AGENDA

SUPPORTING PEOPLE IN KENT COMMISSIONING BODY

Thursday, 19th March, 2009, at 2.00 pm	Ask for:	**Geoff Mills/Andy Ballard**
Council Chamber, Sessions House, County Hall, Maidstone	Telephone	**(01622) 694289/69497**

Contact: Geoff Mills, Secretary, Room 1.95 Sessions House, County Hall, Maidstone ME14 1XQ, Tel (01622) 694289 e-mail: geoff.mills@kent.gov.uk

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KENT COUNTY COUNCIL

SUPPORTING PEOPLE IN KENT COMMISSIONING BODY

MINUTES of a meeting of the Supporting People In Kent Commissioning Body held in the Darent Room, Sessions House, County Hall, Maidstone on Thursday, 18 December 2008.

Present:

Ashford Borough Council	-	Mrs T Kerly
Canterbury City Council	-	Cllr Mr T Austin and Mr S Oborne
Dartford Borough Council		Mr P Dosad
Dover District Council	-	Mrs J Walton
Kent County Council	-	Mr G Gibbens (Chairman of the Commissioning Body)
Sevenoaks District Council	-	Mr G Missons
Shepway District Council	-	Cllr Mrs K Belcourt and Mr B Porter
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; Ms C Martin, Kent Adult Social Services – Supporting People Team; Mrs U Vann, Supporting People Team; Mrs A Coleman, Supporting People Team; Ms D Apcar, Supporting People Team; Mr K Prior, Supporting People Team, and Mr G Mills, Secretary.

UNRESTRICTED ITEMS

Cllr. Mrs Sue Nicholas.

Prior to the commencement of business the Commissioning Body placed on record its unanimous thanks to Cllr Mrs Sue Nicholas for the contribution she had made to its work during her period of office as Vice-Chairman.

1. **Apologies**
   (Item. 1)

   Cllr Mr P Wood, Ashford Borough Council; Mr A Chequers, Gravesham Borough Council; Mrs P Smith, Sevenoaks District Council; Mr A Kemp, Swale Borough Council; Ms A Christou, Thanet District Council; Cllr Mayhew, Tunbridge Wells Borough Council, Ms M Anthony, Supporting People Team.

2. **Election of Vice Chairman**
   (Item. 3)

   (1)   Cllr Austin proposed and Cllr Mrs Belcourt seconded that Cllr Mrs Jill Anderson be elected Vice-Chairman of the Commissioning Body.

   Carried unanimously

3. **Minutes of meeting - 26 September 2008 and matters arising**
   (Item. 4)

   The Minutes of the meeting held on the 18 September 2008 were agreed as a true record.

   Matters arising were dealt with and noted as appropriate.

4. **Commissioning Body meeting dates for 2009**
   (Item. 5)

   The Commissioning Body agreed its meeting dates for 2009 as follows:-

   Thursday, 19 March
   Thursday, 2 July
   Tuesday, 13 October
   Thursday, 17 December

   All meetings will be held at Sessions House, County Hall, Maidstone and commence at 2.00pm.

5. **Performance Management - (Melanie Anthony)**
   (Item. 6 -Report by Caroline Highwood, Director of Resources, Kent Adult Social Services)

   (1)   This report provided data on all aspects of Performance Management in the Kent Supporting People Programme. In order to meet recommendations of the Audit Commission, additional information regarding progress against the National Outcomes Framework was included and the Outcomes Data Set derived from further returns made by providers to the Centre for Housing Studies at St Andrews University.

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

6.   **Needs Analysis - (Ute Vann)**
      (Item. 7– Report by Caroline Highwood, Director of Resources, Kent Adult Social Services)

      (1)   The Audit Commission expects Administering Authorities to conduct a Needs Analysis on a six monthly basis which details current provision, gaps in provision and comments on the differential between current provision and the identified need. This report therefore highlighted the key points arising from the latest needs analysis and also detailed the schemes which had been commissioned or were about to be commissioned in the light of identified need.

      (2)   Following discussion, the Commissioning Body noted the report.

7.   **Eligibility Policy - (Ute Vann)**
      (Item. 8 - Report by Caroline Highwood, Director of Resources, Kent Adult Social Services)

      (1)   The revised Eligibility Policy was presented at the meeting of the Commissioning Body held in September 2008. At that meeting the Commissioning Body raised two specific issues. The first being the distinction between housing management roles and responsibilities, and housing related support. The second related to the ability of 16/17 year olds to receive a service. In the light of the concerns raised the policy had been reviewed and its layout adjusted in order to make it clear and transparent what could or could not be delivered within the Programme.

      (2)   Following discussion, the Commissioning Body agreed the Kent Eligibility Policy 2008/09 as detailed in the report.

8.   **Choice Based Lettings - (Ute Vann)**
      (Item. 9 - Report by Caroline Highwood, Director of Resources, Kent Adult Social Services)

      (1)   This report outlined 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.

      (2)   Following discussion, the Commissioning Body endorsed the contents of the report on Choice Based Lettings in relation to Supporting People and requested the Supporting People Team to submit a further report once the cost of access to the database was known.

      Action: Supporting People Team

9.   **Annual Plan 2008-2009 and Revised Key Lines of Enquiry - (Ute Vann/Melanie Anthony)**
      (Item. 10 - Report by Caroline Highwood, Director of Resources, Kent Adult Social Services)

(1)   This report gave information regarding the revised Key Lines of Enquiry in use as from September 2008 and links to the Kent Programmes Annual Plan 2008/09.

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

10.   Sheltered Housing Differential Unit Rates - (Claire Martin)
(Item. 11 - Report by Caroline Highwood, Director of Resources, Kent Adult Social Services)

(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 in order to identify an appropriate weekly rate for community alarms and separately for housing related support within sheltered accommodation. 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 Commissioning Body had previously agreed that a rate of £1.50 per unit, per week for the provision of community alarms within sheltered services.

(2)   In addition, the Kent Supporting People Programme had undertaken work to identify a benchmarked unit rate for the provision of housing related support within sheltered services and the report detailed the terms under which the benchmarking exercise had been undertaken. As part of the discussion Mr Kevin Prior reported to the meeting the views of the members of Kent ERoSH (Essential Role of Sheltered Housing).

(3)   During the course of detailed discussion the Members of the Commissioning Body raised a number of questions to which the Supporting People Team appropriately responded. At the end of that discussion, the Commissioning Body agreed that:-

(I)   Housing related support for older people should be paid at differential rates that reflected the quality assessment framework grade; and

(ii)   The benchmarking exercise should be repeated for all remaining services within the Strategic Review of Assessment as part of the next five year strategy.

11.   Supporting People Budget - (Claire Martin)
(Item. 12 - Report by Caroline Highwood, Director of Resources, Kent Adult Social Services)

(1)   Prior to the commencement of discussion on this item, details relating to two growth bids submitted by Dover District Council were circulated. The first related to provision of temporary accommodation for young (16-24) homeless people and the second related to the provision of support to young people aged 16 and 17 who were at risk of homelessness and had been placed in safe emergency accommodation whilst an assessment of their circumstances was undertaken and efforts made to avoid them becoming homeless.

(2)   Claire Martin said that the Commissioning Body had agreed an ambitions programme of expenditure both in the current and next financial year. The Programme would be able to meet the anticipated expenditure in those years with little variation to

forecast and the five year forecast had been adjusted in order to take account of the growth bids.

