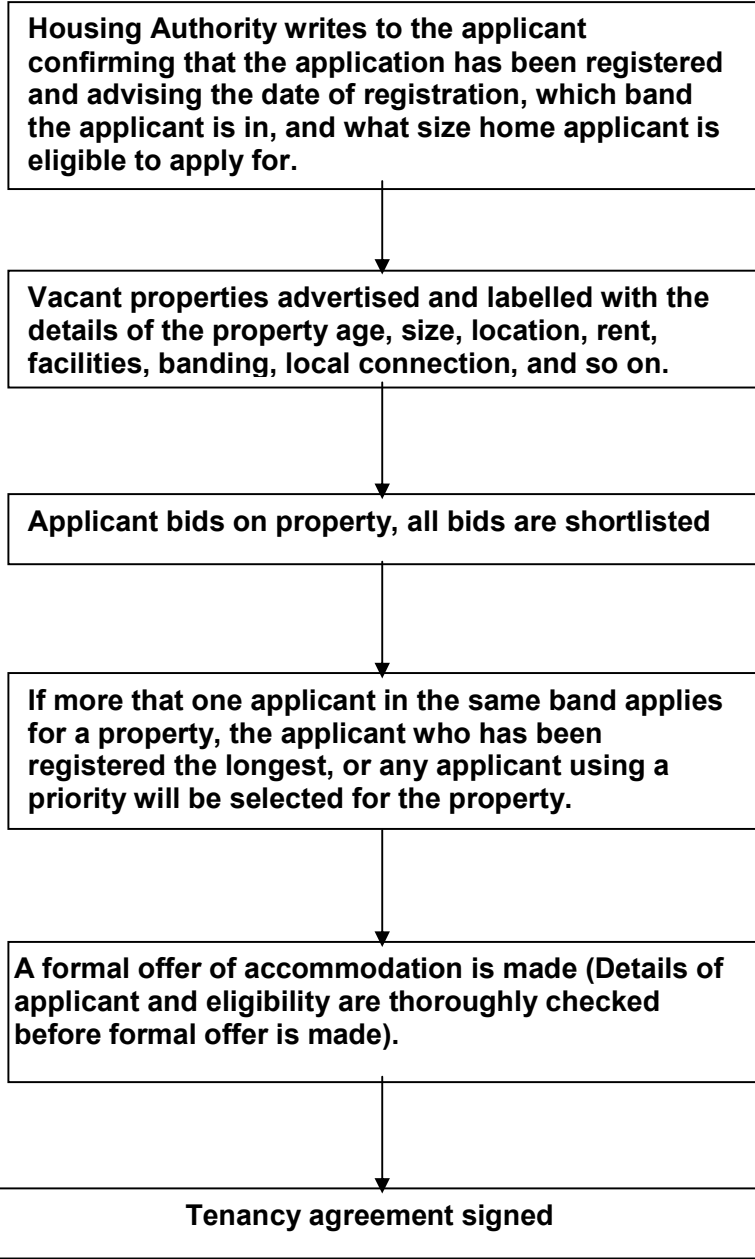
Opportunities and Inclusion for All, Strategic Guidance for Meeting the Needs of Vulnerable People, 2008

Appendix One: CBL Process Flow Chart

Appendix One: CBL Process Flow Chart

Applicant in housing need applies to go on the Housing Register using the application form.





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REPORT

By: Caroline Highwood - Director Resources, Kent Adult Social Services

To: Supporting People in Kent Commissioning Body

18 December 2008

Subject: Annual Plan 2008-09 and revised Key Lines of Enquiry (KLOE)

Classification: Unrestricted

For Decision

Summary: This report gives information regarding revised Key Lines of Enquiries (KLOE) in use as from September 2008 and links to the Kent programme's Annual Plan 2008-09.

1.0 Introduction

- 1.1 The Kent Supporting People Programme was inspected by the Audit Commission in September 2007. The inspection was guided by Key Lines of Enquiry (KLOE), a framework of detailed sets of questions and statements used by the Audit Commission to review and assess services and inform the judgements made about them.
- 1.2 At the time of inspection, the Audit Commission used the Key Lines of Enquiry (KLOE) for Supporting People (Housing Inspectorate Number 10, Version 2) and the Value for Money KLOE on which two further judgements about the programme were based. Judgement 1 focused upon how well the Programme is run, and what it is achieving for service users. Judgement 2 looked at an authority's track record of delivering improvement, how well performance is managed and the capacity to improve.

2.0 Context

2.1 In September 2008, the Audit Commission introduced a revised set of Supporting People KLOEs against which services are now assessed. In the main, the cross-cutting themes of the original KLOEs have been retained but a number of changes have been made:

- The Housing KLOEs have been regrouped to reflect linked services and help organisations to focus on the key areas that matter to service users, key stakeholders and the Commission. The Supporting People Programme has been grouped under the heading of 'Local Authority Strategic Involvement'
- The existing generic KLOEs on Access and Customer Care, Diversity and Value for Money have been embedded within each of the service-specific KLOEs.
- The documents have been restructured to discourage the prescriptive use of the descriptors as a checklist.
- The KLOEs include electronic links to websites containing examples of notable positive practice including examples noted by the Commission in their inspection of the Kent programme.

2.2 The revised KLOE for Supporting People build upon the original set and reflect the expectation of both the department of Communities and Local Government (CLG) and the Commission that the Programme is by now well established and firmly embedded in strategic, partnership and governance arrangements.

2.3 Further, the revised KLOEs reflect the new contexts in which the programme operates

These include

- National Supporting People Strategy
- National Outcomes Framework
- Local Area Agreements
- Area Based Grant
- Individualised Budgets/Direct Payments

2.4 The KLOE outline more evolved expectations in particular relation to safeguarding, governance, performance and risk management and place an increased onus upon Administering Authorities to demonstrate that commissioning and procurement strategies are based upon a sound understanding of local need.

3.0 KLOEs and the Annual Plan 2008-09

- 3.1 In order to ensure that the Kent Supporting People Programme is able to meet the requirements of the Audit Commission, the programme's plans and strategies reflect the work required to incorporate KLOEs and link them to the targets to be achieved.
- 3.2 Having examined and compared the provisions of the pre-Sept 2008 KLOE with the KLOE used since September 2008, and the Annual Plan 2008-09 it is evident that the plan meets many of the requirements. A comparison table is shown in Appendix One. Further there are aspects of the day to day management of the programme mentioned in the KLOE which are not specifically referenced in the Annual Plan, as they are referred to in both the unit business plan and individual action plans of team members.

4.0 Conclusion

- 4.1 The Kent Supporting People Programme pays due regard to the requirements of the Audit Commission for inspecting the Programme under KLOEs.
- 4.2 A comparison of the revised KLOE and the current Annual Plan 2008-09, shows that most of the targets/objectives contained within the current Annual Plan can be explicitly linked to the revised Supporting People KLOE.
- 4.3 Targets in other team plans such as the business plan ensure that the programme is able to meet all requirements of the revised KLOE.
- 4.4 The next Five-Year Strategy 2010-2015 and subsequent annual plans will reflect these revised requirements and secure the programme's ability to meet the Commission's expectations.

5.0 Equality Impact Assessment

- 5.1 An initial screening of this recommendation indicates that equality impact is low.

6.0 Financial Impact Assessment

- 6.1 There is no anticipated financial impact of the information given in this report.

7.0 Recommendation

- 7.1 The members of the Commissioning Body are asked to endorse the contents of the report.

Melanie Anthony
Performance and Review Manager

Tel: 01622 694937

With contributions from
Ute Vann Policy and Strategy Officer

Tel. 01622 694825

Background Information:

Audit Commission Report of the Inspection of Supporting People Programme in Kent

Audit Commission Key Lines of Enquiry, Guidance September 2008

Appendix 1: Comparison of Supporting People KLOE and Annual Plan 2008-09

Appendix 1: Comparison of Supporting People KLOE and Annual Plan 2008-09

Key Lines of Enquiry		
Pre Sept 2008	From September 2008	Annual Plan
<p>1.0 Governance & Partnerships</p> <p><u>1.1 Corporate commitment & links</u> Evidence of effective engagement including demonstrable understanding of diverse needs of vulnerable groups/individuals. Links established for programme with Local Strategic Partnership (LSP) & other local & regional partnerships. Consideration of SP contribution to Local Area Agreements¹.</p>	<p>1.0 Governance and Partnerships</p> <p><u>1.1 Corporate commitment and links</u> Evidence of effective engagement. Engaged and informed elected members, including understanding of SP contribution to Local Area Agreements (LAAs). Evidence of impact and outcomes at a corporate level. Support for the programme is evident. Evidence of engagement in plans for Supporting People services under the new LAAs.</p>	<p><u>Objective 8:</u> Increase the level and quality of multi-agency working with Probation, Health, Housing, districts/boroughs, Adult Social Services, Children & Families Services, voluntary organisations and Local Strategic Partnerships through regular representation at partnership boards and other fora <u>Objective 9:</u> Clear and meaningful information is available in ways that are accessible and meet diverse needs <u>Objective 10:</u> Implement actions arising from the Audit Commission Inspection including production of SP induction packs for new members of the CSDG and CB and distribution to Elected Members Ensure that the SP programme dovetails with the County Council's scrutiny processes and produce bi-annual reports.</p>
<p><u>1.2 Commissioning Body (CB) or equivalent</u> Provides strategic steer & overview. Key partners engaged at a senior level including demonstrable understanding of diverse needs of vulnerable groups/individuals Work is progressing on shared outcomes for the programme that link into partner priorities.</p>	<p><u>1.2 Commissioning Body (CB) or equivalent</u> Reviewed membership to ensure suitable representation with skills and capacity to drive the programme forward. Appropriate and sustained attendance. Strategic steer and overview. Evidenced understanding of the effectiveness of key programme areas and impact. Effective performance monitoring and management. Evidence of decision making. Clear and effective relationship with Core Strategy Group(CSG). Demonstrable outcomes. Opportunities for service user input and feedback. Evidence of leadership and engagement by the</p>	<p><u>Objective 1:</u> Monitor the Five Year SP Strategy through 6-monthly needs analyses updates that identify the needs of excluded groups of vulnerable people and present reports to CSDG and CB <u>Objective 8:</u> Improve partnership working through regular representation at partnership boards, i.e. CSDG and CB. Provide regular reports to CSDG and CB. <u>Objective 3:</u> Accurate and clear quarterly Management Information and Performance Management reports presented to the CB including data on progress towards LAA2 (NI 141, Number of vulnerable people achieving independent living), including monitoring the effects of the 'Empty Homes</p>

¹ Approach to Local Area Agreements covered at 3.3

Key Lines of Enquiry		
Pre Sept 2008	From September 2008	Annual Plan
	CB in plans for Supporting People services through LAAs	Initiative' and Move-On Strategy on achieving the LAA2 target <u>Objective 7:</u> Improve service user involvement through ensuring and documenting that service users have opportunity to influence decision-making and be actively involved in governance, performance management and procurement
1.3 Core Strategy Group (CSG) or equivalent: where not in place need to demonstrate alternative arrangements for partnership approach and delivery. The role of the CSG in the delivery of the programme is agreed. Appropriate range of stakeholders represented with consistent attendance	1.3 Core Strategy Group (CSG) or equivalent: Representation from key stakeholders. Appropriate & sustained attendance. Operational steer. Shared objectives. Clarity over role and relationship with CB. Relevant and deliverable work plan in place. Demonstrable impact with outcomes. Working groups to address specific areas of activity in place, ensure due attention to the needs of marginalised groups and to delivering outcomes.	<u>Objective 1:</u> Monitor the Five Year SP Strategy through 6-monthly needs analyses updates that identify the needs of excluded groups of vulnerable people and present reports to CSDG and CB <u>Objective 8:</u> Improve partnership working through regular representation at partnership boards, i.e. CSDG and CB. Provide regular reports to CSDG and CB. <u>Objective 10:</u> Implement actions arising from the Audit Commission Inspection and strengthen the strategic approach to Supporting People by developing a county-wide Move-On Strategy, establish monitoring systems for the county's reconnection policy Note: Departmental targets with links to corporate targets are contained within the unit business plan and individual work plans
1.4 Accountable Officer (AO) The AO is a senior officer with responsibilities as outlined in DCLG guidance with a high profile, championing role within the authority and in the wider partnerships. Conflicts of interest resolved.	1.4 Accountable Officer (AO) Appropriate level within Administering Local Authority Evidenced capacity to fulfil role. Effective champion including through LSPs as evidence in LAA inclusion of housing related support commissioning. Evidence of effective partnership working. Outcomes from role can be evidenced.	See 1.1 and 1.2
1.5 Health, Housing, Social Care and Probation/	Partnerships	<u>Objective 8:</u>

Key Lines of Enquiry		
Pre Sept 2008	From September 2008	Annual Plan
<p><u>Criminal Justice wider partnership arrangements</u> Probation/ criminal justice (incl Drug Action Teams/ Youth Offending Team) Housing (including Antisocial Behaviour) social care and health operational staff are engaged in the programme and understand its relevance to their service delivery areas. Child and adult protection is given a high priority. Multi Agency Public Protection Arrangements (MAPPA) arrangements work effectively. Supporting People is being effectively used to support avoidable admissions to hospital, timely discharge and contribute to reductions in re-offending.</p>	<p><u>1.5 Health, Housing, Social Care and Probation/ Criminal Justice wider partnership arrangements</u> Probation/ criminal justice (incl Drug and Alcohol Action Teams/ Youth Offending Service) Housing, social care and health operational staff are engaged in the programme and understand its relevance. Evidence of outcomes against agency targets, for example: access to additional services to meet needs, sustained tenancies, admissions to hospital, timely hospital discharge, opportunities for training and employment and reductions in re-offending. <i>Adult and Child Protection and MAPPA covered in section 3.3</i></p>	<p>Improve partnership working through increasing the level and quality of multi-agency working with Probation, Health, Housing, districts/boroughs, Adult Social Services, Children & Families Services, voluntary organisations and Local Strategic Partnerships <u>Objective 9:</u> Improve access and information in relation to the Supporting People programme through providing information about the programme, including data collated, to stakeholders in Housing, Health, Social Services and Probation Note: Departmental targets with links to corporate targets are contained within the unit business plan and individual work plans</p>
<p><u>1.6 Service Providers</u> Regular briefings provided. Provider forum established and operating effectively. Small providers receive support. Level playing field established between internal & external providers. Expertise accessed by Administering Local Authority. Providers are able to identify programme delivery improvements as a result of consultation processes.</p>	<p><u>1.6 Service Providers</u> Regular briefings provided. Representative provider led forum meets regularly. Small providers receive support. Level playing field established between internal and external providers. Provider expertise accessed by Administering Local Authority and positive practice is disseminated by Administering Local Authority. Providers are able to identify programme delivery improvements as a result of consultation processes. Providers actively involved in capturing outcomes and using findings to improve services.</p>	<p><u>Objective 4:</u> As part of the strategic review of long-term accommodation-based supported housing, identify the needs of excluded groups of vulnerable people, in partnership with service users, potential service users and other representative groups <u>Objective 8:</u> Improve partnership working through regular representation at partnership boards and other fora. Draft a provider charter. <u>Objective 10:</u> Ensure that provider frontline staff provide consistent and informed approach to programme through utilisation of induction pack for new staff and provide other information/ training as required Note: Departmental targets with links to corporate targets are contained within the unit business plan and individual work plans</p>
<p><u>1.7 Voluntary & Community Sector (VCS)</u> Understanding & recognition of contribution and</p>	<p><u>1.7 Voluntary and Community Sector (VCS)</u> Understanding and recognition of contribution and</p>	<p><u>Objective 8:</u> Improve partnership working through increasing</p>