(3)   During the course of discussion it was said that there needed to be greater clarity around how bids are not only presented but are assessed and against what priorities. It was therefore agreed that a framework needed to be developed against which bids could be both assessed and prioritised and for that framework to be agreed by the Commissioning Body. The Core Strategy Development Group was asked to develop this framework to submit that for discussion and approval at a future meeting of the Commissioning Body. This was agreed.

(4)   During the course of discussion on the growth bids a number of questions were raised particularly in relation to the two bids submitted on behalf of Thanet District Council. The view was expressed that the Commissioning Body could not take a view on the bid in respect of the Extra Sheltered Housing Service as it needed further development before a final view could be reached.   This was agreed and   the Commissioning Body decided this bid should be deferred. With regard to the growth bid in respect of the Single Homeless Scheme, some Members of the Commissioning Body said they fully appreciated there were serious issues in Thanet and Cliftonville in particular but considered more information was needed before this bid could be properly considered and evaluated. On that basis consideration of this bid should be deferred. Mr Gibbens and Mr Mills spoke about the urgency of the situation in Thanet and said the point could be reached where action was needed before the next meeting of the Commissioning Body took place. On this basis Cllr Austin proposed and the Commissioning Body agreed that should that situation occur, then a Group comprising the Chairman and Vice-Chairman of the Commissioning Body, together with Cllr Keren Belcourt and Mr Bob Porter be authorised to act on behalf of the Commissioning Body. In reaching this decision, the Commissioning Body asked the Chairman to write to Thanet District Council expressing disappointment that a representative of Thanet had been unable to attend the meeting in order answer questions in regard to both these bids.

(4)   The Commissioning Body then agreed as follows:-

- (a)   that the Core Strategy Development Group be asked to develop a framework for the consideration of future growth bids and against which they can be assessed as to their relative priority. As part of the frame work each bid was to be given a score against which it could   be assessed against other bids. The framework and timescale was to be submitted for approval to a future meeting of the Commissioning Body.

- (b)   The Commissioning Body confirmed its decision in respect of each of the growth bids as follows:-

  - **Sevenoaks District Council** – bids put forward in respect of young people as detailed in Appendix 2 of the report and Gypsies and Travellers as detailed in Appendix 3 of the report. **Both agreed**

  - **Thanet District Council** – Extra Sheltered Housing Service – **consideration of this bid be deferred until the next meeting as it needed to be match against the needs analysis data.**

- **Thanet District Council** – Single Homeless – **Bid be deferred until the next meeting**, But in consideration of the fact that a situation could be reached where a decision on this bid was needed before the next meeting, a group comprising the Chairman and Vice-Chairman of the Commissioning Body together with Cllr Mrs Keren Belcourt and Mr Bob Porter be authorised to act on behalf of the Commissioning Body.

- **Dover District Council** – Extension of Existing Provision of Temporary Accommodation for Young (16-24) Homeless People – **agreed.**

- **Dover District Council** – Provision of Support to Young People Aged 16 and 17 who are at Risk of Homelessness – **agreed.**

(c) **County-wide Refuge (Domestic Violence)** the Commissioning Body did not agree to this bid as it did not provide housing related support and therefore did not meet the criteria. Also, it was possible the project could receive support from other funding schemes.

12. Any other business
(Item. 14)

- Claire Martin briefed the meeting on the bidding mechanisms to be undertaken for the enhancement of Handy Person Services. A bid was being put together around providing enhanced assessments and looking holistically at individuals and their needs. The bid would be based on value for money principles and national performance indicators and a copy would be circulated to Members of the Commissioning Body when it has been finalised. The funding ceiling would be £150k in the first year and £200k in the second year.
Action: Claire Martin

- Mr Porter spoke about match funding within the Supporting People Programme for rent deposit schemes. He said he was concerned that one aspect of this was that it appeared this funding could only be used for people leaving Supporting People Funded Services. Claire Martin said that she believed the scheme needed to be given more time before any conclusions were drawn as to whether changes were needed. It was agreed that the matter would be discussed in more detail at a future meeting of the Core Strategy Development Group.

Action: Claire Martin

- The Commissioning Body expressed its disappointment at the numbers present and hoped attendance would be better at the next meeting

REPORT

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

To: Supporting People in Commissioning Body

                       19 March 2009

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 at both
programme and service level.

1.1   Additional information regarding progress against the National
       Outcomes Framework is included. 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 135 providers who
deliver 330 services. Of the units funded, 64% are accommodation based
services, 14% are HIAs and 22% 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 18 to 23.
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 fallen to 295.

Table 2:   Workbook return monitoring

	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	Qtr 23 Oct-Jan 09
Number of workbooks expected	386	376	378	300	300	295
Number of workbooks returned by deadline	335 (87%)	317 (84%)	267 (71%)	248 (83%)	276 (92%)	285 (97%)
Number of reminders sent	50	0	0	39	24	10
Number of workbooks received by end of default period	378 (98%)	342 (91%)	326 (26%)	297 (99%)	298 (99%)	293 (99%)
No. Defaults issued	8	34	52	3	2	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 23. 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 quarters are published in arrears.

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

The Core Strategy Development Group and Commissioning Body have agreed targets of a target of 98% for KPI 1 and 71% for KPI 2 for

2008/09. 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 overall proportion of those maintaining independent living (KPI 1) exceeded the target in quarter 22. Table 2.1 in Appendix 2 shows that this is also an increase on the previous quarter.

Table 3:   Analysis of Quarter 22 KPI 1 data by service type

	KPI1 (%)	Target	Comparison with Target (98%)
Accommodation based services	99.05	98%	↑
Floating Support Services	97.15	98%	↓
Overall KPI 1 for Q21	98.48	98%	↑

(Source: CLG)

3.3   Once again this quarter, homeless families with support needs show the lowest proportion of those maintaining independent living in quarter 22, though the KPI figure of 88.36% is a significant improvement on the previous quarter's figure of 75% (Table 4).

Table 4:   Analysis of Quarter 22 KPI 1 data by primary client group

Primary Client group	KPI 1	Comparison with Target (98%)
People with drug problems	96.15	↓
Frail Elderly	97.46	↓
Generic	95.92	↓
Homeless families with support needs	88.36	↓
Learning disability	98.89	↑
Mental health	92.95	↓
Ex Offenders	90.11	↓
Older people with mental health problems	100	↑
Older people with support needs	99.09	↑
People with HIV/AIDS	100	↑
Physical/ sensory disabilities	100	↑
Single homeless with support needs	95.86	↓
Teenage parents	93.00	↓
Those at risk of domestic abuse	99.24	↑
Young people at risk	94.00	↓
Total	**98.48%**	↑

(Source: CLG)

3.4   Performance against Key Performance Indicator 2 (KPI2)

Whilst overall the KPI 2 is below target this quarter, performance against this volatile indicator overall has improved since the previous quarter.

3.5   Of those in short term services, the lowest proportion of those moving on in a planned way (KPI 2) in quarter 22 were people with drug problems at 40% (Table 5).

Table 5:   Analysis of Quarter 22 KPI 2 data by primary client group

All services with departures

Primary Client group	KPI 2 (%)	Comparison with Target (71%)	
People with alcohol problems	100	↑	
People with drug problems	40.00		↓
Homeless family with support needs	92.31	↑	
Learning disability	100	↑	
Mental health	92.31	↑	
Ex Offenders	56.00		↓
Older people with support needs			
Rough sleepers	43.90		↓
Single homeless with support needs	71.3	↑	
Teenage parents	80	↑	
Those at risk of domestic abuse	84.29	↑	
Young people at risk	67.12		↓
Young people leaving care	62.50		↓
Total	**67.65%**	↓	

(Source: CLG)

3.6   The team continues to utilise the data to examine the circumstances behind those client groups and services that appear to be performing less well and agree action where necessary.