Key Lines of Enquiry		
Pre Sept 2008	From September 2008	Annual Plan
engagement including carer and advocacy groups. Clarity around guidance for working with the VCS.	engagement including carer and advocacy groups. Procurement and commissioning policies and practices encourages and facilitates VCS. Clarity around guidance for working with the VCS.	the level and quality of multi-agency working with Probation, Health, Housing, districts/boroughs, Adult Social Services, Children & Families Services, voluntary organisations and Local Strategic Partnerships
<p>2.0 Grant Compliance, Strategy & Needs</p> <p><u>2.1 Grant conditions and eligibility criteria</u></p> <p>The Administering Local Authority and its partners have an understanding of current grant conditions and the Administering Local Authority has completed work with all its partners to agree grant eligibility criteria within DCLG guidelines that reflect positive practice. These are now in place and being applied consistently across all services including evidence of transfer of ineligible funding to appropriate budgets & funding bodies.</p>	<p>2.0 Grant compliance, strategy and needs</p> <p><u>2.1 Grant conditions and eligibility criteria</u></p> <p>The Administering Local Authority 's administration of the programme complies with current grant conditions.</p> <p>Grant eligibility criteria reflect positive practice and are widely understood.</p> <p>Consistent application across all services.</p> <p>Evidence of transfer of ineligible funding to suitable budgets and funding bodies.</p> <p>Reinvestment proposals comply with agreed priorities.</p>	<p><u>Objective 1:</u></p> <p>As part of the Five Year SP Strategy, carry out annual reviews of the Kent Eligibility Policy and produce 6-monthly analyses of need incorporating newly collated information and data and data on diversity.</p> <p><u>Objective 4:</u></p> <p>As part of the strategic review of long-term supported accommodation examine whether services meet identified need in line with the Kent SP Eligibility Criteria</p>
<p><u>2.2 Five year strategy</u></p> <p>Deliverable strategy with links to allied initiatives and strategies across all partner organisations. Clearly identified priorities for service delivery. Work plans demonstrate links to agreed priorities. Regular review process in place with evidenced outcomes.</p> <p>Partners demonstrate understanding & commitment.</p>	<p><u>2.2 Five-year strategy</u></p> <p>Deliverable strategy with links to allied initiatives and strategies across all partner organisations. Clearly identified priorities for service delivery linked to measurable objectives.</p> <p>Work plans show links to agreed priorities including the LAA.</p> <p>Regular updating process in place with evidenced outcomes.</p> <p>Partners show understanding and commitment.</p> <p>Informed by performance data</p>	<p><u>Objective 1:</u></p> <p>Annual Plans incorporating measurable outcomes</p> <p>Review the current strategy and produce refresh including identification of future priorities and how the needs of hard to reach groups will be met</p> <p>Prepare for the Five Year Strategy 2010-2015, aligning the Kent programme with the National Supporting People Strategy and other CLG strategies emerging 2008-10 and incorporating 6-monthly needs analyses</p> <p>Note: Departmental targets with links to corporate targets are contained within the unit business plan and individual work plans</p>
<p><u>2.3 Needs mapping, analysis and review</u></p> <p>The Administering Local Authority has systems in place to update the housing related support needs of all vulnerable groups at appropriate intervals (6 monthly), analyse the outcomes and review the 5 year strategy priorities in the context of revised</p>	<p><u>2.3 Needs mapping, analysis and review</u></p> <p>Comprehensive needs data available covering all vulnerable groups across regions and sub regions. Systems in place to update the housing related support needs of all vulnerable groups regularly.</p> <p>Analysis of the outcomes and review the 5-year</p>	<p><u>Objective 1:</u></p> <p>As part of reviewing the Five Year strategy priorities produce 6-monthly analyses of need incorporating newly collated information and data and data on diversity which identifies the needs of excluded groups of vulnerable people, in</p>

Key Lines of Enquiry		
Pre Sept 2008	From September 2008	Annual Plan
data.	strategy priorities in the context of revised needs data. Current needs data informs commissioning, procurement and contracting. Joint Strategic Needs Assessment includes housing related support. Priorities for the reconfiguration of services are based on identified needs. Needs data informs LAA.	partnership with service users, potential service users and other representative groups Note: Departmental targets with links to corporate targets are contained within the unit business plan and individual work plans
<u>2.4 Strategy for access to move on accommodation</u> Issues that impact on the ability of vulnerable people to move from accommodation based services to independent living have been recognised, assessed and quantified. Strategic approaches with key partners have been developed to address identified barriers to move on and outcomes from this work can be evidenced.	<u>2.4 Strategy for access to move on accommodation</u> Detailed analysis of move on issues: needs and access to suitable accommodation. Strategic approaches with key partners have been developed to address identified barriers. Move on strategy in place. Evidence of impact and outcomes in improving move on. Evidence of work to reduce evictions and unplanned moves.	Objective 10: Strengthen the strategic approach to Supporting People by developing a county-wide Move-On Strategy through the Kent Joint Policy and Planning Board (Housing)
3.0 Delivery arrangements <u>3.1 Supporting People Team</u> The post of lead officer is complemented by a team of staff with appropriate skills including the areas of project and contract management. Robust management and monitoring arrangements are in place and additional resources can be accessed as required. Good fit with developments in mainstream housing, health, social care (adults & children's services) and criminal justice that promote independence.	3.0 Delivery arrangements <u>3.1 Supporting People Team</u> The post of lead officer is complemented by a team of staff with appropriate skills including the areas of project and contract management. Robust management and monitoring arrangements are in place and additional resources can be accessed as required. Good fit with developments in mainstream housing, health, social care (adults and children's services) and criminal justice that promote independence.	<i>Not contained within Annual Plan</i> Note: Departmental targets with links to corporate targets are contained within the unit business plan and individual work plans.
<u>3.2 Work Planning</u> Work plan in place with clearly identified	<u>3.2 Work Planning</u> Work plan is in place with clearly identified	Objective 1: Annual Plans with clearly identified objectives and

Key Lines of Enquiry		
Pre Sept 2008	From September 2008	Annual Plan
resources, targets and outcomes. Regular monitoring of progress and reporting to CB and CSG. Links in place to relevant departmental and corporate work plans. These in turn are linked to health and probation key targets. Progress in delivery linked to individual targets.	resources, targets and outcomes. Regular monitoring of progress and reporting to CB and CSG. Links into reporting from outcomes framework. Links in place to relevant departmental and corporate work plans. These in turn are linked to health and probation key targets. Progress in delivery linked to individual targets.	outcomes are agreed by and reports presented to CSDG and CB Note: Departmental targets with links to corporate targets are contained within the unit business plan and individual work plans.
3.3 Local Area Agreements Formal written agreement for inclusion of SP secured from CB (or equivalent). SP funding level & outcomes agreed with CB. Clear lines of accountability established between LAA partnership & CB (or equivalent). Compliance with DCLG requirement to produce & submit quarterly returns. (See 3.7)	3.3 Adult and Child Protection and MAPPA Child and adult protection is given a high priority. MAPPA arrangements relevant to SP work effectively. Contracts make protocols explicit. Staff are regularly trained in these issues. Regular briefings to providers and service users take place. Protocols in place for whistle blowing. Complaints systems reviewed to ensure effective response to concerns. Performance monitoring and reporting systems in place to monitor and report outcomes.	Objective 8: Increased level and quality of multi-agency working with Probation, Health, Housing, districts/boroughs, Adult Social Services, Children & Families Services, voluntary organisations and Local Strategic Partnerships that includes regular attendance at partnership board meetings Objective 3: Accurate and clear quarterly Management Information and Performance Management collated and reports presented to the CB Note: Departmental targets with links to corporate targets are contained within the unit business plan and individual work plans.
3.4 Performance monitoring & management Performance monitoring and management systems in place with regular and appropriate levels of reporting to governance bodies and within the Administering Local Authority including to elected members. Identified outcomes for service users are intrinsic part of all processes. Financial monitoring is carried out and in line with corporate guidelines. Outcomes are reported corporately and to CB and CSG at regular intervals and to full council as agreed.	3.4 Local Area Agreements Formal written agreement for inclusion of SP secured from CB (or equivalent). Recognition of relevant performance indicators (e.g. National Indicators 141 and 142). SP funding level and outcomes agreed with CB. Clear lines of accountability established between LAA partnership and CB (or equivalent). Compliance with CLG requirement to produce and submit quarterly returns (See 3.7). Agreed approach to addressing the proposal to un-ringfence the SP grant in April 2009 and	Objective 3: Accurate and clear quarterly Management Information and Performance Management collated and reports presented to the CB including data on progress towards LAA2 (<i>NI 141, Number of vulnerable people achieving independent living</i>), including monitoring the effects of the 'Empty Homes Initiative' and Move-On Strategy on achieving the LAA2 target Objective 10: Implement outcome of Audit Commission Inspection through establishing a system to monitor reconnection policy

Key Lines of Enquiry		
Pre Sept 2008	From September 2008	Annual Plan
	incorporate it into LAAs.	
<p><u>3.5 Fairer charging (see also 7.6)</u> Applied to Supporting People service users and is efficiently and effectively implemented. Accessible information for all service users.</p>	<p><u>3.5 Fairer charging (see also 7.5)</u> Clear and agreed policy linked with other charging arrangements. Systems in place to effectively inform potential applicants. Monitored processes in place to deal with applications quickly and efficiently. Evidence of take up among all client groups where relevant. Effectiveness of arrangements regularly reviewed. Integral part of income maximisation work.</p>	<p><i>Not contained within annual plan</i></p> <p>Note: Departmental targets with links to corporate targets are contained within the unit business plan and individual work plans that are linked to corporate targets.</p>
<p><u>3.6 Risk management</u> Comprehensive identification of programme risks including financial, IT and implications of service failure or withdrawal for service users. Contingency plans in place. Risk register compiled and regularly reviewed.</p>	<p><u>3.6 Individual Budgets/ Direct Payments</u> Understanding of the contribution to independence for service users and impact on SP delivery. Staff trained and issues discussed with partners including providers and service users. Close working with adult social care to identify opportunities. Identify, capture and disseminate positive practice from providers and service users</p>	<p>Objective 8: Improve partnership working through aligning Supporting People with the Social Care and Health agenda. Following publication of the national evaluation of the pilot sites, produce a report on Self Directed Support/Direct Payments/Individualised Budgets that includes risk and impact analyses.</p> <p>Note: Departmental targets/plans are contained within the unit business plan and individual work plans.</p>
<p><u>3.7 DCLG Monitoring (SPLS data upload)</u> Accurate and complete data from the authority's SPLS to be submitted four times a year as required by DCLG.</p>	<p><u>3.7 CLG Monitoring (SPLS data upload)</u> Accurate and complete data from the authority's SPLS to be submitted four times a year as needed by CLG.</p>	<p><i>Not contained within annual plan</i></p> <p>Note: Departmental targets with links to corporate targets are contained within the unit business plan and individual work plans.</p>
	<p><u>3.8 Risk management</u> Comprehensive identification of programme risks linked with corporate arrangements. Includes financial, IT and implications of service failure or withdrawal for service users. Contingency plans in place.</p>	<p><i>Not contained within annual plan</i></p> <p>Note: Departmental targets/plans such as risk management are contained within the unit business plan and individual work plans.</p>

Key Lines of Enquiry		
Pre Sept 2008	From September 2008	Annual Plan
	<p>Risk register compiled and regularly reviewed.</p> <p><u>3.9 Performance monitoring and management</u> Accessible and effective performance monitoring and management systems in place Including collection of robust and quality-checked data from providers. Regular and appropriate levels of reporting to governing bodies and within the Administering Local Authority including elected members. Identified outcomes for service users are an intrinsic part of all processes. Financial monitoring is carried out and in line with corporate guidelines. Outcomes are reported corporately and to CB and CSG at regular intervals and to full council as agreed. Evidence of improvements for service users</p>	<p><u>Annual Objective 1:</u> As part of monitoring the Five Year SP strategy, regular reports are made to CSDG and CB that also include financial monitoring of the programme</p> <p><u>Annual Objective 3:</u> Accurate and clear quarterly Management Information and Performance Management reports presented to the CB including data on progress towards LAA2 (<i>NI 141, Number of vulnerable people achieving independent living</i>), including monitoring the effects of the 'Empty Homes Initiative' and Move-On Strategy on achieving the LAA2 target and financial monitoring of the programme</p> <p><u>Objective 10:</u> As part of implementing the recommendations of the Audit Commission, and as agreed at CSDG and CB as a standard part of all consultation exercises, improve service user involvement by careful planning of all major public consultation exercises</p>
<p>4.0 Commissioning & Performance <u>4.1. Contracts</u> Providers are well informed and understand the contracting arrangements. Service reviews not completed by 03/06 will be subject to review in compliance with grant conditions. Clear processes in place for contracting with monitoring & Quality Assurance arrangements agreed and understood. Level playing field established for all providers to ensure equity in procurement and contracting processes with support for small & specialist providers. There is evidence of outcomes through the effective contracting of services in achieving shared targets and delivering shared objectives for the Administering Local Authority health, housing</p>	<p>4.0 Commissioning, Procurement and Quality assurance <u>4.1 Commissioning</u> Demonstrable understanding of the current and emerging needs across all client groups. Understanding of the nature and level of services that will best meet needs, including joining up of assessments with partners and across areas. Knowledge of what needs to change following a detailed comparison with existing supply</p>	<p><u>Annual Objective 1:</u> Produce 6-monthly analyses of need incorporating newly collated information and data and data on diversity that Identifies the needs of excluded groups of vulnerable people in partnership with service users, potential service users and other representative groups.</p> <p>Note: Departmental targets/plans such as contracts and commissioning arrangements are contained within the unit business plan and individual work plans.</p>