4.0   Outcomes monitoring

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. 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 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 the need to submit this data, including the provider forums, the programme website, newsletters, validation and audit visits. Eight training workshops on the framework were delivered by the team around the county November 2008 with a further 16 workshops delivered in February 2009.

4.5 In Appendix 3, (i) shows a summary of all returns made in quarter 22. Table 3.1 shows a substantial number of returns from short term services in this quarter. Returns from these services totalled 882 in quarter 22 in comparison to 1262 in the whole of 2007/08. It is envisaged that this improvement in return levels will continue to rise over the year. However, just 103 were returned by long term services in the quarter in comparison to the 643 received in total in 2007/08. It is expected that this disappointing level will improve following the training offered by the team, in preparation for the inclusion of outcomes returns in the contract monitoring regime from April 2009.

4.6 Appendix 4, Table 4.1 shows that in quarter 22, long term services had success rate of over 90% in all 5 high level outcome areas, with the "Stay Safe", and "Make a positive contribution" outcomes reaching 100% success rates. The least successful single outcome in longer term services was "To obtain work" at 75% successful. However this is a great improvement on the overall 2007/08 figure of 27%.

4.7 Table 4.1 shows that the average success rate in short term services is 73.3% an improvement of just under 2% on the annual figure for 2007/08. Outcomes were most successfully achieved in the "Making a Positive Contribution" group where 84% of those outcomes identified were reached. This marks an improvement of 3% on the 2007/08 figure.

4.8 The least successfully achieved outcomes were from the "Be Healthy" group where 68% of identified outcomes were reached. This is a reflection of the broader range of clients groups found in short 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.

4.9   Focus on "Achieving Economic Wellbeing"

Appendices 4 5 and 6 provide a more detailed examination of performance against the high level Achieving Economic Wellbeing. In subsequent quarters a similar study of the remaining four high level outcomes will be presented.

4.9.1 This high level outcome comprises three sublevels
  • Maximising income
  • Managing debt
  • Obtaining paid work

4.9.2 Appendix 5 gives information about those service users who have had support needs identified in maximising income. A comparison between tables 5.1 and 5.2 shows the contrast of service users accessing short and long-term schemes.

4.9.3 The groups most successfully achieving identified outcomes in short term schemes are young people leaving care, Travellers and older people where all such outcomes were achieved. The least successful group were rough sleepers (67%). This is an indication of the chaotic lifestyles lead by the people who use these services and the difficulty presented to providers in reaching them consistently and is reflected in national data.

4.9.4 In long term schemes all groups except mental health (88%) and older people (98%) reached a 100% success rate in achieving this outcome.

4.9.5 In Managing Debt, Table 6.1 shows the least successful client groups in short term services to be single homeless and rough sleepers. The most common reasons for failing to achieve the outcome are most commonly leaving the service before the support has concluded, difficulty in making payments and unwillingness to engage and are consistent with the situations in which these users find themselves.

4.9.6 In long term services, Managing Debt as an outcome was almost always met in the quarter. The exception is one user of a single homeless service and the reason reflects those in short term services.

4.9.7 In obtaining Paid Work, low success rates are seen in domestic violence services, those for young people at risk and single homeless. The most common reasons for the outcome not being achieved are ceasing to receive support before the outcome is secured, and an unwillingness to engage.

5.0 Quality Monitoring

Officers of the Supporting People team visit services in order to monitor contract compliance and quality. Services are measured against the objectives of the Quality Assessment Framework. The visit includes consultation with service users. This consultation is conducted by Service User Involvement Workers.

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 23

Number of Visits conducted	12
Number of visits completed	11

Visits conducted	A	B	C	D	Not graded	Total
Existing grade	0	2	10	0	0	**12**
Self Assessed Grade	0	4	7	1	0	**12**
Awarded Grade	2	7	2	0	1	**12**

5.2 Visits to 12 services were begun during the quarter, leading to improved grades in 64% of all services where visits were completed. Of those visits begun in the quarter, 1 was not completed by quarter close. This service is working towards an action plan under the supervision of the monitoring officer.

Table 8:   Summary of improvement

Number of services with higher grade following contract monitoring visit *(As percentage of all completed)*	7 (64%)
Number of services with no change following contract monitoring visit *(As percentage of all completed)*	4 (36%)
Number of services with lower grade following contract monitoring visit *(As percentage of all completed)*	0 (0%)

5.3 Table 9 shows the QAF grading of all services at the end of quarter 22. There are 12 new services which have yet to be graded (n/a). There are 6 services where the grade awarded following the initial visit was Level D. Each of these services is currently working to a time-limited action plan,

closely monitored by an officer of the team, before a final grade is awarded.

Table 9: All QAF grades at end of Quarter 23

Existing QAF Grades as at 04/01/2009

D, 6   New, 12

C, 92

A, 136

B, 76
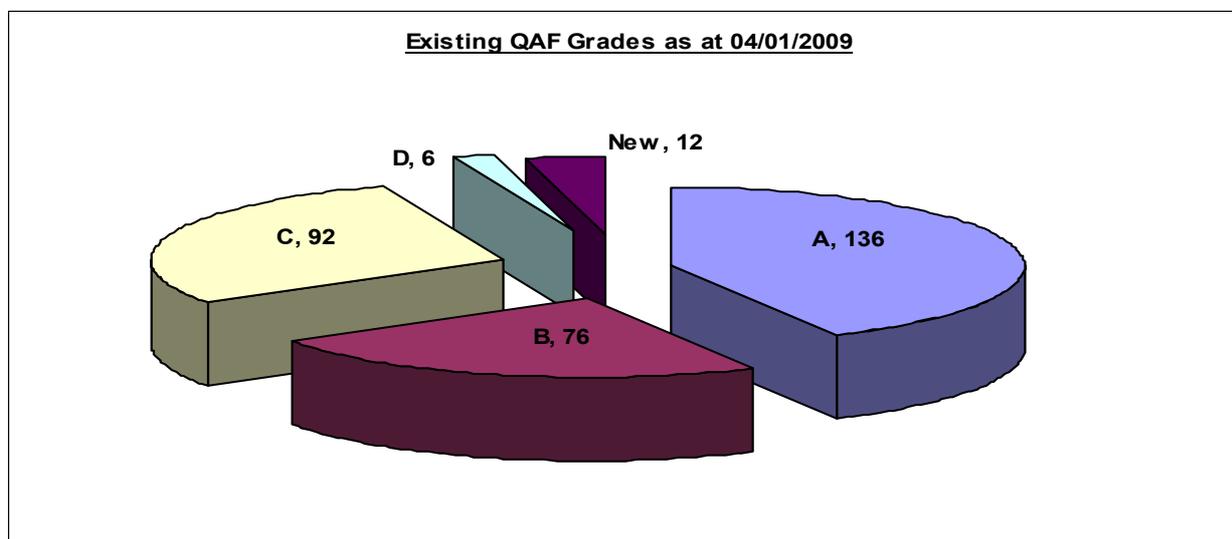
6.0 Complaints

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 23.