Key Lines of Enquiry		
Pre Sept 2008	From September 2008	Annual Plan
and social care, probation and wider criminal justice and community safety initiatives. Children's services are engaged in developing & delivering services for young people.		
<p><u>4.2 Quality Assurance</u> QA systems are in place to ensure consistency and there is evidence of provider performance improving against QAF standards. Partner agencies are involved and work has been carried out with other Administering Local Authorities to identify positive practice and share experiences and expertise.</p>	<p><u>4.2 Joint commissioning</u> Evidence of progress to commission services jointly. Engagement of adult social care, children's services, health, housing and criminal justice commissioners. Clear links with procurement, contracting and value for money approaches. Evidence of outcomes for service users particularly marginalised groups and individuals.</p>	<p><i>Not contained within annual plan</i> Note: Departmental targets/plans such as contracts and commissioning arrangements are contained within the unit business plan and individual work plans</p>
<p><u>4.3 Reporting</u> Good progress made to meet the 03/06 deadline and the outcomes of service reviews reported to the CB for approval. An overview of progress to inform delivery for specific service areas is agreed. Risks posed to vulnerable people are clearly highlighted.</p>	<p><u>4.3 Procurement</u> A procurement strategy is in place that complies with EU and Administering Local Authority corporate guidelines and reflects positive practice. Service users can exercise choice about the services they access and the provider. The role and contribution of the VCS is recognised in the strategy. Sub regional and regional procurement is facilitated. Joint commissioning of services where this is suitable is promoted. Evidence the strategy is being effectively implemented. Support is available to small and voluntary providers to help sustain a diverse provider market. VFM and efficiency savings are being realised. Performance is monitored and managed.</p>	<p><i>Not contained within annual plan</i> Note: Departmental targets/plans such as contracts and commissioning arrangements are contained within the unit business plan and individual work plans.</p>
<p><u>4.4 Cross Authority</u> Opportunities have been delivered for joint accreditation of shared providers. Monitoring & QA arrangements have been discussed. Information &</p>	<p><u>4.4. Contracts</u> Clear processes in place for contracting, with monitoring and QA arrangements agreed and understood.</p>	<p><u>Objective 9:</u> Ensure there is clear and consistent access to information relating to SP through provision of information about the programme, including data</p>

Key Lines of Enquiry		
Pre Sept 2008	From September 2008	Annual Plan
expertise is shared and opportunities for joint monitoring have been identified. Outcomes of reviews/monitoring for shared providers are discussed and support planning shared.	Providers are well informed and understand the contracting arrangements. Level playing field established for all providers to ensure equity. Evidence of outcomes through the effective contracting of services in achieving shared targets and delivering shared objectives for the Administering Local Authority , health, housing and social care, probation and wider criminal justice and community safety initiatives. Children's services are engaged in developing and delivering services for young people. Adult and child protection arrangements are an integral part of contracts.	collated, to stakeholders in Housing, Health, Social Services and Probation via a variety of media. Note: Departmental targets/plans such as contracting arrangements and links to Adult/Child Protection are contained within the unit business plan and individual work plans.
<u>4.5 Improvement planning</u> Feedback is provided within agreed deadlines and arrangements are in place to allow discussions to take place. Improvement plans are agreed with providers. Effective improvement planning and monitoring arrangements are in place.	<u>4.5 Quality Assurance</u> QA systems are in place to ensure consistency. Evidence of provider performance improving against QAF standards. Partner agencies are involved. Work has been carried out with other Administering Local Authorities service users and providers to identify positive practice and share experiences and expertise. Ambitious targets in place to improve service quality within clearly stated, realistic timescales. Providers share the ambition to drive up standards. Service users understand the QAF and its implications for their services.	<i>Not contained within annual plan</i> <u>Objective 3:</u> Accurate and clear quarterly Management Information and Performance Management reports presented to the CB <u>Objective 7:</u> Improve service user involvement through ensuring that service users have opportunity to influence decision-making and be actively involved in governance, performance management and procurement
<u>4.6 Complaints</u> Access to complaints system provides transparent & monitored approach. Complaints are promptly handled with the engagement of partner agencies as appropriate, with follow up monitoring undertaken.	<u>4.6 Improvement planning</u> Feedback is provided within agreed deadlines. Arrangements are in place to allow discussions to take place. Improvement plans are agreed with providers. Effective monitoring and reporting arrangements are in place.	<i>Not contained within annual plan</i> Note: Departmental targets/plans such improvement planning for services are contained within the unit business plan and individual work plans.
<u>4.7 Appeals process</u>		<i>Not contained within annual plan</i>

Key Lines of Enquiry		
Pre Sept 2008	From September 2008	Annual Plan
Processes in place to enable decisions to be challenged within a clearly defined timeframe. These enable an expert panel to independently scrutinise and assess the review outcomes and make recommendations to the CB.		Note: Departmental targets/plans such improvement planning for services are contained within the unit business plan and individual work plans.
<p><u>4.8 Outcomes</u> Positive outcomes can be demonstrated in respect of improved configuration of contracted services to meet identified needs and local priorities. Grant eligibility has been determined and confirmed for all reviewed services. Service users can identify service improvements. <i>Please note: service user involvement is addressed in section 6.</i></p>		
<p>5.0 Value for money (VFM)² <u>5.1 Defining VFM</u> Clear understanding of cost, quality & outcome issues tailored to needs of diverse user groups & individuals</p>	<p>5.0 Value for money (VFM)³ <u>5.1 Defining VFM</u> Clear understanding of cost, quality and outcome issues tailored to the needs of diverse user groups and individuals. Definition agreed and widely understood.</p>	<p><i>Not contained within annual plan</i></p> <p>Note: Departmental targets/plans such improvement planning for services are contained within the unit business plan and individual work plans.</p>
<p><u>5.2 Methodology for contracted services</u> Clearly agreed approach to identifying VFM in the delivery of Supporting People funded housing related support services. Consultations with providers to explain the approach have been carried out and the views of service users, their carers and advocates have been sought. Additional expertise to assist in understanding the complexities of diverse service provision across all sectors has been sought and secured.</p>	<p><u>5.2 Methodology for contracted services</u> Clearly agreed approach to identifying VFM. Providers understand the approach taken. Service users, their carers and advocates have been involved and understand the process. Extra expertise to help in understanding the complexities of diverse service provision across all sectors has been sought and secured.</p>	<p>Note: Departmental targets/plans such improvement planning for services are contained within the unit business plan and individual work plans.</p>
<u>5.3 Benchmarking</u>	<u>5.3 Benchmarking</u>	<u>Objective 6:</u>

² Refer also to Value for Money KLOE.

³ Refer also to Value for Money KLOE.

Key Lines of Enquiry		
Pre Sept 2008	From September 2008	Annual Plan
Benchmarking of service costs is ongoing and undertaken at a national, local and regional level. Outcomes reported to CB and CSG.	Suitable benchmarking groupings being used. Benchmarking of service costs is ongoing and undertaken at a national, local and regional level. Benchmarking is being used effectively and balances cost, quality and outcomes achieved. Outcomes reported to CB and CSG.	Relating to Home Improvement Agencies continue to develop benchmarking and performance indicators
<u>5.4 Procurement</u> Procurement options are being developed in accordance with best practice at national & EU levels. Efficiency savings are being pursued as part of this process in line with national guidance.	<u>5.4 Improving VFM</u> Evidence that service improvements are being delivered for service costs, service quality and achieving improved outcomes for service users. A monitored project plan is in place to ensure the delivery and development of VFM work.	<u>Annual Objective 1:</u> As part of monitoring the Five Year SP strategy, regular reports are made to CSDG and CB financial monitoring of the programme. Note: Departmental targets/plans such improvement planning for VFM are contained within the unit business plan and individual work plans.
<u>5.5 Improving Value for Money (VFM)</u> Where services are found not to represent VFM, discussions are underway with key partners to determine the next steps and to minimise any disruption to service users. A monitored project plan is in place to ensure the delivery and development of VFM work	<u>5.5 Administration grant</u> The Administering Local Authority can show VFM in the use of this grant for staff, equipment and other related cost.	<u>Annual Objective 1:</u> As part of monitoring the Five Year SP strategy, regular reports are made to CSDG and CB that also include expenditure on administrating the programme.
<u>5.6 Cross authority approach</u> The Administering Local Authority is working on a cross authority basis to achieve consistency of approach and is actively pursuing joint procurement opportunities to improve VFM of contracted services.		
<u>5.7 Administration grant</u> The Administering Local Authority can demonstrate VFM in the use of this grant in relation to staff, equipment and other related cost.		
6.0 Service User Involvement <u>6.1 Opportunities</u> The Administering Local Authority has mapped	6.0 Service User Involvement <u>6.1 Opportunities</u> Expertise has been sought to enable involvement.	<u>Objective 10:</u> Improve service user involvement through developing and implementing a Service User

Key Lines of Enquiry		
Pre Sept 2008	From September 2008	Annual Plan
relevant established groups for involvement and consultation and is aware of, and is seeking to follow, DCLG guidance. Recognition of the need to involve carers, relatives and advocacy groups and evidence of outcomes in achieving their engagement and that of service users. Opportunities to participate in governance & partnership arrangements are in place.	Wide range of opportunities identified and used. All vulnerable groups can access information on user involvement SP is integrated into established forums. Carers and advocacy groups actively engaged. Evidence of outcomes	Involvement Strategy which includes clear measurable outcomes in consultation with users and advocates, draft a service user charter and ensure service users have opportunity to influence decision-making and be actively involved in governance, performance management and procurement
<u>6.2 Involvement in contracting & monitoring</u> Service users, their carers and advocates are kept informed, their views are sought and they have access to monitoring & procurement processes. Specialist advocacy and support groups' expertise has been sought to assist as required.	<u>6.2 Involvement in contracting and monitoring</u> Service users, their carers and advocates are kept informed; their views are sought and are actively involved in procurement and contract monitoring arrangements. Training is in place to improve the capacity of service users to participate. Specialist advocacy and support groups' expertise has been sought to assist in this process.	see 6.1
<u>6.3 Outcomes from user involvement</u> The Administering Local Authority can evidence that it is reaching individuals and user groups who have not previously been. Specialist advocacy and support groups' expertise has been sought and secured. CSG regularly review arrangements and report progress to CB.	<u>6.3 Outcomes from user involvement</u> Evidence is available to show the impact of user involvement. Specialist advocacy and support groups' expertise has been sought and secured. CSG regularly review arrangements and report progress to CB.	See 6.1
7.0 Access to services and information <u>7.1 Access and referral to services</u> Access and referral arrangements are fair, agreed and transparent and are applied to all services. Staff & partner agencies are able to signpost users to these. Transient groups who require short term services are not discriminated against on the grounds of local connection	7.0 Access to services and information <u>7.1 Access and referral to services</u> Access and referral arrangements are agreed and transparent Administering Local Authority contact points and those of partner agencies are able to signpost to these arrangements. Transient groups who need short-term services are not discriminated against because of local	<u>Objective 1:</u> As part of monitoring the Five Year strategy, annually review the eligibility policy and ensure services meet identified need, in line with the Kent SP eligibility criteria <u>Objective 3:</u> Carry out an internal review of administration, access to and eligibility for Floating Support services <u>Objective 10:</u>

Key Lines of Enquiry		
Pre Sept 2008	From September 2008	Annual Plan
	connection.	As art of implementing the recommendations from the Audit Inspection, monitor the reconnection policy
<u>7.2 Information</u> A range of accessible information is available to existing and potential service users in a range of formats sensitive to the diverse needs of Supporting People service users.	<u>7.2 Information</u> Accessible information is available to existing and potential service users. Formats are sensitive to the diverse needs of Supporting People service users. Regular reviews and revisions take place including to the Better Care: Higher Standards charter	<u>Objective 9:</u> Improve access and information in relation to the Supporting People programme. All leaflets, website and other means of information are regularly reviewed, include translation strap lines and are available in a number of community languages.
<u>7.3 Directory</u> The directory of services can be accessed via the DCLG hub & is accurate & up to date. The directory of services is widely available gives clear information on access with contact details. This has been produced in partnership with providers and advocacy groups.	<u>7.3 Directory of services</u> The directory of services can be accessed via the CLG hub and at local information points. The directory is up-to-date and provides clear information on access with contact details. It is produced and reviewed in partnership with providers, service users and advocacy groups.	See 7.2
<u>7.4 Website</u> The Administering Local Authority's website has accessible information available. Information is easy to find and the web site is easy to navigate. There are clear links to other pages and web sites including those of key partners.	<u>7.4 Website</u> The Administering Local Authority's website has accessible information available. Information is easy to find and the web site is easy to navigate. Clear links to other pages and web sites including those of partners.	See 7.2
<u>7.5 Better Care: Higher Standards (or equivalent)</u> Better Care: Higher Standards, the Administering Local Authority 's publication on the range of health, social care and housing services for vulnerable people has been up-dated to encompass Supporting People services. Accessible document, widely available.	<u>7.5 Services charges and Access to Fairer charging</u> Administering Local Authority aware of providers charging "top up" for housing related support and is challenging this practice. Information is available on Supporting People service charges, the implications of fairer charging have been addressed and access to assessments is clearly signposted.	see 7.2
<u>7.6 Services charges & Access to Fairer charging</u>	<u>7.6 Complaints</u>	See 7.2

Key Lines of Enquiry		
Pre Sept 2008	From September 2008	Annual Plan
Administering Local Authority aware of providers charging “top up” for housing related support & is challenging this practice. Information is available on Supporting People service charges, the implications of fairer charging have been addressed and access to assessments is clearly signposted.	Access to complaints system provides transparent and monitored approach. Safeguarding issues can be identified and dealt with quickly and sensitively. Complaints are promptly handled with the engagement of partner agencies as suitable, with follow up monitoring undertaken.	
<p>8.0 Diversity⁴ 8.1 Identifying diverse needs Recognition of the breadth of issues. There is a robust process for assessing needs that draws on a wide range of relevant skills and expertise. An analysis has been undertaken of existing service provision in the context of local demography accessed from relevant agencies including providers and priorities determined.</p>	<p>8.0 Diversity⁵ 8.1 Identifying diverse needs There is a robust process for assessing needs that draws on a wide range of relevant skills and expertise. An analysis has been undertaken of existing service provision in the context of local demography accessed from relevant agencies including providers and priorities determined. Work is progressing to fill identified gaps in provision and to reconfigure services to ensure that they are better able to address all users needs including access for people with physical disabilities and those with sensory impairment.</p>	<p><u>Objective 1:</u> Produce 6–monthly analyses of need incorporating newly collated information and data on diversity which identifies the needs of excluded groups of vulnerable people, in partnership with service users, potential service users and other representative groups</p>
<p>8.2 Excluded groups Gap analyses have identified excluded groups of vulnerable people and work is in progress to identify needs and how they might be met.</p>	<p>8.2 Excluded groups Gap analysis has identified a wide range of excluded groups of vulnerable people including those with multiple needs. Work is carried out to identify needs and proposals in place to meet them.</p>	See 8.1
<p>8.3 Cultural sensitivity Services reflect the cultures of the communities they serve and are welcoming and accessible to all. Gaps in provision have been identified in partnership with users, potential users, their</p>	<p>8.3 Cultural sensitivity Services reflect the cultures of the communities they serve and are welcoming and accessible to all. Gaps in provision have been identified in</p>	See 8.1

⁴ Refer also to Diversity KLOE

⁵ Refer also to Diversity KLOE

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Pre Sept 2008	From September 2008	Annual Plan
advocates, carers and representative groups. Diversity impact assessments completed.	partnership with users, potential users, their advocates, carers and representative groups. Equality impact assessments are complete.	
<p>9.0 Outcomes for service users</p> <p><u>9.1 SP service improvements</u></p> <p>The range of services better meets local needs in accordance with agreed priorities as set out in the 5 year strategy. As a result the SP programme shows that demonstrable improvements have been achieved in quality of services available. Service users are involved and engaged in these improvements. Case studies available.</p>	<p>9.0 Outcomes for service users</p> <p><u>9.1 SP service improvements</u></p> <p>Ambitious plans in place to drive up improvements across all services. Services reconfigured in response to identified needs and 5-year strategy priorities. Demonstrable improvements have been achieved in quality of services available and clear arrangements are made to provide other services to SP clients, where suitable. Service users are involved and engaged in service improvements. Partners recognise the potential gaps between services. Case studies available.</p>	See 4.5
<p><u>9.2 Choice for service users</u></p> <p>Services are available across tenure and choice is being developed for service users. An assessment has been made of both the range of services available and the groups of service users they apply to. Lack of provision has been identified and plans are in place to address this.</p>	<p><u>9.2 Choice for service users</u></p> <p>Services are available across tenure and choice is being developed for service users. An assessment has been made of both the range of services available and the groups of service users they apply to. Lack of provision has been identified and plans are in place to address this. Needs assessments are regularly updated with users to capture emerging and changing needs.</p>	See 2.3
<p><u>9.3 Support plans</u></p> <p>The Administering Local Authority has ensured that support planning is in place for all service users. These plans are robust, comprehensive, and are agreed with service users and subject to regular review. The plans are developed with other agencies to complement care & supervision plans where these are in place.</p>	<p><u>9.3 Support plans</u></p> <p>The Administering Local Authority has ensured that support planning is in place for all service users. These plans are robust, comprehensive, and focused on delivering improved outcomes for service users. They are shared and agreed with service users and subject to regular review. The plans are developed with other agencies to complement care and supervision plans where these are in place.</p>	Note: Departmental targets/plans such as reviewing and monitoring of services and support arrangements are contained within the unit business plan and individual work plans.

Key Lines of Enquiry		
Pre Sept 2008	From September 2008	Annual Plan
<p><u>9.4 Outcome measurement</u> The Supporting People development and delivery is inclusive and focussed on quantified outcomes for service users. Targets have been identified with partners and outcomes are measured against these</p>	<p><u>9.4 Outcome measurement</u> Supporting People development and delivery is inclusive and focused on quantified outcomes for service users. Targets have been identified with partners and outcomes are measured against these. Outcomes from monitoring arrangements are shared with partners including service users.</p>	<p><u>Objective 3:</u> Collate quarterly Performance Indicators, including data on progress towards LAA2 (<i>NI 141, Number of vulnerable people achieving independent living</i>), including monitoring the effects of the 'Empty Homes Initiative' and Move-On Strategy on achieving the LAA2 target</p> <p><u>objective 4:</u> Strategically review all long-term accommodation based services which includes review and analysis of referral processes and referral routes and identification of the needs of excluded groups of vulnerable people, in partnership with service users, potential service users and other representative groups</p> <p><u>Objective 5:</u> Implement the agreed outcomes of the strategic review of older persons' services including the separation of cost of Alarms from housing-related support.</p> <p><u>Objective 6:</u> Explore likely funding sources for handyperson services to cover the whole of Kent</p>

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REPORT

By: Caroline Highwood - Director Resources, Kent Adult Social Services

To: Supporting People in Kent Commissioning Body

18 December 2008

Subject: Sheltered Housing Differential Unit rates

Classification: Unrestricted

For Decision

Summary: This report gives information in relation to rewarding sheltered housing services differential unit rates dependant on their Quality Assessment Framework grading

1.0 Introduction

1.1 The Kent Supporting People Programme undertook a review of older people's services in 2006. As a result of part of that review the Programme has undertaken a benchmarking exercise to identify an appropriate weekly rate for community alarms and separately for housing related support within sheltered accommodation.

2.0 Context

2.2 The outcome of the review was that in those services, alarms and housing related support should be split by cost, contract schedule and specification. The Supporting People Commissioning Body in Kent agreed a rate of £1.50 per unit per week for the provision of community alarms within sheltered services.

2.3 The Kent Supporting People Programme has undertaken work to identify a benchmarked unit rate for the provision of housing related support within sheltered services.

3.0 Benchmarking Exercise

- 3.1 The benchmarking exercise evaluated the weekly rate for 51 services providing housing related support. The evaluation took place on the basis that all costs relating to alarms had been excluded. This was achieved by visiting providers to establish whether their services were housing related support or alarms.
- 3.2 In addition the process has identified several services that needed to be terminated for the following reasons;
- contract assignment (where the provider no longer wishes to be part of the Programme, and agrees nominate and give that contract to another provider).
 - decanted services (where a service is being decommissioned or closed by the landlord either permanently or temporarily, and residents have been moved out).
 - providers leaving the Programme of their own volition.
- 3.3 The process of visiting providers also resolved anomalies in relation to unit numbers or unit rates. Several services will be remodelled to better reflect the nature of the housing related support being delivered. The Programme is continuing to work with the relevant providers to resolve these issues.
- 3.4 The average weekly rate for the 51 providers was initially established as being £10.11.
- 3.5 The above actions have led to the removal of 10 services from the benchmarking exercise. This has left 41 services for consideration. As a result the average weekly rate moved to a value of £10.24.
- 3.6 Several providers have indicated that they are unlikely to accept the increased rate offered and will be accepting a proportion of the identified benchmarked figure. This refusal to accept the higher rate is in relation to the way some national organisations apportion costs. Other providers are unhappy with the original bench-marked rate indicating that it will not cover their costs of delivering housing related support to older people.

4.0 Differential Rates

- 4.1 At a recent meeting with the Emerging Role of Sheltered Housing (ERoSH), group members requested that differential rates be applied to the unit rates for sheltered housing services on the basis of the outcome of their Quality Assessment Framework grade.

- 4.2 Members of the group considered that there was little value in striving to become an 'A' grade service if the unit rate was the same as a service who had achieved a 'C' grade.
- 4.3 The Supporting People team have worked up an illustration of a differential rate that reflects this request;
- £10.24 'C' grades
 - £11.24 'B' grades
 - £12.24 'A' grades
- 4.4 The Kent Supporting People Programme has encouraged continual improvement since the inception of the Programme and many services have improved their grading against the quality assessment.

5.0 Impact on the Programme

- 5.1 Should the Supporting People in Kent Commissioning Body agree that differential rates should apply to services dependant on their grading against the Quality Assessment Framework, the Supporting People Programme will need to undertake a similar benchmarking exercise to enable differential rates to be paid to all services.
- 5.2 This benchmarking could form an element of the forthcoming Strategic Review of Investment.

6.0 Equality Impact Assessment

- 6.1 An initial screening of this recommendation indicates that equality impact is low.

7.0 Financial Impact Assessment

- 7.1 The Supporting People Programme has yet to receive final agreement from a small number of providers in relation to the unit rate they will accept for sheltered services. The rate that will be accepted by these providers is expected to be lower than the proposed rate. The financial impact assessment is based on the position as at 26November 08.
- 7.2 Value of Older Person contracts at start of process as at 15 April 08 £4.9 million
- Value of Older Persons services 2008/09 backdated at a cost of £10.11
£4.9 million

- Value of contracts if housing related support is benchmarked at £10.24 and alarms at £1.50 as at 1 April 09
£4.7 million
- Value of revised contracts if differential rates are applied
£5.2 million
- The cost variance to the Programme of the proposal
£506,000

7.3 The Commissioning Body committed an additional £360,000 to the funding of sheltered services within the 5-year forecast for 2008/09, the differential in funding would require a further £146,000.

8.0 Conclusions

8.1 As a result of splitting the costs of alarms from the total costs it was found necessary to resolve the residual support costs in sheltered housing. It is recommended that this should be a standard rate, which could be varied to reflect the quality of services.

8.2 Providers of sheltered services in Kent have requested differential rates to reflect the continuous improvement in services related to the Quality Assessment Framework.

8.3 The Supporting People team has undertaken an illustration of different rates to reflect A, B and C grades.

8.4 The financial illustration is dependent on resolving discussions relating to final unit rates with several providers. However the differential will be small.

9.0 Recommendation

9.1 The members of the Commissioning Body are asked to agree that

- Housing related support for older people should be paid at differential rates that reflect the quality assessment framework grade.
- The benchmarking exercise is repeated for all remaining services within the Strategic Review of Assessment as part of the next Five-Year strategy.

Claire Martin
Head of Supporting People
01622-221179

Kevin Prior

Acting Procurement & Commissioning Manager

Tel: 01622 696198

Background Information:

Commissioning Body June 2008 Unit Cost of Community Alarms

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REPORT

By: Caroline Highwood - Director Resources, Kent Adult Social Services

To: Supporting People in Kent Commissioning Body

18 December 2008

Subject: Supporting People Budget

Classification: Unrestricted

For Decision

Summary: This report provides information on the budgetary position of the Supporting People Programme.

1.0 Introduction

1.1 The Commissioning Body has agreed an ambitious programme of expenditure in the current financial year, and into the next financial year. The Programme will be able to meet the anticipated expenditure in those years, with little variation to the forecast. There are some minor adjustments relating to three almshouse services that have had their contracts terminated.

2.0 Forecast for 2008/2009

2.1 The Commissioning Body report in September 2008 indicated an estimated spend within 2008/2009 of £31,700k. There is no change to this position.

3.0 Five-Year forecast

3.1 The Five-Year forecast has been adjusted in order to take account of the growth bid outlined below. The forecast is attached as Appendix 1 of this report.

4.0 Growth

4.1 The Commissioning Body is asked to consider the following Growth Bids.

- **Sevenoaks District Council** (Young People) contract value £14.8k. The detail relating to the growth bid is attached at Appendix Two.
- **Sevenoaks District Council** (Gypsies and Travellers) contract value £15k. The detail relating to the growth bid is attached at Appendix Three.
- **Thanet District Council** Extra Sheltered service (Older People) contract value £26.6k. The detail relating to the growth bid is attached at Appendix Four.
- **Thanet District Council** (Single Homeless) The detail relating to the growth bid is attached as Appendix Five.
- **Dover District Council** (Young Persons) The detail relating to the growth bid was not available at the time of publication and will be circulated as soon as possible.
- **Countywide** Refuge (Domestic Violence) contract value £497k. The detail relating to the growth bid is attached as Appendix Six.

4.2 It is anticipated that the following growth bids will be submitted to the Commissioning Body in March 2009.

- Young persons accommodation-based scheme in Shepway
- Young persons accommodation-based scheme in Thanet
- Offenders accommodation-based schemes (district/boroughs to be identified by Probation)

4.3 The needs analysis report (Item 7 of this agenda) supports the rationale behind the commissioning of the majority of these services.

4.4 There will be a strategic review of investment as part of the next Five-Year strategy which will enable the Programme to absorb the costs of the above schemes by re-examining the priorities within the Programme.

4.5 Appendix Six of this report illustrates the current position in relation to the commissioning of services identified by the Commissioning Body.

5.0 Staffing structure and costs within administering authorities in the South East.

5.1 The Commissioning Body asked the Kent Supporting People team to investigate staff numbers and the cost associated with them for this

Commissioning Body. Appendix 7 of this report provides comprehensive comparison information relating to their Programmes.

- 5.2 Kent is the largest administrative authority in relation to the number of district and boroughs that it works with. There is also a differential in the amount of main grant that each authority administers (Kent has the largest grant).
- 5.3 The most direct comparison can be made with Hampshire which has eleven district and boroughs and a main grant of £31,000k. Hampshire has a staff complement of 15, whereas Kent with an additional district/borough and £1,000k extra in grant funding has 17.
- 5.3 There will be a further report to the Commissioning Body in March outlining the budgetary situation in relation to the administration grant in future years.

6.0 Conclusion

- 6.1 The Commissioning Body's strategic commissioning decisions are being delivered, and new services have been tendered in order to fulfil its requirements.
- 6.2 The Supporting People Programme will be subject to a strategic review of investment as part of the implementation of the next Five-Year strategy.

7.0 Recommendation

- a) The Commissioning Body is recommended to agree the growth bids for
 - i. Sevenoaks District Council (Young People)
 - ii. Sevenoaks District Council (Gypsies and Travellers)
 - iii. Thanet District Council Extra Sheltered service (Older People).
 - iv. Thanet District Council (Single Homeless)
 - v. Dover District Council (Young Persons)
- b) The Commissioning Body is not recommended to agree the countywide Refuge growth bid

Claire Martin
Head of Supporting People
01622 221179

Andrea Coleman
Senior Finance and IT Officer
01622 694877

Background Documents:

None

Appendix 1 Supporting People 5 Year Forecast

Appendix 2 Growth Bid, Sevenoaks District Council, (Young Persons)

Appendix 3 Growth Bid, Sevenoaks District Council, (Gypsies, Travellers)

Appendix 4 Growth Bid, Thanet District Council, (Older people)

Appendix 5 Growth Bid, Thanet District Council (Single Homeless)

Appendix 6 Growth Bid, Countywide, Refuge (Domestic Abuse)

Appendix 7 Strategic commissioning of Supporting People services

Appendix 8 Administrative grant analysis

Appendix 1 Supporting People 5 Year Forecast 2008/09 - 2012/13

	Years				
	08/09	09/10	10/11	11/12	12/13
	£'000	£'000	£'000	£'000	£'000
Grant Allocation	-32,025	-32,025	-32,025	-32,025	-32,025
Expenditure					
Core Services	30,115	31,638	35,052	35,928	35,843
Core services with inflationary uplifts					
Additional Service Commitments					
Service user Involvement		100			
Tendered MH Service	33	56			
Awaiting Replacement Properties	21	49			
Rent Deposit Scheme	599	-599			
HIA/Handy-person	172	287			
Identified New Service Commitments					
Dartford Alarms	38				
CASA Alarms	52				
Young Persons Floating Support	119	201			
Outreach Resettlement	86	150			
Dover Horizons MH Scheme	67				
Strategic Review of OP Services	336				
Victoria Lodge		242			
Delayed New Services due for Commissioning:-					
Floating Support /Accommodation Based Services		819			
Floating Support Clearance		939		-984	
Dual Diagnosis		102			
Forecast Annual Spend	31,638	35,052	35,928	35,843	36,739
Variance	-388	3,027	3,903	3,818	4,714
<i>Under/Over Spend indicator</i>	<i>Underspend</i>	<i>Overspend</i>	<i>Overspend</i>	<i>Overspend</i>	<i>Overspend</i>
Achieved Savings B/F	-8969	-9,357	-6,329	-2,426	1,392
<i>Under/Over Spend indicator</i>	<i>Underspend</i>	<i>Underspend</i>	<i>Underspend</i>	<i>Underspend</i>	<i>Overspend</i>
Year End Balance	-9,357	-6,329	-2,426	1,392	6,106
<i>Under/Over Spend indicator for year</i>	<i>Underspend</i>	<i>Underspend</i>	<i>Underspend</i>	<i>Overspend</i>	<i>Overspend</i>

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Appendix 2

Supporting People Team Growth Bid Template

All growth bids must be fully supported by a member of the Supporting People Commissioning Body detailing how the bid will meet their own strategic objectives and how this will support the SP Programme objectives. This should be attached as an appendix to this document.

Providers submitting a growth bid should provide information by means of the template below which sets out the business case. It should then be returned to the Supporting People Team.