6.1 The team continues to review and revise 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. The review involves the Service User and Consultation Officer and will be considered by the Service User Panel as part of a wider examination of communication and access to information discussed in a paper later on this agenda. to explore the potential of collecting data regarding complaints.

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.

7.1 Following low trends in reports received, the team took the opportunity to remind all providers of their contractual responsibilities in reporting Safeguarding Alerts. The team wrote to all providers, reminding them of the Kent and Medway safeguarding protocols and requesting confirmation of receipt of the letter and information pack. Further, all

providers were asked to confirm that their procedures and policies were concurrent with the latest protocols and that staff in their organisation had been alerted to any changes made as a result.

7.2   The table shows a rise in reports received in quarter 23, though the Group should note that some of the reports were received retrospectively and the events described had occurred in a previous quarter.

Table 10:   Safeguarding Alerts received in quarter 23 by service type

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

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 23
Appendix 2 Performance against key performance indicators
Appendix 3 Summary of Outcome Returns Quarter 22
Appendix 4 Summary of Outcomes data Quarter 22
Appendix 5 Achieving Economic Wellbeing - Maximising Income
Appendix 6 Achieving Economic Wellbeing – Managing Debt
Appendix 7 Achieving Economic Wellbeing – Obtaining Paid Work

APPENDIX 1 Contractual data as at end of Quarter 23

TABLE 1.1: CONTRACTUAL DATA as at Close of Quarter 23

	Quarter 19 Oct - Jan 08	Quarter 23 Oct - Jan 09
Number of Providers	126	135
Number of Services	424	330
Number of Household Units	22047	22264
Number of Leaseholders	76	76
Total Number of Units	**22123**	**22340**

TABLE 1.2: BREAKDOWN OF UNITS

	Quarter 19 Oct - Jan 08	Quarter 23 Oct - Jan 09
Number of Floating Support Units	5323	4905
Number of HIA Units	1619	3238
Number of Sheltered Units	13444	11643
Number of Other Acc. Based Units	2737	2554
Total	**22123**	**22340**

TABLE 1.3: CONTRACTS

	Quarter 19 Oct - Jan 08	Quarter 23 Oct - Jan 09
Number of Block Gross Units	9539	6811
Number of Block Subsidy Units	12584	15529
Of which Capped	13106	15120
Not Capped	9017	409
All contracts capped	13106	15120
All contracts not capped	8425	7220

TABLE 1.4: CONTRACT VALUES at 31 March 09*

	Quarter 19 Oct - Jan 08	Quarter 23 Oct - Jan 09
Grant from CLG	£32,024,915	£32,024,915
Contract £	£29,177,973	£31,709341
% FS	24%	24%
% Accommodation Based	76%	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 21 KPI 1 (%)	Quarter 22 KPI 1 (%)	Target	Direction of Travel*
Accommodation based services	98.95	99.05	98%	↑
Floating Support Services	97.84	97.15	98%	↓
Overall KPI 1	98.62	98.48	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 21 KPI 1 (%)	Quarter 22 KPI 1 (%)	Direction of Travel*
People with alcohol problems			
People with drug problems	100	96.15	↓
Frail Elderly	98.43	97.46	↓
Generic	96.99	95.92	↓
Homeless families with support needs	75	88.36	↑
Learning disability	98.58	98.89	↑
Mental health	95.88	92.95	↓
Ex Offenders	95.29	90.11	↓
Older people with mental health problems	100	100	→
Older people with support needs	98.98	99.09	↑
People with HIV/AIDS	93.10	100	↑
Physical/ sensory disabilities	100	100	→
Rough sleepers			
Single homeless with support needs	95.93	95.86	↓
Teenage parents	97.14	93.00	↓
Those at risk of domestic abuse	100	99.24	↓
Young people at risk	93.41	94.00	↑
Young people leaving care			
Total – Target 98%	**98.62%**	**98.48%**	↓

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 21 KPI 2 (%)	Quarter 22 KPI 2 (%)	Direction of Travel
Generic			
People with alcohol problems	50	100	↑
People with drug problems	80	40	↓
Homeless family with support needs	65.22	92.31	↑
Learning disability	0	100	↑
Mental health	92.31	92.31	→
Ex Offenders	69.23	56	↓
Older people with support needs	100		
People with physical/sensory disability			
Rough sleepers	45.51	43.90	↓
Single homeless with support needs	80.83	71.3	↓
Teenage parents	100	80.0	↓
Those at risk of domestic abuse	89.83	84.29	↓
Young people at risk	63.27	67.12	↑
Young people leaving care	50	62.50	↑
Total (Target 71%)	**66.38%**	**67.65%**	↑

Source: CLG

TABLE 2.4 REGIONAL and NATIONAL COMPARISION 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

	2007/08		2008/09	
	Q19	Q20	Q21	Q22
Kent	97.68%	97.11%	98.62%	98.48%
Regional	98.13%	98.06%	98.40%	98.59%
National	98.34%	98.18%	98.26%	98.38%

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

	2007/08		2008/09	
	Q19	Q20	Q21	Q22
Kent	73.7%	80.7%	66.4%	67.65%
Regional	66.7%	67.6%	68.3%	70.54%
National	66.5%	68.6%	70.8%	70.78%

Source: CLG

APPENDIX 3 Summary of Outcome Returns Quarter 22

The outcomes dataset for short term services is based on returns made for clients who left SP funded services between 7 July and 5 October 2008, which were received and validated by the Centre for Housing Research at the University of St Andrews. The outcomes dataset for long term services is based on clients included in the sample in the same period.

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

TABLE 3.1 Short Term Services

Service Type	Total Returns
Direct access	37
Floating support	392
Foyer	13
Outreach service	88
Supported housing	268
Supported lodgings	2
Teenage parent accommodation	11
Women's' refuge	70
Resettlement Service	1
Grand Total	**882**

TABLE 3.2 Long Term Services

Service Type	Total returns
Floating support	76
Sheltered housing with warden	19
Supported housing	8
Grand Total	**103**

CSDG 17.02.09 Performance Management

APPENDIX 3 Cont'd

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

TABLE 3.3 Short Term Services   **TABLE 3.4 Long Term Services**

Primary Client Group	Total
Alcohol problems	37
Drug problems	21
Generic	90
Homeless families with support needs	27
Learning disabilities	24
Mental health problems	86
Traveller	1
Offenders at risk of offending	86
Older people with support needs	13
Physical or sensory disability	16
Rough sleeper	8
Single homeless with support needs	262
Teenage parents	46
Women at risk of domestic violence	105
Young people at risk	46
Young people leaving care	14
Grand Total	**882**

Primary Client Group	Total
Frail elderly	5
Generic	1
Learning disabilities	3
Mental health problems	11
Older people with support needs	68
Physical or sensory disability	11
Single homeless with support needs	2
Teenage Parents	2
Grand Total	**103**

APPENDIX 4 Summary of Outcomes data Quarter 22

(i) TABLE 4.1 Summary of outcomes data in long term services, Jul – Oct 08

Total of 103 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 95**	**Total successful 91 (96%)**			
To maximise income	77	75	**97.4%**	2	2.6%
To reduce debt	14	13	**92.9%**	1	7.1%
To obtain paid work	4	3	**75.0%**	1	25.0%
Enjoy and Achieve	**Total needing support 98**	**Total successful 94 (96%)**			
To participate in training/education	7	7	**100%**	0	0%
To participate in informal learning	33	31	**93.9%**	2	6.1%
To participate in work-like activities	6	6	**100%**	0	0%
To establish contact with external groups	52	50	**96.2%**	2	3.8%
Be Healthy	**Total needing support 156**	**Total successful 144 (92%)**			
Manage physical health	69	61	**88.4%**	8	11.6%
Manage mental health	23	20	**87.0%**	3	13.0%
Manage substance misuse issues	6	6	**100%**	0	0%
Technology helping to maintain independence	58	57	**98.3%**	1	1.7%
Stay Safe	**Total needing support 71**	**Total successful 71 (100%)**			
To maintain their accommodation	42	42	**100%**	0	0%
To comply with statutory orders	3	3	**100%**	0	0%
To better manage self harm	4	4	**100%**	0	0%
To avoid causing harm to others	6	6	**100%**	0	0%
To minimise risk of harm from others	16	16	**100%**	0	0%
Make a Positive Contribution	**Total needing support 50**	**Total successful 50 (100%)**			
To develop confidence and choice	50	50	**100%**	0	0%
Grand Total	**470**	**450**	**95.7%**	**20**	**4.2%**

CSDG 17.02.09 Performance Management

APPENDIX 4 Cont'd
(ii)TABLE 4.2 Summary of outcomes data in short term services, Jul – Oct 08

	Yes	No	Unanswered
Q24 Was this a planned move from service	517 (58.6%)	356 (40.4%)	9
Q25 If yes did this achieve greater independence	476 (54%)	41 (4.6%)	0

Total of 882 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 1267**	**Total successful 925 (73%)**			
To maximise income	633	557	88.0%	76	12%
To reduce debt	398	288	72.4%	110	27.6%
To obtain paid work	236	80	33.9%	156	66.1%
Enjoy and Achieve	**Total needing support 1128**	**Total successful 814 (72%)**			
To participate in training/education	277	164	59.2%	113	40.8%
To participate in informal learning	197	155	78.7%	42	21.3%
To participate in work-like activities	156	90	57.7%	66	42.3%
To establish contact with external groups	498	405	81.3%	93	18.7%
Be Healthy	**Total needing support 902**	**Total successful 615 (68%)**			
Manage physical health	318	253	79.6%	65	20.4%
Manage mental health	293	195	66.6%	98	33.4%
Manage substance misuse issues	262	144	55.0%	118	45.0%
Technology helping to maintain independence	29	23	79.3%	6	20.7%
Stay Safe	**Total needing support 969**	**Total successful 716 (74%)**			
To maintain their accommodation	496	355	71.6%	141	28.4%
To comply with statutory orders	156	108	69.2%	48	30.8%
To better manage self harm	70	61	87.1%	9	12.9%
To avoid causing harm to others	68	46	67.6%	22	32.3%
To minimise risk of harm from others	179	146	81.6%	33	18.4%
Make a Positive Contribution	**Total needing support 505**	**Total successful 425 (84%)**			
To develop confidence and choice	505	425	84.2%	80	15.8%
Total	**4771**	**3495**	**73.3%**	**1276**	**26.7%**

CSDG 17.02.09 Performance Management

Appendix 5 Achieving Economic Wellbeing - Maximising Income

Table 5.1 Short Term Schemes	Support need identified	Achieved	Not achieved	Reason for outcome not being achieved				
				support ceased before outcome achieved	Did not qualify for benefit	Unable to engage	Unwilling to Engage	Other
Alcohol problems	27	26 (96%)	1					1
Drug problems	15	12 (80%)	3				3	
Generic	71	64 (90%)	7		1	1	5	
Homeless families	24	23 (96%)	1				1	
Learning disabilities	18	17 (94%)	1				1	
Mental health problems	55	44 (80%)	11	4		1	5	1
Offenders at risk of offending	53	46 (87%)	7				6	1
Older people	6	6 (100%)	0					
Physical or sensory disability	11	10 (91%)	1		1			
Rough sleeper	6	4 (67%)	2	1			1	
Single homeless	175	151 (86%)	24	4		4	14	2
Teenage parents	41	38 (93%)	3				3	
Traveller	1	1 (100%)	0					
Women at risk of domestic violence	79	71 (90%)	8	4	1		3	
Young people at risk	39	32 (82%)	7	1			3	3
Young people leaving care	12	12 (100%)	0					
	633	**557**	**76**	**14**	**3**	**6**	**45**	**8**

Table 5.2 Long Term Schemes	Support needed	Achieved	Not achieved	Where outcome achieved		Reason for outcome not being achieved				
				Ongoing Support needed	Support Concluded	Did not qualify for benefit	Unable to engage	Unwilling to Engage	Support only recently begun	Other
Frail Elderly	1	1 (100%)		1						
Generic	1	1 (100%)			1					
Learning disabilities	3	3 (100%)		3						
Mental health problems	8	7 (88%)	1	2	5			1		
Older people	51	50 (98%)	1	48	2				1	
Physical or sensory disability	9	9 (100%)		9						
Single homeless	2	2 (100%)		1	1					
Teenage parents	2	2 (100%)			2					
	77	**75 (97%)**	**2**	**64**	**11**	**0**	**0**	**1**	**1**	**0**

CSDG 17.02.09 Performance Management

Appendix 6 Achieving Economic Wellbeing – Managing Debt

Table 6.1 Short Term Schemes	Support Needs identified	Achieved	Not achieved	Reason for outcome not being achieved				
				Ceased to receive support before outcome achieved	Difficulties in making payments	Unable to engage	Unwilling to Engage	Other
Alcohol problems	23	16 (70%)	7	2	1	1	3	
Drug problems	14	7 (50%)	7			2	4	1
Generic	69	53 (77%)	16	2	4	2	8	
Homeless families	18	16 (89%)	2				2	
Learning disabilities	13	10 (77%)	3		1	1	1	
Mental health problems	43	29 (67%)	14	1	3	5	5	
Offenders at risk of offending	21	11 (53%)	10		6		4	
Older people	4	3 (75%)	1					1
Physical or sensory disability	8	8 (100%)						
Rough sleeper	4	1 (25%)	3	3				
Single homeless	90	59 (66%)	31	8	6	1	14	2
Teenage parents	19	17 (89%)	2				2	
Traveller								
Women at risk of domestic violence	41	30 (73%)	11	4			6	1
Young people at risk	23	20 (87%)	3	1			2	
Young people leaving care	8	8 (100%)						
	398	288 (72%)	110	21	21	12	51	5

Table 6.2 Long Term Schemes	Support Need identified	Achieved	Not achieved	Where outcome achieved		Reason for outcome not being achieved				
				Ongoing Support needed	Support Concluded	Client had difficulty in maintaining payment arrangements	Unable to engage	Unwilling to Engage	Support only recently begun	Other
Frail Elderly										
Generic										
Learning disabilities										
Mental health problems	3	3 (100%)		2	1					
Older people	5	5 (100%)		5						
Physical or sensory disability	5	5 (100%)		5						
Single homeless	1		1			1				
Teenage parents										
	14	13	1	12	1	1	0	0	0	0