1	Organisation Details	
1.1	Organisation name:	Sevenoaks District Council
1.2	Main address for correspondence:	Argyle Road Sevenoaks Kent TN13 1HG
1.3	Registered Office: (If different from above)	
1.4	Person applying on behalf of the Company or Consortium	Pat Smith
1.5	Position in the Company:	Head of Housing services
1.6	Telephone Number:	01732 227 355
1.7	Fax Number:	
1.8	Email Address:	Pat.smith@sevenoaks.gov.uk
1.9	Website address:	www.sevenoaks.com
1.10	VAT Registration Number	
1.11	Is your organisation a public limited company / limited company / a partnership / a sole trader / registered as an Industrial & Provident Society / has Charitable status / other: If a Charity please indicate if your organisation is: N/A Local Authority.. District Council a)Unincorporated b)A Trust c)A Company	
1.14	Please state the registration number of your organisation Registered Charity no: Registered Company no:	N/A

1	Organisation Details	
1.17	Companies House Registration Number of parent company (if applicable)	N/A

Purpose The purpose of the business case is to provide a full statement of reasons for the commissioning of a service. It should include all the topics below and must have the full backing of at least one member of the Commissioning Body.

Contents This Business Case contains the following topics:

Topic	See Page
Summary of the Service	
Evidence of Need	
Strategic Context	
Service Implementation	
Anticipated Outcomes	
Timescales	
Financial Information	
Supporting Statement(s) from Commissioning Body member(s)	

Summary of the Service *Summarise the nature of the service, the model of delivery and service user group*

*To provide through West Kent Housing Association, appropriate housing related floating support to **homeless young people** under 18 .to enable them to sustain a social housing tenancy This scheme provides individualised housing related support plans to assist at least 6 young people each year. This would include;*
An understanding of rights and responsibilities as a WKHA tenant
Assisting with claiming benefits
Supporting and developing skills to maintain tenancies
Promoting good relationships with neighbours
Providing social support to live in the community
Providing practical support by helping young people to access health services education employment and local transport

To date this scheme has been funded directly by Sevenoaks District Council since 2006 when the number of floating support placements (funded by Supporting People)were reduced after a County wide review.

Evidence of Need	<p><i>Detail the research that has been undertaken to prove the need for this service</i></p> <p><i>In 2006/2007</i> 11 homelessness applications were accepted by SDC from single young people as being eligible, in priority need and unintentionally homeless and 180 single young people (aged 16 – 24) approached the Council for Housing Advice.</p> <p><i>In 2007/2008</i>....12 homelessness applications were accepted by SDC from young people as being eligible, in priority need and unintentionally homeless and 240 single young people (aged 16 -24) approached the Council for Housing Advice.</p> <p><i>The Sevenoaks district does not have any supported schemes for young people although the Council is looking for a site for 6 units as part of a sub regional scheme with TMBC and TWBC. This will not occur until at least 2010.</i></p>
Strategic Context	<p><i>How will the service meet with local, regional and national targets and strategies</i></p> <p><i>This scheme encompasses targets/objectives in the Councils Sustainable Community Action plan, the Councils Housing Strategy and sub regional Homelessness Strategy and is required to achieve Government targets to reduce use of B&B and temporary accommodation by 2010.</i></p>
Service Implementation	<p><i>How will the service be implemented, engagement with other stakeholders</i></p> <p><i>The scheme is already in place and has been since 2006 but is funded by Sevenoaks District Council and not Supporting People funding. This is no longer financially sustainable for the District Council..</i></p>
Anticipated Outcomes	<p><i>What are the anticipated outcomes of the service</i></p> <p><i>To enable homeless young people in the district to be re housed by WKHA directly into the stock with housing related support to minimise non payment of rent and other housing issues which may result in eviction. The scheme minimises the need for B&B and temporary accommodation and provides better quality of life for young people .It provides a more balanced community approach and less reasons to fail tenancies.</i></p>
Timescales	<p><i>Timescales for the service to be fully operational</i></p> <p><i>In place since 2006 but no longer financially sustainable by Sevenoaks DC.</i></p>

Financial
Information

Full cost breakdown of the service including paid and voluntary staff and management

To be undertaken by WKHA and the full cost to the Council is

2008/2009.....£14,500

2009/2010.....£14,750

The Council is looking for funding for 08/09 and 09/10 in anticipation of the supported scheme being completed. A service Level agreement will be produced accordingly.

Appendix 3

Supporting People Team Growth Bid Template

All growth bids must be fully supported by a member of the Supporting People Commissioning Body detailing how the bid will meet their own strategic objectives and how this will support the SP Programme objectives. This should be attached as an appendix to this document.

Providers submitting a growth bid should provide information by means of the template below which sets out the business case. It should then be returned to the Supporting People Team.

1	Organisation Details	
1.1	Organisation name:	Sevenoaks District Council
1.2	Main address for correspondence:	Argyle Road Sevenoaks Kent TN13 1HG
1.3	Registered Office: (If different from above)	
1.4	Person applying on behalf of the Company or Consortium	Pat Smith
1.5	Position in the Company:	Head of Housing services
1.6	Telephone Number:	01732 227 355
1.7	Fax Number:	
1.8	Email Address:	Pat.smith@sevenoaks.gov.uk
1.9	Website address:	www.sevenoaks.gov.uk
1.10	VAT Registration Number	
1.11	Is your organisation a public limited company / limited company / a partnership / a sole trader / registered as an Industrial & Provident Society / has Charitable status / other: If a Charity please indicate if your organisation is: N/A Local Authority.. District Council a)Unincorporated b)A Trust c)A Company	
1.14	Please state the registration number of your organisation Registered Charity no:	N/A

1	Organisation Details	
	Registered Company no:	
1.17	Companies House Registration Number of parent company (if applicable)	N/A

Purpose The purpose of the business case is to provide a full statement of reasons for the commissioning of a service. It should include all the topics below and must have the full backing of at least one member of the Commissioning Body.

Contents This Business Case contains the following topics:

Topic	See Page
Summary of the Service	
Evidence of Need	
Strategic Context	
Service Implementation	
Anticipated Outcomes	
Timescales	
Financial Information	
Supporting Statement(s) from Commissioning Body member(s)	

Summary of
the Service

Summarise the nature of the service, the model of delivery and service user group

To provide Housing related support to residents of the Council owned gypsy/traveller site in Edenbridge Kent . The Council has the highest number of public gypsy/traveller plots in the County as well as a high number of private plots. The Councils site is located at Hever Road Edenbridge and currently has 12 plots with consideration for a further 6 (planning permission agreed) but that element is subject to a successful bid with CLG(results due December 2008).

Gypsy/travellers are the highest BME group in the district and a recent Government required survey identified the need for approx 64 more plots in the district ,which is by far the highest amount in Kent.

The Council is quite unique and employs a Gypsy/Traveller Liaison Officer who is responsible for unauthorised encampments , mobile and caravan licensing and liaising with Planning concerning unauthorised developments which leaves minimal time for supporting residents on this site. The Council as a matter of good practice, has appointed one of the residents as Site Warden but the quality of life could be improved for residents if an Officer provided;

Advice regarding welfare benefits (claiming housing benefit/council tax benefit etc)

Support to manage a tenancy and reduce evictions

Support to the warden in ensuring the effectiveness of his role

Support to raise gypsy/traveller profiles in a positive way and to enable better integration into the community.

Evidence of
Need

Detail the research that has been undertaken to prove the need for this service

Gypsy/traveller survey identified need for approx 64 plots in district (highest need in Kent)

Highest number of permanent public plots in the county (82)

Largest BME group in the district

Highest percentage of social housing allocated to gypsy/travellers in the North of the District and in Edenbridge

Hever Road Gypsy/Traveller site has 12 plots with possible 6 extra plots to be included on site if a recent CLG bid is successful.

Dedicated GTLO with minimal time available to support residents on the site.

Out of 12 plots 2 are vacant awaiting repairs to amenity blocks and 4 plots are not paying rent and need to be supported to make housing benefit claims.

Strategic Context	<p><i>How will the service meet with local, regional and national targets and strategies</i></p> <p><i>The national Gypsy/Traveller accommodation assessment has been undertaken and indicates the need for a further approx 64 permanent plots. Extending the current site provision will meet some of that target. Providing housing related support to the residents of the Hever Road site will achieve Government priorities to reduce homelessness and subsequent use of temporary accommodation. Gypsy/Travellers traditionally and as part of their culture are suspicious of Government organisations and generally do not access services because of their culture. It is therefore important to recognise the cultural housing needs of this District's highest BME group. To provide an outreach service on site will sustain that local community and minimise evictions from the site..</i></p>
Service Implementation	<p><i>How will the service be implemented, engagement with other stakeholders</i></p> <p><i>It is anticipated that 40% of an officers time is required to provide this enhanced supported housing service tailored to Gypsies/Travellers. This will be about 15 hours a week and will support the Site Warden already in place from November 2008.</i></p>
Anticipated Outcomes	<p><i>What are the anticipated outcomes of the service</i></p> <ul style="list-style-type: none"> <i>To reduce evictions</i> <i>To minimise anti-social behaviour</i> <i>To ensure rent/housing benefit is paid</i> <i>To enhance good relationships on site</i> <i>To signpost to appropriate services and advise on welfare benefits</i> <i>To empower residents to pay rent and sustain their tenancies</i> <i>To meet the Government targets and priorities</i> <i>To sustain the local community at Hever Road site.</i>
Timescales	<p><i>Timescales for the service to be fully operational</i></p> <p><i>Site warden in place from Nov 2008 and to provide housing related support (if funding is received) from 1st April 2009.</i></p>
Financial Information	<p><i>Full cost breakdown of the service including paid and voluntary staff and management</i></p> <ul style="list-style-type: none"> <i>40% of a FTE officer with on-costs (£15,000 pa)</i> <i>Approx 15 hours per week</i>

Appendix 4

Supporting People Team Growth Bid Template

All growth bids must be fully supported by a member of the Supporting People Commissioning Body detailing how the bid will meet their own strategic objectives and how this will support the SP Programme objectives. This should be attached as an appendix to this document.

Providers submitting a growth bid should provide information by means of the template below, which sets out the business case. It should then be returned to the Supporting People Team.

1	Organisation Details	
1.1	Organisation name:	Orbit South Housing Association
1.2	Main address for correspondence:	Foy House, 27 – 29 High St Margate Kent CT9 1DL
1.3	Registered Office: (If different from above)	
1.4	Person applying on behalf of the Company or Consortium	Stuart Hodgkins
1.5	Position in the Company:	Head Of Supported Housing
1.6	Telephone Number:	01634 835603
1.7	Fax Number:	01843 231937
1.8	Email Address:	Stuart.hodgkins@orbit.org.uk
1.9	Website address:	www.orbitsouth.org.uk
1.10	VAT Registration Number	418541357
1.11	<p>Is your organisation a public limited company / limited company / a partnership / a sole trader / registered as an Industrial & Provident Society / has Charitable status / other: If a Charity please indicate if your organisation is:</p> <p>a)Unincorporated Registered Social Landlord b)A Trust c)A Company</p>	
1.14	<p>Please state the registration number of your organisation</p> <p>Registered Charity no:</p> <p>Registered Company no:</p>	<p>30446R (Exempt Charity)</p> <p>HC Reg L4526</p>
1.17	Companies House Registration Number of parent company (if	

1	Organisation Details	
	applicable)	

Purpose The purpose of the business case is to provide a full statement of reasons for the commissioning of a service. It should include all the topics below and must have the full backing of at least one member of the Commissioning Body.

Contents This Business Case contains the following topics:

Topic	See Page
Summary of the Service	2
Evidence of Need	3
Strategic Context	4
Service Implementation	5
Anticipated Outcomes	6
Timescales	7
Financial Information	8
Supporting Statement(s) from Commissioning Body member(s)	

Summary of the Service Victoria Lodge Extra Sheltered Scheme is a new 40-unit complex that is due to open in April 09 in Thanet. This new service provision will provide high quality accommodation & state of the art facilities to enable older people with support & care needs the opportunity to maximise their independence & successfully manage their individual tenancy responsibilities.

To achieve this Orbit South will:

- Provide focused & goal oriented tenancy support.
- Assess the needs of the individual and provide an agreed program of support (this will usually include agreeing joint support planning with the service user and other agencies to enable holistic service delivery).
- Ensure access to other services in particular health & social care related services, benefits, education & social networks, liaising effectively with statutory and voluntary agencies on a collaborative basis.
- Facilitate the development of service users identity, to effectively function as citizens in the local community.
- Individual support will be structured to ensure that 90% of support delivery is in accordance with the individuals support plan.

Evidence of
Need

Information supplied by Mike Powe, District manager – Adult Social Services, Thanet District (KCC):

Thanet has a significantly higher proportion of people aged 65+ newly placed in permanent residential care than nearly all other Districts in Kent. The neighbouring District of Canterbury has 150+ Extra care tenancies and achieves a low placement rate in residential care. With a similar 65+ population profile it is reasonable to estimate that Thanet District needs in total at least 150+ Extra care tenancies for older people in order to be able to offer local residents the same chance to remain living in their own homes.

The new 40 unit scheme at Victoria Lodge will bring the total of Extra Care units in Thanet to 69 – with a further 40 in another part of the District by October 2009.

England is an ageing society and since the 1930's the number of people aged over 65 has more than doubled. Between 1995 and 2025 the number of people over the age of 80 is set to increase by almost 50% and the number of people over 90 will double. Approximately one quarter of the population will be over pensionable age by 2040 (National Audit Office).

An ageing population is evidence of the advances society has made in many fields. A longer life should be linked to more years of good health and well-being.

In the last five years a number of national policies have been published that set out the Government's vision for promoting health, independence and well-being for older people.

These initiatives have set targets to reduce inequality on the basis of age, a commitment to implement new service provision or recommending that existing services work together to meet the needs of the most vulnerable older people whilst making best use of local resources.

The recently published 'Our Health, Our Care, Our Say' sets out the Government's vision for more effective health & social care services in the community and has identified five clear areas for change:

- People will be helped in their goal to remain healthy & independent.
- People will have real choices & greater access in both health & social care.
- Far more services will be delivered in the person's home.
- Services will be integrated, built around the needs of the individual and not Service Providers.
- Inequalities in access to services will be tackled.

To assist Service Providers prepare for the changing needs of older people, extensive consultation has taken place with 50-55 yr old members of society who have expressed clear views on how they would like older person services to be provided in the future:

- The majority wish to remain living independently in their own homes in the community for as long as possible.
- Support/Care services that are focused on the needs & wishes of the individual.
- If/when they need to consider moving into older persons accommodation, there are real choices available.
- 1 Bed self contained flats are the minimum size that would be acceptable – studio/bed-sit accommodation would not be popular.
- More diverse recreational facilities are available in an Older Persons Scheme.
- 'Retirement Village' type developments be available that promotes independence and not institutionalisation.

Victoria Lodge will provide an alternative choice to existing provision (sheltered, care/nursing home etc) that will be able to effectively work with all levels of tenancy support needs and offer the individual flexibility in levels of tenancy support on a needs led basis.