CSDG 17.02.09 Performance Management

Appendix 7 Achieving Economic Wellbeing – Obtaining Paid Work

Table 7.1 Short Term Schemes	Support Need identified	Achieved	Not achieved	Reason for Outcome not being achieved										
				Ceased to receive support before outcome secured	Unable to find paid work	Unable to find work due to health problems	Unable to engage	Unwilling to Engage	Paid work would not improve economic well being	Local employment or career services are limited/unavailable	Highly competitive job market	Overall staffing levels	staff skills and experience	Other
Alcohol problems	14	8 (57%)	6	1	2	1		1	1					
Drug problems	5	2 (40%)	3				1	1						1
Generic	11	4 (36%)	7	2		2		2		1				
Homeless families	7	4 (57%)	3		1	1				1				
Learning disabilities	4		4	1				2						1
Mental health problems	22	7 (32%)	15	4	2	2		5						2
Offenders at risk of offending	33	9 (41%)	24	6	7	1		3		2	2			3
Older people														
Physical or sensory disability	2	1 (50%)	1					1						
Rough sleeper	2	1 (50%)	1	1										
Single homeless	98	28 (29%)	70	19	11	6	2	21	1	2	1	1	2	4
Teenage parents	4	4 (100)												
Traveller														
Women at risk of domestic violence	9	2 (22%)	7	3	1					1				2
Young people at risk	18	5 (28%)	13	3	4		1	2		1				2
Young people leaving care	7	5 (71%)	2							1				1
	236	80 (34%)	156	40	28	13	4	38	3	8	3	1	2	16

Table 7.2 Long Term Schemes	Support need identified	Achieved	Not achieved	Where outcome achieved		Reason for outcome not achieved				
				Ongoing Support needed	Support Concluded	Did not qualify for benefit	Unable to engage	Unwilling to Engage	Support only recently begun	Other
Frail Elderly										
Generic										
Learning disabilities	1	0 (0%)	1							1
Mental health problems										
Older people with support needs										
Physical or sensory disability	1	1 (100%)		1						
Single homeless with support needs	2	2 (100%)		1	1					
Teenage parents										
	4	3 (75%)	1	2	1	0	0	0	0	1

CSDG 17.02.09 Performance Management

REPORT

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

To: Supporting People in Kent Commissioning Body

                   19 March 2009

Subject: **Supporting People Budget**

Classification: **Unrestricted**

For Decision

Summary: **This report provides information on the budgetary
                    position of the Supporting People Programme for the
                    year 2008/2009 and predicted position for 2009/10**

1.0   Introduction

1.1   There has not been any substantial change in expenditure since the
      previous Commissioning Body.

1.2   The programme has always been managed on the basis that there is no
      expectation that additional funding can be sought from key
      stakeholders. The current intention is to invest in the programme within
      the resources that are made available by the CLG.

2.0   Forecast for 2008/2009

2.1   The Commissioning Body report in December 2008 indicated an
      estimated spend within 2008/2009 of £31.7 million. There is very little
      change to this position. The expenditure remains stable.

3.0   Five Year forecast

3.1   The Commissioning Body report in December 2008 showed an
      anticipated spend of £35.2 million for 2009/2010. This has now
      changed to £34.3 million. This is due to competitive bids within the

tendering process and the movement of anticipated supported housing schemes into 2010/2011.

The forecast is attached as Appendix 1 of this report.

4.0 Inflationary Increase

4.1 A 2.5% inflationary uplift has been factored into the forecast. The proposal is for the programme to mirror the inflationary uplift which is being applied to the majority of Adult Social Services contracts. The background to this decision is that in this difficult financial climate it is important to reflect Kent County Council's commitment to working with all providers to improve the quality of services available to vulnerable people of Kent.

4.2 It was felt that the usage of the Retail Index and Consumer Price Index was limited at this time because of their significant fluctuation over the past several months which is expected to continue.

4.3 The 2008/2009 inflationary price increase award was allocated as follows:

- 2.5% across all sectors except Nursing Care Homes
- Direct Payments increase 2.5%
- Supporting People increase 2.5%

4.4 The other relevant factors taken into account were the need to reflect the direction that other local authorities are taking and ensuring that there is a rationale behind any differential in price increases awarded by other social care agencies (adults and children) that are operating in the Kent area

4.5 Due to the timing of the Commissioning Body and payment runs for the beginning of the financial year any increase agreed by the Commissioning Body will not be applied until May and backdated to 1 April 2009.

5.0 Conclusion

5.1 The Supporting People programme has succeeded in reducing the anticipated overspend in 2012/2013. The five-year strategy will need to place the programme in a position of being able to deliver a balanced budget by 2011/2012.

6.0 Recommendation

6.1   The Commissioning Body is asked to agree:
        (i) the contents of this report.
        (ii) an inflationary uplift of 2.5% from 1 April 2009.

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 1
Supporting People 5 Year Forecast 2008/09 – 20012/13
5 Year Forecast

Years	2008/09	2009/10	2010/11	2011/12	2012/13
	£000	£000	£000	£000	£000
Grant Allocation	-£32025	-£32025	-£32025	-£32025	-£32025
Expenditure					
Core Services	£30115	£31612	£34208	£35515	£35587
Service Adjustment	£1497	£174			
Core Services With Proposed Inflationary Uplifts		£32581	£35063	£36403	£36476
New Identified Services Commencing April 2009/2010		£1627	£110	-£816	
Identified New Service Commitments					
Dual Diagnosis Accommodation Based			£102		
Further Detail Required by Commissioning Body					
Victoria Lodge (£25k)					
Thanet Direct Homeless Access Hostel			£240		
Forecast Annual Spend	£31612	£34208	£35515	£35587	£36476
Variance	-£413	£2183	£3490	£3562	£4451
Under/Over spend indicator	*Underspend*	*Overspend*	*Overspend*	*Overspend*	*Overspend*
Achieved Savings B/F	-£8969	-£9382	-£7199	-£3709	-£147
Under/Over spend indicator	*Underspend*	*Underspend*	*Underspend*	*Underspend*	*Underspend*
Year End Balance	-£9382	-£7199	-£3709	-£147	£4304
Under/Over spend indicator	*Underspend*	*Underspend*	*Underspend*	*Underspend*	*Overspend*

REPORT

By: Caroline Highwood – Director of Resources, Adult Social Services

To: Supporting People in Kent Commissioning Body

                    19 March 2009

Subject: **Development of the Kent Five-Year Supporting People Strategy 2010-15**

Classification: **Unrestricted**

<div align="center">For Decision</div>

Summary: **The report provides a summary of how the Kent Supporting People Strategy 2010-15 will be developed, and what key issues will need to be considered in its development.**

1.0   Introduction

1.1   This is a definitive opportunity for all key stakeholders to shape the Supporting People Programme between 2010 and 2015. We wish to actively engage all stakeholders in this discussion.

1.2   In March 2005, the Commissioning Body agreed the Kent Five-Year Supporting People Strategy 2005-2010. The strategy set out the position of the programme in Kent at that time and the direction the partnership wished to take over the following five years.

1.3   It contained strategic objectives and targets and detailed how the strategy would be delivered and monitored. The strategy was submitted to the then Office of the Deputy Prime Minister in April 2005.

1.4   In each subsequent year, annual plans detailed the actions required to achieve these targets and measured overall progress.

1.5   The Kent Supporting People programme was inspected by the Audit Commission in September 2007 and was rated as 'good' with promising prospects for improvement'.

1.5   The Audit Commission made recommendations in relation to the strategic approach to Supporting People including refreshing Kent's original five-year strategy in order to reflect the progress made.

1.6   The refreshed strategy was agreed by the Commissioning Body in June 2008. It also included other recommendations from the inspection and an identification of the additional focus needed in some areas to move forward.

1.7   The Commissioning Body has the opportunity to effectively take a blank sheet of paper and envisage what services it would commission according to need within Kent

2.0   Context

2.1   The Supporting People Programme will need to be delivered in the context of the Audit Commission's expectations in relation to the next Comprehensive Area Assessment and the Key Lines of Enquiry (KLOE) for the Programme.