Service
Implementation

Work has already progressed in developing strong links with key stakeholders (KASS, PCT, TDC etc) to agree eligibility criteria, allocations protocol & joint working agreements to ensure this new service is made available to all eligible sections of the local community.

Working closely with TDC, Victoria Lodge will initially be extensively advertised through various mediums to promote the service to prospective referring agents & the local community. Adopting Choice Based Letting, we will ensure fair access is achieved by the setting up of a Lettings Panel, made up of representatives from TDC, KASS & O.S. The L/Panel will review the outcomes of all applicants N/Risk Assessment reports and decide on the most appropriate applicant to be offered a tenancy. In addition, O.S. Lettings Department will manage a Victoria Lodge waiting list that will automatically be put forward when a vacancy occurs.

We are also in discussions with the PCT to explore joint working arrangements for service users with mental health needs as well as setting up a Housing forum with other providers, care agencies & KASS to discuss operational issues & to agree best practice in all aspects of the service.

O.S. will recruit support staff in Jan 09, who will focus on identifying & assessing the needs of prospective tenants prior to the scheme opening in April 09. We envisage that initially we will administer 5 new tenancies a week resulting in 50% occupancy within 2 months of opening – aiming to reach full occupancy within 4 months.

As well as providing a accommodation based tenancy support service, the scheme will provide various services that will become available to the local community – luncheon club, well-being clinics, falls prevention services, chiropody service, chair aerobics/exercise classes & social events in conjunction with both statutory & voluntary local agencies.

OUTCOME	OBJECTIVE
Service users are protected from harm and from harming others.	An ongoing assessment of needs & risks will be carried out on all service users. The process will place service users views at the centre of the process, will be managed by skilled staff and involve carers & other professionals.
Service users are supported to set & achieve their goals.	Service users will have up-to-date outcome focused support plans in place.
Service users have security, health & safety needs met.	The security, health & safety of all service users & staff are protected. The scheme environment will meet all health & safety statutory and regulatory requirements.
Service users are protected from abuse.	The right of service users to be protected from abuse will be safeguarded through a series of robust policies & procedures – all Scheme staff will be appropriately trained.
The different cultural, spiritual and physical access needs of individual service users are met.	There will be a clear written statement/policy of equal opportunity and diversity. Data collection in place to monitor diversity matters and comparisons against appropriate data.
Service users concerns are heard and addressed.	Users, carers & stakeholders will be made aware of complaints procedures and how to use them. All complaints and concerns will be dealt with through Orbit's complaints procedure.
Service users are actively consulted about the service they receive.	Service users will be consulted about the services provided and offered opportunities to be actively involved in the running of the service.
Service users will achieve a degree of independence.	All aspects of the service will promote/empower service users to make decisions for themselves.
Service users are part of the local community.	Service users will be empowered to engage in the wider community and the development of social networks.
Service users privacy & confidentiality is maintained & respected.	Individual rights to privacy & confidentiality are set out in Orbits policies/procedures.
Service users make choices.	The service will be flexible, sensitive and responsive with the aim of maximising service users dignity, choice and control over their own lives.
Service users receive a consistent and professional service appropriate to their needs.	High standards of service quality & continuous improvement will be achieved.

Timescales

Victoria Lodge will open in April 2009, 50% occupancy at the end of May 2009 & full occupancy at the end of July 2009.

Schedule of Prices

Orbit South Housing Management Costs

STAFFING	HOURS PER WEEK	ANNUAL COST
Scheme Manager	8	£4,751
Support Officer	8	£3,902
Support Officer	8	£3,902
Cook/Chef	37	£16,000
Cleaner	37	£15,700
Staff Cover	8	£5,133
Housing Management Costs		
Heating/Lighting		£28,000
Cleaning		£3,000
Gardening		£4,000
Rental/Service of Equipment		£4,500
Service Contracts		£2,500
Telephone/Postage		£2,000
Other Supplies/Services		£3,000
Renewals Fund		£8,000
Rates/Other Charges		£2,500
Insurances		£500
Management Charge		£9,000
Telecare Sensors		£6,000
TOTAL HOUSING MANAGEMENT COSTS		£122,388

TDC/KCC Tenancy Support Costs

STAFFING	HOURS PER WEEK	ANNUAL COST
Scheme Manager	29	£19,005
Support Officer	29	£14,926.70
Support Officer	29	£14,926.70
Scheme Assistant	17.5	£6,500
Scheme Assistant	17.5	£6,500
ADDITIONAL SUPPORT COSTS		
Recruitment		£5,000
Education/Training		£1,050
Travel & Sub		£350
ERU Charges		£2,500
ERU Maintenance		£2,000
TOTAL TENANCY SUPPORT COSTS		£72,758.40

Financial
Information

Staff Costs

Scheme Manager/Support Officers – In line with established Protocol (Supporting People Directive on staff costs for accommodation based support services), staff costs are apportioned 20% Housing Management (Orbit South) and 80% Tenancy Support Funding (KASS/SP).

Cook/Chef – Funding for this post will be met by the resident group via meal charges, thus enabling the Luncheon Club to be open seven days week.

Scheme Assistants – To be funded 100% by KASS

Value For Money

The costing and structures I have proposed have been devised adopting the Supporting People Value For Money Formula.

For Orbit South to provide the Tenancy Support Service at Victoria House, we would require a contract price to be agreed of **£72,758.40** per annum ($£11.66 \times 3 \times 40 \times 52 = £72,758.40$)

Once agreed, this contract price would be reviewed yearly to incorporate any inflationary uplifts.

This contract price breaks down as follows:

£34.98 per week per flat.

£11.66 Hourly Tenancy Support Charge. (It is worth noting that in other areas of the South East, Orbit South receives an average of £19.50 Hourly Tenancy Support Charge for similar Schemes).

In Thanet the average cost of a Care Home placement is £320.63 a week. Orbit South's proposal is not only cost effective in terms of direct costs, but also significant savings will be made by the local authority regarding indirect costs – reduction in accessing emergency services, hospital admissions etc. This costs/proposal does not include any areas of personal care provision. This area remains the responsibility of TDC/KCC to ensure all identified care needs are met.

KASS/Kent Supporting People funding

As this new service is to be joint funded, this equates to:

Kent Supporting People

£11.61 a week X 40 flats X 52 weeks = £24,148.80 per annum.

KASS

£23.37 a week X 40 flats X 52 weeks = £48,609.60 per annum.

26 November 2008

Claire Martin
Head of Supporting People
Rom 4.03
County Hall
County Road
Maidstone
Kent ME14 1XQ

Dear Claire

Re: Supporting People Growth Bid for Victoria Lodge, Canterbury Road, Margate

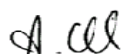
I write to confirm that Thanet District Council supports the Supporting People growth bid on the above scheme.

We have been involved in the development of Victoria Lodge from its inception and have worked closely with Orbit South Housing Association and Kent Adult Social Services to ensure that this scheme meets local needs. The scheme will open in March 2009 and KASS have full nomination rights for Thanet residents.

It is essential that housing related support is available to the residents of this scheme in order to ensure that the tenancies are sustainable.

Please contact me if you require any further information.

Yours sincerely



Amber Christou
Strategic Housing Manager

Appendix 5

Supporting People Team Growth Bid Template

All growth bids must be fully supported by a member of the Supporting People Commissioning Body detailing how the bid will meet their own strategic objectives and how this will support the SP Programme objectives. This should be attached as an appendix to this document.

Providers submitting a growth bid should provide information by means of the template below which sets out the business case. It should then be returned to the Supporting People Team.

1	Organisation Details	
1.1	Organisation name:	Thanet District Council
1.2	Main address for correspondence:	PO Box 9, Cecil Street, Margate Kent CT9 1XZ
1.3	Registered Office: (If different from above)	
1.4	Person applying on behalf of the Company or Consortium	Amber Christou
1.5	Position in the Company:	Strategic Housing Manager
1.6	Telephone Number:	01843 577220
1.7	Fax Number:	01843 290906
1.8	Email Address:	Amber.christou@thanet.gov.uk
1.9	Website address:	www.thanet.gov.uk
1.10	VAT Registration Number	
1.11	Is your organisation a public limited company / limited company / a partnership / a sole trader / registered as an Industrial & Provident Society / has Charitable status / other: Local Authority If a Charity please indicate if your organisation is: a)Unincorporated b)A Trust c)A Company	
1.14	Please state the registration number of your organisation Registered Charity no: Registered Company no:	
1.17	Companies House Registration Number of parent company (if	

1	Organisation Details	
	applicable)	

Purpose The purpose of the business case is to provide a full statement of reasons for the commissioning of a service. It should include all the topics below and must have the full backing of at least one member of the Commissioning Body.

Contents This Business Case contains the following topics:

Topic	See Page
Summary of the Service	
Evidence of Need	
Strategic Context	
Service Implementation	
Anticipated Outcomes	
Timescales	
Financial Information	
Supporting Statement(s) from Commissioning Body member(s)	

Summary of the Service *To provide through appropriate housing related support in an accommodation based service to single homeless to enable them to sustain a social housing tenancy. The scheme will provide individual support to 9 – 12 young people within an accommodation-based service in Ramsgate. The scheme will be managed as short term supported housing The nature of the support would include SP eligible tasks such as;
An understanding of rights and responsibilities of a tenant
Assisting with claiming benefits
Supporting and developing skills to maintain tenancies
Promoting good relationships with neighbours
Providing social support to live in the community
Providing practical support by helping young people to access health services education employment and local transport*

Evidence of Need *Thanet is under served with services for single homeless people despite it having a high population of former care leavers and homeless young people. Recent visits from members of Kent County Council have highlighted the unsuitable nature of current provision resulting in Thanet District Council focussing on the provision of improved accommodation based services*

Strategic Context	<i>This scheme encompasses targets/objectives in the Councils Sustainable Community Action plan, the Councils Housing Strategy and draft sub regional Homelessness Strategy and is required to achieve Government targets to reduce use of B&B and temporary accommodation by 2010. The 2006/10 housing strategy identifies significant accommodation needs for former looked after children, youth offenders and other homeless 16/17 year olds, and the draft EK homeless strategy includes Tackling Youth Homelessness as a strategic priority</i>
Service Implementation	<i>Thanet District Council have identified a suitable site within the district. We intend to work in partnership with a quality provider of services and intend to have the Housing Corporation identified within the next few months. The identification of funding for housing related support provision will assist in the rapid development of this service</i>
Anticipated Outcomes	<i>To enable single homeless people in the district to be housed with housing related support to minimise non-payment of rent and other housing issues, which may result in eviction. The scheme will minimise the need for B&B and other unsuitable temporary accommodation and provides better quality of life for young people .It provides a more balanced community approach and less reason to fail tenancies.</i>
Timescales	<i>At present the timescales have not been finalised</i>
Financial Information	<i>Full cost of the scheme has yet to be ascertained but it is considered that a allocation of 24 hours per service user per week to allow for direct access resulting in an annual budget of £155,670 being required</i>

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Appendix 6

SUPPORTING PEOPLE TEAM GROWTH BID TEMPLATE

SUMMARY OF SERVICE

Domestic violence accounts for the highest percentage of violent crime in the UK (Cabinet Office, 2005). Its effects are well documented and varied. For many women and children, domestic violence results in homelessness, repeat victimisation, and for two women each week, death. Refuge's independent domestic violence advocacy service (IDVAS) offers intensive short to medium term support to women and children who are at high-risk of violence. The aim is to support high-risk women from crisis intervention, to risk assessment, and through court proceedings. We do this by providing individual support and safety planning: reducing repeat victimisation, improving confidence in the Criminal Justice System and, multi-agency working.

Domestic violence is proven to increase in frequency and severity over time, so it is essential that all women and children have access to immediate and sustained support through the legal system. Ensuring that cases are heard, and perpetrators are convicted, increases the safety of women and children. It also reduces homelessness caused by domestic violence, and saves lives.

We want to develop the capacity of Refuge's Kent IDVAS. Refuge has well-developed domestic violence services in the county and has built strong local support. We provide refuge accommodation and floating support services to women and their children as well as independent domestic violence advocacy services. The IDVA team is made up of three members of staff who are managed by our national domestic violence advocacy manager, Lynn Crockford. Current funding for all posts comes to an end in March 2009.

This application is seeking a total of £497,177 over three years to employ two independent domestic violence advocates and one IDVA coordinator and includes a proportion of the management costs of the national domestic violence advocacy manager.

EVIDENCE OF NEED

The legal system is often complex, intimidating and isolating for victims of domestic violence. They often lack adequate support networks and informed advice to pursue their case successfully. As victims are only treated as witnesses in criminal cases, no agency within the criminal justice system is obliged to keep them informed of the progress of the case. During this period women need increased protection, as the period of separation from the perpetrator is when the overwhelming majority of homicides take place. Many victims are pressurised by the perpetrator to withdraw their statement. Consequently, many criminal cases do not proceed. Cases also collapse because information that would help the prosecution remains undisclosed to the Crown Prosecution Service and court (such as the nature and extent of the violence, abuse towards children etc.).

A Home Office study in 2005 found that up to 35% of murders in the last five years were caused by domestic violence. It accounts for around a quarter of all recorded violent crime, and claims the lives of two women every week. It has the highest repeat victimisation of any crime – that is to say that it is rarely a one off event. The study concluded that effective advocacy services would increase the number of cases reaching court and would

decrease the rates of repeat victimisation. The report recommended advocacy involving intensive legal and other practical and emotional support to enable victims to support the prosecution. Advocates were cited as the key component in:

- Increasing a victim's sense of safety and confidence through both the criminal and civil legal system
- Reducing repeat homelessness
- Increasing prosecutions
- Reducing repeat victimisation
- Encouraging help-seeking and safety planning
- Increasing safety and assisting in emotional recovery
- Making savings to the public purse
- Reducing the number of children 'at risk'
- Increasing multi-agency working
- Helping national and local authorities to meet targets

Domestic violence in Kent

A Homeless Statistics Report for West and North Kent in 2002 illustrated how potentially life saving our work is for East Kent:

- West Kent Police -
 - 1,367 incidents reported between family members, including partners (1,058 of which were solely between partners)
 - 502 repeat abused women (457 of which involved the partner)
 - 294 perpetrators arrested (241 of which were the victims partner)
 - 138 perpetrators charged
- North Kent Police -
 - 1,766 incidents reported between family member, including partners (1,458 of which were solely between partners)
 - 652 repeat victims (611 of which involved the partner)
 - 403 perpetrators arrested (325 of which were the victims partner)
 - 189 perpetrators were charged

The statistics above highlight that Refuge IDVAS have an important role to play in the provision of specialist crisis intervention and support for women who have come into contact with the criminal justice system as victims of domestic violence. Independent advocacy, particularly when combined with a Multi-Agency Domestic Violence Conference (MARAC), is effective in reducing the level of both repeat victimisation and risk to victims.

Domestic violence and homelessness

The Cabinet Office records the number of households accepted as being homeless and having a priority need (usually children in the family, pregnancy or some form of vulnerability at local authority level). These figures often underestimate the real numbers of women who lose their homes due to domestic violence because many women who turn to family or friends as an immediate respite from violence often make an application as homeless (Shelter, 2000). In these cases, the recorded reason for the loss of home is *they could no longer stay*

with family or friends. Studies of homeless families over the years show how significant a problem domestic violence is.