2.2   The Area Based Grant (ABG) will include the Supporting People Programme as from April 2010. This means that the Supporting People Grant will become one of a number of payments that are made by central government to the county council. It will be imperative to ensure that the grant funding is directed towards services for vulnerable people across the county. The key stakeholders in the county will need to play a role in ensuring that strategically relevant services are maintained within the budgetary restrictions that exist. The ABG does however provide the opportunity for other funding sources being sought to augment the Programme's resources. The current understanding is that the Programme does not receive any additional funding aside from that received from the Communities and Local Government Department (e.g. Handyperson funding). The CLG has recently confirmed that £150,000 of additional funding will be made available in order to enhance Handyperson services in Kent.

2.3   The five-year strategy will need to include an indication of future funding expectations from the CLG. The Programme currently receives £32 million. However, if the Supporting People distribution formula was introduced in an "undampened" form, then the Programme would receive £28 million. The Commissioning Body therefore will have to consider how to scope appropriate priorities within this context.

2.4   The period of the Kent Supporting People Strategy 2005-2010 is coming to an end and there is an opportunity to develop a new strategy that incorporates newly emerging strategic contexts and responds to the challenges presented by them to the programme.

2.5   This includes the future linkage of Supporting People funding and programme to Local Area Agreements (LAA), the move to an area based grant and the 'personalisation' agenda within social care and health services.

2.6   The Supporting People Programme will be talking to stakeholders, providers, and service users.

3.0   The Scoping Document.

3.1   Needs and Current Supply

The new strategy needs to reflect the key areas in Kent where there is under provision. There needs to be consideration given to the relative balance between short-term, and long-term accommodation-based services. Equally what should the balance be between accommodation-based services and floating support? Where do home improvement agencies and handy person sit within the relevant priorities within the programme? The Programme currently funds services for twenty one client groups. Should this remain the case, and if not should we be concentrating more upon client groups that are not a statutory responsibility or the obverse? The programme does not currently provide emergency accommodation e.g. crash pads. This has tended to be seen as being the remit of districts and boroughs.

3.2   Floating Support

Floating support is currently split between generic and specialist. There is a differential between the client groups who receive generic or specialist floating support. The programme does not currently fund a floating support service for complex needs. The Communities and Local Government Department has signalled its intention to end Rough Sleeping by 2012. Is it then necessary or relevant to have a rough sleeper, outreach, and resettlement service? Floating support is currently limited to two years. Is this right approach, or should we allow floating support to be provided for more than two years? The programme currently accepts re-referrals for floating support. Is this the right approach, or should we refuse them? Floating support provision is currently split up into contractual arrangements which are not as streamlined as they could be. Should we only be funding services on a county-wide basis, or on an east/west basis? Floating support is currently provided for two hours for generic, and three hours per week for specialist. Should this continue to be the case?

3.3   Area Based Grant

The Commissioning Body wished to remain in place, but may it be considered appropriate for other Kent wide mechanisms to make the decisions? The programme does not currently augment its funding from any other source. Should we be seeking funding from other sources, and if so where?

3.4   Local Connection

Should we continue to have a local connection policy for short-term supported housing?

3.5   Charging Policy.

The Supporting People Programme currently allows service users who are not in receipt of housing benefit to be charged for their services. The programme may need to look at whether or not charges should be made for handy person services on a long term basis, and a charge to be levied for all community alarms (£1.50 per service user, per week).

3.6   Choice Based Lettings

The Commissioning Body has agreed that long term supported housing should become part of choice based lettings. It may it be appropriate for a clearing house to be put in place which includes referrals into short-term supported housing.

3.7   Eligibility Criteria

The programme has eligibility criteria. Should the eligibility criteria be retained, and if so how a definable should need be determined? Should the programme only direct its services at prevention?

3.8   Commissioning

The programme has de-commissioned a range of services in the past. It will need to consider decommisoning services as part of the objectives of the strategic review of investment. We currently fund twenty four hour support in some circumstances, extra care, and alarms. Should this continue? We also fund shared housing, should we determine that this is inappropriate?

3.9   Self Directed Support

The programme could stop paying for schemes, and only pay for individuals. Service users could receive a housing related support

payment directly in order to purchase the services they really want to receive.

3.10 It is anticipated that the questions out-lined above will enable the Commissioning Body to address the really critical issues in order to shape the Programme into the image that it believes represents the best interests of vulnerable people in Kent, within the resources that are available.

4.0 Developing the New Strategy

4.1 The development of the new strategy will be project managed by the Policy and Strategy unit, and the head of the Programme. The overall objective is to develop a Kent Supporting People Strategy 2010-2015 that will maximise the value of financial resources available to the programme through targeted investment. This will reflect the Kent Supporting People Programme's agreed priorities and will continue to deliver the targets in relation to the Local Area Agreement.

4.2 Key components of the strategy development include:

- Needs analysis
- Consultation with stakeholders including service users
- Strategic review of investment (including market analysis and review of performance)

4.3 The Supporting People team will submit quarterly written updates to the governance bodies.

4.4 Tools to enable the monitoring of the strategy's development include a project plan, action plan and communication plan. These have been attached at Appendices 1, 2 and 3 respectively.

5.0 Service User Consultation

5.1 During the Supporting People Service User Conference in December 2008, the Supporting People team held workshops scoping how service users want to be involved in the development of the strategy.
5.2 The results of this will feed into the planning for a wide ranging service user consultation by our Service User Involvement and Consultation Officer.

6.0 Equality Impact Assessment

6.1 An initial screening of the project has been carried out and found that the plans for the development of the Kent Supporting People Strategy 2010-15 have no adverse impact on the different groups of service users.

7.0   Financial Impact Assessment

7.1   The financial impact of the development of the strategy relates to expenditure on service users to acknowledge their participation, and relevant consultation events that may be held. The likely costs of this can be incorporated into current expenditure plans for the new financial year in relation to the administration grant for the Programme.

7.2   A conference will be hosted by the Programme to enable members of both the Core Strategy Development Group, and the Commissioning Body to discuss the relevant issues at stake in relation to the new strategy.

7.3   The new five year strategy (and any appropriate transitional arrangements) will be fully costed, as part of the process.

8.0   Conclusion

8.1   The Kent Five-Year Supporting People Strategy 2005-10 is nearing its end and there is a need to develop a new strategy that incorporates new strategic contexts and delivers its strategic objectives within a the restrictions of the Communities and Local Government Department's funding.

8.2   The development of the new strategy will be based on extensive stakeholder consultation and will include a strategic review of investment. There will be quarterly update reports to the Core Strategy Development Group and Commissioning Body.

8.3   Documents will be posted on the Kent County Council website www.kent.gov.uk/supportingpeople

9.0   Recommendations

The Commissioning Body is asked to:

(i)   Comment on the proposed development of the Kent Supporting People Strategy 2010-15 (Appendices 1 – 3).

(ii)   Comment on the contents of this report and the issues raised within it.