Shelter's 2002 Homeless to Home study found domestic violence to be one of the biggest factors in homelessness. 38% of families using their Homeless to Home projects had lost their home through domestic violence. The study concluded that most women would remain in their homes if their security could be assured (Shelter, 2002). IDVA services can assist women to access home target hardening schemes and floating support services once the level of risk has been lowered.

STRATEGIC CONTEXT

Domestic violence remains a key concern to Kent County Council. Refuge's strategic and long-term challenges cut across the priorities of Kent Supporting People, Kent's Local Area Agreement, and The Vision for Kent (2006 – 2026). The Kent IDVA service will help the county meet the following local strategic objectives:

- The key aim of Kent Supporting People is 'to support vulnerable people to have a better quality of life by providing housing-related support services. The goal is to support people to live independently in Kent.
- Kent's Local Area Agreement and Local Public Service Agreement phase 2 (LPSA 2), 2008 – 11 stresses the importance of multi-agency partnerships to improve outcomes for the county including:
 - Making communities safer and stronger by ensuring people are safe in their homes from violence
 - Reducing crime and building confidence in the criminal justice system
 - Supporting people lead healthier lives and enjoy high quality services that meet their needs for health, care and wellbeing
 - Adopting a partnership approach in which communities work together with public services
 - Enjoying effective community leadership and a network of support systems
 - Adhering to the principles set out in the Kent Compact to create a framework for positive change and a proactive relationship between partners and the voluntary and community sectors
 - Supporting and developing a strong, inclusive and diverse voluntary and community sector in Kent, and widening the range of people active with voluntary and community organisations (VCOs)
 - Helping vulnerable people to help themselves and become active citizens in a community based on stable and independent families
 - Creating a wider awareness of the scope of the voluntary and community sector activities and their benefits to communities and individuals

Influencing policy

Refuge will continue to influence advocacy development on the national and local policy agenda. Our National Advocacy Manager and Policy Manager have already worked on numerous policy consultations, including recently the Ministry of Justice Probation and Integrated Domestic Abuse Programmes, Her Majesty's Court Service's *Domestic Violence Guide* and The Association of Chief Police Officers' (ACPO) *Guidance on Investigating Domestic Violence*. Through an expanded service, Refuge would be able to ensure that more women's voices are represented in government policy and legislation.

Refuge also works to raise awareness around domestic violence and the services available for victims. Our proactive communications team secure media coverage to achieve these aims. In 2007 we secured coverage to raise awareness of independent advocates and MARACs. Also, last year our advocacy services received coverage on BBC Dispatches and BBC News 24. With more staff Refuge would be able to increase this activity and enable more women to learn about the availability and effectiveness of advocacy services.

SERVICE IMPLEMENTATION

Our independent advocates intervene at the point of crisis for a woman i.e. just after a police call or upon attendance at A&E. Statistically, a woman is at highest risk of serious injury or death at this point, because the abuser feels like he has lost power and control over her. Should a woman make a decision to leave her perpetrator this doesn't mean the violence is over, most women and children continue to be harassed, intimidated or threatened by their abuser especially if they attempt to pursue legal remedies. The advocate works closely with the woman, advising her on complex issues such as criminal charges, non-molestation and occupation orders, immigration law and child contact orders. They also ensure that all the agencies involved in supporting a woman work together to present a robust case to the Crown Prosecution Service (CPS). In doing so, this has helped prevent the courts from underestimating the danger a woman is in. A common misunderstanding has been that the courts all too easily regard domestic violence incident as a 'one-off', and releasing the perpetrator on bail where he may go on to repeat the abuse, and in some cases kill.

The Kent independent advocacy team is located in its own office in Hythe. The service employs two independent advocates and a co-ordinator who operate the service across the county. The service currently supports 54 women on a rolling basis across East Kent. This equates to approximately 150 families per year. The majority of referrals come from the police. The service adopts best practice as promoted by the Home Office, and the independently accredited standards developed by Co-ordinated Action Against Domestic Abuse (CAADA).

We expect the number of referrals to grow significantly as the Refuge team operates between six courts (Folkestone Magistrates Court, Ashford Magistrates Court, Dover Magistrates Court, Maidstone Crown Court, Canterbury Crown Court and Canterbury County Court) and our links with key partners become established.

The Advocates will:

- be fully CAADA trained
- carry out risk assessments on all women and children referred to the service or those victims that have directly approached the service
- carry out joint risk assessments with other specialist agencies, i.e. drug and alcohol agencies, BAME community organisations
- work alongside the woman to understand her needs and devise a support plan
- advocate on behalf of the victim within the following agencies; Crown Prosecution Service, courts, police, probation, housing, voluntary agencies such as refuges, counselling and outreach services and solicitors
- arrange referrals to refuge or emergency housing, where appropriate through UK Refuges Online
- provide support within the criminal and civil justice systems, including:
 - explain the working practices of the criminal and civil justice systems e.g. legal terminology and procedures, explanation on the role of judge, jury, prosecution and defence
 - attend court hearings or other appointments as appropriate

- keep track of what is happening in the victim's case and liaise with the Crown Prosecution Service and the court to report any breaches of bail, further evidence, court dates and police appointments
- advise on the type of civil remedies that are available, including basic information on non-molestation orders, occupation orders, child related orders and protection from harassment act orders

Referrals are made to the following local partners:

- Floating support - CASA & Refuge
- Other refuge and community domestic violence service providers
- Citizens Advice Bureau
- Kent Police
- Surestart
- Homestart
- Alcohol services
- Social Services
- NCH – the children's charity
- Local hospitals

Partnership Work

The success of the service will rest on the multi-agency collaboration of relevant organisations to ensure the victim's safety. Multi-agency risk assessment conferences (MARACs) have proven that a holistic multi-agency approach to domestic violence can reduce repeat victimisation, even among populations most at risk. The advocacy service will encourage the establishment of a MARAC system, using this proven inter-agency collaboration model to ensure the victim's safety and to effectively pursue cases through the legal system and to proactively manage risk. Refuge already works in collaboration with numerous voluntary agencies and statutory services across Kent. In addition, the proposal has received financial support from all five CDRP/CSUs and has secured office space in the Poultons Family Centre, Dover.

Within the advocacy service the advocates will be responsible for strengthening relationships, including those with:

- Police
- The Crown Prosecution Service
- Probation Service
- Health services
- Community law centres
- Community Safety Units
- Social Services departments
- Victim Support
- Witness Services
- Local family, community and women's centres
- Culturally specific services for BME women
- Floating support services and Homeless Services Unit
- Housing departments and local RSLs

ANTICIPATED OUTCOMES

Our new outcomes framework is currently being developed. It mirrors the Supporting People framework, and will be finalised in autumn 2008. A copy will be sent to the Kent Supporting People Team. In the meantime, our outcomes are as follows:

- To gain commitment from key partner agencies to develop a co-ordinated and seamless response to high risk victims of domestic violence
- To increase the safety of women and children at high risk of serious injury from domestic violence, through intensive casework support, structured risk assessment and close multi-agency working
- To reduce repeat victimisation through a fully co-ordinated community response to women and children providing increased safety for the victim
- To reduce the number of domestic violence cases discontinued within the criminal justice system
- to ensure that the service is fully accessible and effective for all women

Monitoring and evaluation

The National Advocacy Manager has worked to establish a monitoring and evaluation system to gather both quantitative and qualitative data, from which to measure the impact of the service. Refuge uses the Modus Software for monitoring casework. This has been endorsed by CAADA and the University of Cardiff. This software captures key outcomes in crime reduction and enables collaborative outcome analysis with other national independent advocacy projects through the University of Cardiff.

We currently measure and report on:

- victim satisfaction and safety
- repeat victimisation
- decrease in the number of withdrawals of witness statements
- increased reporting of children at risk of harm from domestic violence
- attrition rates within the criminal justice system
- referral practices
- policies and service delivery of mainstream agencies
- equality of access

Refuge has strong culture of ensuring all its services are shaped by feedback from the service users. This project will operate within Refuge's policy on User Feedback and feedback will be regularly reported and analysed by the Advocacy Manager, supported by Refuge's Performance and Quality Manager.

TIMESCALES

Refuge Kent IDVAS key milestones and timescales for completion are as follows:

	Key Milestone	Target date	How will it be achieved?
1	Create effective working agreements with key partners to ensure fast response from the Refuge IDVA team for women experiencing high risk domestic violence	End of September 2008	Ensure that the Refuge Kent IDVAS has agreements in place with: Police Social Services Health – A&E – Royal Victoria Hospital in Folkestone and the Walk in Centre
2	Ensure that the Refuge Kent IDVAS are working at a maximum case load	Ongoing with results to be reported at the end of the financial year.	Line management/supervision to be undertaken by the National Advocacy Manager to ensure staff are fully trained and supported and therefore working effectively. The Refuge IDVA team to work to ensure that they are linking in with key referral agencies (as describes in Milestone 1).
3	Number of convictions – 75% of cases supported by our IDVAS will result in a conviction	Ongoing with results to be reported at the end of the financial year.	Refuge will aim to ensure that 75% of cases supported result in conviction. Refuge's IDVAS will work to achieve this by ensuring that IDVAS provide support to women from the moment they access our service through to a time where they no longer need the IDVA service. Also, by ensuring our IDVAs are linking up effectively with all key referral partners and attend all relevant multi-agency meetings and functions.

FINANCIAL INFORMATION

The table below shows the breakdown of where and how the funds from Supporting People will be used from 2009 to 2012. A three year budget is provided. We hope for a steady state longer term contract with Kent Supporting People.

Advocacy 3 year budget - outside of London based advocates	2 IDVAs	Co-ordinator	Total Y1 2009/10	Total Y2 2010/11	Total Y3 2011/12	Total for 3 years
Salaries	48,064	30,964	79,028	83,770	88,796	251,594
NI	5,768	3,716	9,483	10,052	10,656	30,191
Pension	2,403	1,548	3,951	4,188	4,440	12,580
Support Cost	12,316	6,158	18,473	19,582	20,757	58,812
Staff Costs	68,550	42,386	110,936	117,592	124,648	353,176
Other costs including training, stationary and printing, telephones and travel expenses*	16,575	8,287	24,862	26,354	27,935	79,152
Total Direct Cost	85,125	50,673	135,798	143,946	152,583	432,328
Management Cost	12,769	7,601	20,370	21,592	22,887	64,849
Total Costs per post	97,894	58,274	156,168	165,538	175,471	497,177

* full breakdown available upon request.

Kent & Medway
domestic violence
Strategy Group

**P.P.U., Area Operations Directorate, Kent Police Headquarters, Sutton Road,
Maidstone, Kent. ME15 9BZ
Tel: 01622-640455 Fax:01622-654749**

Kevin Prior
Supporting People Team
Kent County Council
Sessions House
Maidstone

18th August 2008

Dear Kevin

Re: Refuge Advocacy Service

I would like to register my support for the bid submitted by the Refuge Advocacy Service regarding their service in Kent.

This service provides valuable support to victims of domestic abuse, helping them to remain safe in their homes and the organisation is highly regarded and depended on by partner agencies.

Yours sincerely

Alison Gilmour
Kent and Medway Domestic Violence Co-ordinator

BP/
01303 853732
bob.porter@shepway.gov.uk
19 October 2007

Kevin Prior
Kent Supporting People Team
Room 4.02 Sessions House
County Hall, County Road
Maidstone
Kent, ME14 1XQ

Dear Kevin

Re: Refuge Advocacy Service

I am writing in support of the bid from Refuge for resources to establish an advocacy project in Shepway for women who have experienced domestic violence.

This is a service that would make a valuable contribution to our homelessness prevention work in Shepway, and support women to explore alternatives to the stress and trauma homelessness.

Shepway also has a significant numbers of homeless young people, some of whom have fled violent relationships or family backgrounds, and would benefit from access to advocacy services. The district's top priority for new supporting people funding remains supported housing for young people.

If you require any further assistance please let me know.

Yours Sincerely

Bob Porter
Housing Services Manager
Shepway District Council

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Appendix 7 Strategic Commissioning of Supporting People Services

Accommodation	Detail	Unit No.	Development partner	Planning Permission	Housing Corporation Allocation	SP Tendered for Provider	Likely Commencement Date
Supported Housing (Growth Bid)	Single Homeless (Dartford)	10	Thames Gateway YMCA	Existing Accommodation	No	No	Commenced 26 June 2008
Supported Housing (Growth Bid)	Learning Disabilities (Sevenoaks)	2	West Kent Housing Ass	Existing Accommodation	No	No	Commenced 27 June 2008
Dover Horizons Mental Health Scheme	Pipe line bid	7	Porchlight	Existing Accommodation		No	Funding from April 2008
Tendered Mental Health Service	George Culmer Court (Thanet District)	7	Porchlight	Yes		Yes	Funding from 17 November 2008
Reinstated Mental Health Properties	St John's Church Road (Shepway District)	9	Carr-Gomm	Yes		No	Funding from November 2008
Supported Housing	Dual Diagnosis	11	Still in discussion				
Sevenoaks, TW & T & M	Young People at Risk (6 units in each district)	18	Subject to tender	Existing Accommodation	Yes	Yes (as 73 floating support units until accommodation is identified)	Funding from April 2009
Ashford and T&M	Mental Health (12 in each district)	24	Subject to tender	Unknown to SP	Yes	Yes (as 33 floating support units until accommodation is identified)	Funding from April 2009
Sevenoaks & T&M	Women Fleeing DV (8 in each district)	16	Subject to tender	Unknown to SP	Yes	Yes (as 45 floating support units until accommodation is identified)	Funding from April 2009

	Detail	Unit No.	Development partner	Planning Permission	Housing Corporation Allocation	SP Tendered for Provider	Likely Commencement Date
						accommodation is identified)	
Maidstone	Teenage Parents	6	Subject to tender	Unknown to SP	Yes	Yes (as 27 floating support units until accommodation is identified)	Funding from April 2009
West Kent	Misuse of Alcohol	12	Subject to tender	Unknown to SP	Yes	Yes (as 50 floating support units until accommodation is identified)	Funding from April 2009
T&M	Mental Health	6	Subject to tender	Unknown to SP	Yes	Yes	Funding from April 2009
Floating Support							
Young Persons Floating Support	Increase to 3 hours per Service User (Kent Wide)			N/A		No (existing contracts extended to reflect specialist nature of client group)	Funding from November 2008
Outreach Resettlement (Rough Sleepers Expansion)	Floating Support (Kent Wide)	70	Porchlight	N/A		No (extension to existing contract previously tendered)	Funding from November 2008
<u>Floating Support Clearance:</u> East Kent	Generic People at Risk of DV Substance Misuse Mental Health Teenage Parents Young People at Risk	121 21 10 51 20 11	Dependant on tender	N/A		Yes (tender currently live)	Funding from April 2009
West Kent	Generic People at Risk of DV Substance Misuse	54 13 12					

	Detail	Unit No.	Development partner	Planning Permission	Housing Corporation Allocation	SP Tendered for Provider	Likely Commencement Date
	Mental Health	16					
Community Alarms							
Dartford Borough Council Alarms	Dartford Older Persons	480	Dartford Borough	N/A		No (Dartford alarms previously not funded by the borough)	Funding from April 2008
Casa Alarms (Swale District)	Swale Older Persons	1228	Swale District	N/A		No (Swale community alarms previously funded by housing benefit)	Funding from April 2008
Strategic Review of Older Persons Services	Split of Community Alarms (£1.50) & Housing Related Support (£10.11) (Kent Wide)		All providers of Sheltered services/Community Alarm services	N/A		No (split of existing contracts)	Action in 2008/2009. New contract in force April 2009
HIA							
HIA/Handy-Person Service	12 Districts & Boroughs		In Touch/Swale District/Canterbury City Council	N/A		No (Extension of existing HIA contract)	Funding from 10 November 2008
Other							
Rent Deposit scheme	12 Districts & Boroughs		District and boroughs	N/A		No (funding to districts and boroughs)	Payment due December 2008

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Appendix 8

Administration Grant Analysis

Authority	Number of Districts and Boroughs	Admin Grant 08/09 (£)	Admin Grant 09/10 (£)	Admin Grant 10/11 (£)	Total number of staff (£)	0909 Main Grant (£)	Staffing (Including on costs)	Service User Involvement (Percentage of Time)	Consultants	Subsidised
Kent CC	12	931,655	858,104	735,517	17	32,024,915	Total salary costs (per year assuming a full compliment of staff in 08/09) £774,096 1 SP Lead Officer, 1 Procurement & Commissioning Manager, 1 Performance and Review Manager and 1 Officer, 1 Policy and Strategy Manager and 1 Officer, 1 Contracts and Finance Manager, 1 Finance Officer (32 hours), 1 Service User Officer, 4 Monitoring and Review Officers, 2 Contract Assistants, 1 Administration Assistant, 1 Data Quality Assistant.	100% Service User Officer	No plans for future years	
Surrey CC	11	540,142	497,500	426,428	8	18,509,347	1 SP Lead Officer Finance Manager (P/T 27 Hrs) 6 Contract Officers	Modest % Feedback from service reviews, 1 Contract Officer leads with other duties.	£20,000 to assist with Service User and Focus Groups.	Will need 2010/2011 if team remains in present form
Bucks CC	4	252,315	232,396	199,196	6	5,587,753	(2 staff) Performance and Business Officer & Performance and Review Officer (3 staff) Commissioning Manager & Officer & Service Development Officer Service Manager (20% funded through Adult Social Services)	30% of Service Development Manager time	Once SP Programme is included in area based grant then the fund can be used to support the SP team	20% of SP Manager Salary
Hampshire CC	11	779,119	717,609	615,094	15	31,009,951	Total Salary costs £650,000 per year 1 SP Manager, 1 Business Manager, 6 Local co-ordinators, 1 Central co-ordinator, 3 Contract support officers, 1 Finance Officer, 1 Service User Officer, 1 Administration Officer	1 Post		50% of SP Manager Salary paid by Adult SS

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Supporting People in Kent – Glossary of Terms

Abbreviation or Term	Description
Accommodation based	The housing related support being delivered is linked to specific properties with a service. These properties may include self-contained or shared accommodation. It may also include staff based in an office or a visiting arrangement. Accommodation based services are also known as “Supported Housing”
Accreditation	This is a regular assessment of a support provider to check if they are able to provide a good quality Supporting People service
Administering Authority (AA) or Administering Local Authority (ALA)	The local authority which receives the Supporting People (SP) grant and administers contracts for the SP services on behalf of the Commissioning Body
Area-Based Grant (ABG)	Area Based Grant is a general grant allocated directly to local authorities as revenue funding to areas. It is allocated according to specific policy criteria rather than general formulae. Local authorities are free to use the all of this non-ringfenced funding as they see fit to support the delivery of local, regional and national priorities in their areas.
Audit Commission	An independent body responsible for ensuring that public money is used responsibly, economically and effectively
Banding	All floating support applications received onto the central waiting list by the Supporting People team are prioritised or banded according to the needs of the individual who needs support. There are 3 bands A, B and C and they are described in the Floating Support protocols
Band A	Those individuals who are in highest need of floating support are banded A on the central waiting list. They include those who <ul style="list-style-type: none"> • Are under threat of eviction • Experiencing domestic abuse or harassment • Are under 18 • Sleeping rough, in their first tenancy, setting up a new dwelling or going to move-on accommodation after a period in an accommodation-based service • Are vulnerable due to having been institutionalised
Band B	Those individuals who are in medium need of floating support are banded B on the centralised waiting list. They include those who <ul style="list-style-type: none"> • Need help managing finances • Lack parenting skills or life skills
Band C	Those individuals who are in lowest need of floating support are banded C on the central waiting list. They include those who <ul style="list-style-type: none"> • Need advocacy, advice and assistance with liaison • Are unable to maintain themselves or their property
Benchmarking	A comparison of similar services by quality, performance and cost. This is one of the ways of ensuring the quality of services provided in Hampshire
Best Value	A duty on local authorities to assess and review the services they provide for local people and improve them by the best means available. This must be done in consultation with the people who use the services and the wider local community
BME	Black and Minority Ethnic
Block Contract	The purchase of support services for more than one person, usually before the service is delivered
Block Gross Contract	A contract for a support service which is delivered for a short period, i.e. less than two years. Payments are made for a fixed number of service users. Service users are not charged for the support.
Block Subsidy Contract	A contract for a support service which is usually long-term or permanent e.g. sheltered housing. Grant payments to the provider will vary, depending on how many people receiving the support service qualify for the subsidy at any given time.

Abbreviation or Term	Description
	Providers tell the SP team on a monthly basis who has moved in and out of their service, and the subsidy payment is adjusted accordingly. Some service users may be charged for this service.
Capacity	The total number of support packages or accommodation with support units deliverable at any one time.
Choice Based Lettings (CBL)	A new system in the allocation of social housing designed to offer more choice and involvement for customers in selecting a new home. Available social rented housing is let by being openly advertised, allowing customers to 'bid' or 'register an interest' in those homes which are advertised widely in the neighbourhood (e.g. in the local newspaper or on a website).
Client Record Form	Forms used to monitor all new clients who use Supporting People services. The statistics are then collated by The Joint Centre for Scottish Housing Research (JC SHR) and data is used to help SP teams identify needs. Details available at www.spclientrecord.org.uk These are completed by providers each time they take on a new client. Details such as previous type of accommodation, client group and ethnicity are recorded so Supporting People teams can monitor who is using the services. No personally identifying details are recorded
Commissioning Body	The group is made up of representatives from all of the partners involved in Supporting People, such as Housing, Social Services, Health (PCT) and Probation. Its role is to strategically direct and scrutinise the programme.
Contract Monitoring	Contract monitoring is the regular process undertaken by Administering Authorities to ensure that providers comply with the requirements of the contract and are performing effectively. Contract monitoring is an extremely important process as it provides regular information to update authorities' understanding of the quality and effectiveness of Supporting People services and the Value for Money the programme achieves. In Kent, much of the contract monitoring is conducted by local Monitoring and Review (M & R) Officers.
Contract Schedules	These are part of the Supporting People contract and contain details of the services to be provided in the contract and the cost of each service
Core Strategy Development Group	This multi agency group provide a strategic steer to the programme and report to the Commissioning Body. Membership includes provider representation.
Cross Authority Group (CAG)	Neighbouring AA's working together to plan and develop policies and services across the group
Cross Authority Provision	A service designated by the CLG to provide support for service users originating from another Administering Authority (AA)
CLG	Department for Communities and Local Government (formerly the ODPM)
Direct Payment	Direct payments are paid to people who have been assessed as needing help from social services, and who would like to arrange and pay for their own care and support services instead of receiving them directly from council commissioned services. A person must be able to give their consent to getting direct payments and manage them, even if they need daily help to do this.
DV/DA	Domestic Violence/Domestic Abuse
Eligibility Criteria (EC)	A document that sets out what tasks Supporting People money can pay for and those it cannot.
Fixed Capacity Contracts	A contract under which the units to be paid Supporting People grant are fixed at a number agreeable to both the Provider and the Supporting People team. The number of units relates to housing benefit claimants. The contract changes from a block subsidy model to a block gross model to assist with budget monitoring and budget setting for both the Provider and the Supporting People team. The contract value agreed is subject to review should the amount of units available fall below 10% of the capped amount.
Floating Support	This kind of support is "attached" to the person, not the property and can follow a service user if they move to another address. It only lasts for as long as the client needs it and then "floats" away to the next person in need. The service user does

Abbreviation or Term	Description
	not need to live at a certain address to receive the support.
Floating Support protocols	This countywide agreement describes how the waiting list for floating support will be administered.
Foundations	The national co-ordinating body for Home Improvements Agencies (HIA)
Grant Condition	Produced by CLG, these conditions set out how the money paid to the AA is to be spent and how the programme is to be managed.
Home improvements Agency (HIA)	An agency which enables vulnerable people to maintain their independence in their chosen home for the foreseeable future. " Vulnerable people" may include older people, people on low incomes, disabled people etc.. Their homes would usually be private rented leasehold or owner occupied.
Housing Benefit (HB)	A means tested benefit paid to council or private tenants who need help paying their rent
Housing Related Support (HRS)	Support specifically aimed at helping people to establish themselves, or to stay in their own homes. Examples of housing related support include helping people learn to manage their own money, apply for benefits, keep their home secure, access to other services
Indices of Multiple Deprivation (IMD)	The Index of Multiple Deprivation 2007 combines a number of indicators, chosen to cover a range of economic, social and housing issues, into a single deprivation score for each small area in England. This allows each area to be ranked relative to one another according to their level of deprivation. Together these various Indices make up the Indices of Deprivation 2007.
Individual budgets	Individual Budgets take the money which Social Services would spend in meeting someone's care needs and puts the user in control of how that money gets spent. The user's needs are assessed, advised of the amount of money they are entitled to and enabled to be at the centre of the planning process.
KASS	Kent Adult Social Services
LSVT	Large scale voluntary transfers of council housing. This could be to a private company or to a registered social landlord.
Managing Agent	A managing agent is an organisation providing housing management services (such as collecting rent) on behalf of another body, often a Registered Social Landlord (RSL). The managing agent may also provide the support services.
National Directory of Services	A directory of all Supporting People funded services in England which is accessed via the Communities website or at www.spdirectory.org.uk
NHF - National Housing Federation	Also known as the Natfed the NHF provides advice and support for not-for-profit housing providers. Their website address is www.housing.org.uk
Primary Care Trusts (PCT)	Primary Care Trusts are responsible for planning and providing healthcare services. In Kent there are 2 PCTs: West Kent, and Eastern and Coastal Kent, both are partners in the SP programme.
Performance Indicators (PI's)	Performance statistics submitted to the Supporting People teams by Providers. They are used as part of contracts and monitoring Key Performance Indicator 1 (KPI1) measures the percentage of people who have maintained independence (KPI2) Key Performance Indicator 2 the number of service users who have moved on in a planned way from temporary living arrangements
Procurement	The process to obtain materials, supplies and contracts, obtaining best value through open and fair competition

Abbreviation or Term	Description
Quality Assessment Framework (QAF)	Quality assessment framework. Providers self assess their service against national objectives (such as consulting service users on how they want the service to be run). The Supporting People team use the results as part of the benchmarking process with the aim of continually improving the quality of services in Kent.
Registered Social Landlord (RSL)	A non profit making voluntary group, generally a housing association, formed to provide affordable housing
Scheme Manager	A scheme manager is the support worker who manages a housing related support service. The term is also used to describe the support worker within a sheltered scheme (may have been termed a 'warden' previously).
Service Review	A service review examines the support provided to see if there is a need for it, if it is good quality support, if it gives value for money and if there needs to be any changes.
Service Users	The term "service users" is used to refer to people who use Supporting People services and also to carers and advocates where applicable. It is important that, in consulting and involving service users, providers also seek the views of carers and advocates where service users may not be able to participate fully.
Service User Involvement	The processes and mechanisms by which the AA consults and engages with people who use the service, or who may use the service and ensures that their views are reflected in the programme. It is good practice and a grant condition that providers involve service users.
Sheltered Housing	Housing specifically for older and or disabled people. Includes a block or group of houses with resident or visiting warden and individual house, bungalow and flats which receive support from a mobile warden or pendant (emergency) alarm
SPLS	Supporting People Local System. A local authority computer system used to hold service provider, payment and client details for the Supporting People programme
SERIG	South East Regional Implementation Group This group comprises the Lead Officers of Supporting People programmes across the region. They meet to consider issues of national and regional policy and liaise with CLG
SPkweb	The Supporting People Knowledge website (published by CLG) - this is accessible to all by logging onto www.spkweb.org.uk The Kweb contains all the guidance and related documents on the Supporting People programme
Supported Housing	These are services that provide both accommodation and support together to enable people to live independently. Examples of supported housing services include women's refuges, sheltered housing and homeless hostels
Stakeholders	People or organisations that form part of the SP programme. Stakeholders share or contribute to the aim of the SP programme
Supporting People Distribution Formula	A formula developed by the DCLG to decide how much Supporting People grant each Administering Authority will be allocated
Supporting People Grant	Money from the government to pay for the housing related support services under the Supporting People programme
Supporting People	The programme came into effect on the 1st April 2003 to deliver housing-related support services to vulnerable people through a single funding stream, administered by local authorities according to the needs of people in their area
Supporting People Five Year Strategy 2005-2010	The strategy is a five year plan giving detailed supply and needs mapping information across the county in relation to the various vulnerable client groups that the Supporting People programme supports

Abbreviation or Term	Description
Support Provider	The organisation providing housing related support services paid for by Supporting People. Organisation types include registered social landlords, voluntary sector organisations, local authorities, charities and the private sector
Support Service	A service eligible for funding through Supporting People. This could include advice on maintaining a tenancy, help with filling in forms, help with keeping accommodation safe and secure etc.
Tenure neutral	Tenure neutral floating support services means that support can be offered to an individual regardless of the sort of housing they live in e.g. private rented, social housing, owner occupied.
Workbook	The workbook is completed on a quarterly basis by each service (except community alarms) under contract with the Supporting People team. It is the means by which the Supporting People team gathers Performance Indicator information required by central government
Validation Visit	A reality check by a SP Local Monitoring and Review Officer to a support service to establish whether the Provider is achieving the standards they are contracted to deliver. Supporting People team members will also consult with service users and staff and stakeholders to find out their views of the service. The aim of these visits is to work with providers to improve the quality of the services in Kent, and for the findings feed into strategic decision making

Links

The following links may provide further insight into the programme.

- www.communities.gov.uk
- www.spkweb.org.uk
- www.spdirectory.org.uk/DirectoryServices
- www.sitra.org.uk
- www.housing.org.uk
- www.kent.gov.uk/supportingpeople

Contact the Kent Supporting People Team supportingpeopleteam@kent.gov.uk

Please tell us if you think that any other terms or links should be included in this glossary

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