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Ute Vann
Policy and Strategy Officer

01622 694825

Background Information:

Five-Year Kent Supporting People Strategy 2005-2010
Annual Plans 2003-2008
Strategy Refresh, June 2008
Audit Commission Inspection Report, December 2007
Audit Commissions Recommendations Action Plan

Appendix 1: Draft Kent Supporting People Strategy 2010-15 Project Plan
Appendix 2: Draft Kent Supporting People Strategy 2010-15 Action Plan
Appendix 3: Draft Kent Supporting People Strategy 2010-15 Communication Plan

Appendix 1

DRAFT PROJECT PLAN FOR THE DEVELOPMENT OF THE
KENT FIVE-YEAR SUPPORTING PEOPLE STRATEGY 2010-2015

Background

Kent submitted their Five Year Supporting People Strategy 2005-2010 to the then Office of the Deputy Prime Minister (ODPM) in April 2005. The strategy highlighted that all commissioning decisions will be made within the financial constraints of the Kent Supporting People grant, in line with Kent's identified priorities and supporting the crosscutting key strategic aims of the Supporting People partnership under the overall vision of:

'Working in partnership to provide high-quality, cost-effective and flexible housing-related support services for the vulnerable people of Kent which promote independent living, facilitate social inclusion and keep them safe and secure. It is envisaged that housing-related support services will in time complement other service provision across the county.'

The document also contained an action plan and subsequent Annual Plans detailed the annual targets in order to work towards achieving the key strategic objectives.

The Kent Supporting People programme was inspected by the Audit Commission in September 2007 and was rated as 'good' with promising prospects for improvement'. The Audit Commission made the following recommendations that were agreed by the Commissioning Body:

1. Strengthen the strategic approach to Supporting People
2. Improve performance management and governance of the programme
3. Improve the approach to value for money
4. Improve service user involvement
5. Improve access to and information in relation to the programme

The strategy was refreshed in June 2008, in order to reflect the progress made in implementing the strategy, incorporate actions resulting from the Audit Commission inspection and identifying the additional focus needed in some areas to move forward.

Objectives

The overall objective is to develop the Kent Supporting People Strategy 2010-2015 which will include a strategic review of investment, the finalisation of the delivery of the Audit Commission Action Plan, and the continuance of the delivery of targets in relation to the Local Area Agreement.

3. Deliverables

The particular project deliverables are, in sequential order of development:

1. Budgetary analysis (including forecasting)
2. Needs analysis
3. Analysis of current supply
4. Strategic objectives of the partnership (including corporate objectives and targets under the Local Area Agreement)
5. Strategic review of investment (incorporating market analysis, review of performance, analysis of outcomes, examination of full cost recovery and developing a strategic commissioning and procurement framework)
6. Setting commissioning priorities for the programme based on the parameters/principles arrived at by the strategic review
7. Preferred outcomes
8. Re-evaluation of current vision and determining a new vision of the Kent Supporting People programme

Concurrent to all the described deliverables, and intrinsic part of the processes, there will be wide ranging stakeholder consultation, including consultation with service users.

4. Overall Approach

The project will use the PRINCE project management approach as the base methodology.

5. Exclusions

None

6. Stakeholder Analysis

The order of key stakeholders is presented in sequential order of involvement with the development of the Five-Year Strategy:

Key Stakeholder	Interest / stake	Importance
Service Users	Input and consultation	High
Service Providers	Input and consultation	High
Statutory Stakeholders	Key interest-Input and consultation	High
Core Strategy Development Group	Key Interest–consultation/input and agreement	High
ASPOC (Adult Social Services Policies Overview Committee)	Consultation and agreement	High
Kent County Council and District/Borough Cabinets	Agreement	High
Commissioning Body	Key Interest-Agreement	High

7. Interfaces

There are a number of key strategy documents that inform the project. A list of background documents is attached at the end of the document and is likely to be added to as required.

8. Project Management

The Policy and Strategy Section of the Supporting People Team will undertake the overall development of the strategy. Other members of the Supporting People Team will support the work undertaken.

9. Reporting Procedures

Reporting procedures will follow the communication plan and include:

- Regular updates will be given to the Head of the Supporting People Team
- A briefing will be given at the monthly Supporting People meetings
- Updates will be provided at quarterly meetings of the Core Strategy Development Group and the Commissioning Body
- Regular updates on progress in the quarterly Supporting People newsletter

13. Action Plan

An initial action plan for the project with approximate time scales and a communication plan are attached to the Project Plan. More detailed product breakdown descriptions, or work packages, will be developed.

Background Documents

- *A Vision of Kent* and *Kent Towards 2010* (corporate priorities)
- Kent Supporting People Business Plan
- Local Government White Paper *'Strong and Prosperous Communities'*
- The National Supporting People Strategy *'Independence and Opportunity'*
- *Independence, Well-Being and Choice*, White Paper
- Kent Local Area Agreement (LAA2)
- District/borough Housing and Homelessness Strategies
- District/borough Housing Needs Surveys
- *Valuing People*
- *Putting People First*

Appendix 2　　　Draft Development of the Five-Year Kent Supporting People Strategy 2010-2015 - Action Plan

Lead Responsibility Policy & Strategy

Task	Responsibility	Timescale	Outcome
1. Strategy Development Process			
Formulate Project Plan, Action Plan and Communication Plan	Policy & Strategy	Completed	
Develop product breakdown descriptions detailing tasks to be undertaken for each output/deliverable	Policy & Strategy	Jan/Feb 2009	Work packages developed.
Provide quarterly updates of progress to Core Strategy Development Group (CSDG) and Commissioning Body (CB)	Policy & Strategy	On-going	Quarterly written updates on progression
Complete first draft strategy for consultation	Policy & Strategy	Nov 2009	Draft completed
Present first draft to ASPOC (Adult Social Services Policies Overview Committee) and the CSDG	Policy & Strategy	Nov 2009	Draft presented
Produce final strategy and present to CSDG and CB	Policy & Strategy	Feb/Mar 2010	Strategy agreed
2. Consultation			
Identify and establish contact with relevant strategy groups for consultation purposes, including the service user panel. Identify other relevant stakeholders for consultation.	Policy & Strategy	Feb 2009	• Relevant groups identified. • Consultation plan with interview schedules and timetables drafted
Service users (including carers/carer organisations) • Incorporate service user consultation in all aspects of developing the strategy • Engage the service user panel in directing the consultation of service users • Identify representative service user groups for consultation • Produce written reports on service user consultation • Identify former service users and carry out a survey as to the benefits/or other experienced of having received Supporting People funded services	Policy & Strategy (including Service User Involvement Officer)	Apr-Aug 2009	• Written consultation summaries produced • Survey designed and carried out

Task	Responsibility	Timescale	Outcome
Service Providers Consult with as wide a range of providers as possible through the various provider fora and through individual consultations	Policy & Strategy	Mar-Aug 2009	Written consultation summaries produced
Other stakeholder Consult with other stakeholders including districts/boroughs, Adult Social Services, Health, Probation	Policy & Strategy	Mar-Aug 2009	Written consultation summaries produced
3. Budgetary Analysis			
Examine finance and funding: • Financial resources available • Current spend • Forecasting and financial modelling over the lifetime of the strategy	Contracts and Finance	Feb-May 2009	Forecast established and modelling carried out
3. Needs Analysis			
Mapping needs: • Map against client group and local areas • Map against demographic data and establish likely future need • Identify gaps in provision	Policy & Strategy	May 2009 Nov 2009	Reports presented as 6-monthly needs analyses to CSDG and CB
Measuring demand: • Referral rates for floating support • Referral rates for reconnection service/ Outreach and Resettlement • Investigate a mechanism to collate data on referrals to short-term accommodation-based services over a 3-month period • Client Records • Referrals for Single Agency Assessments (east Kent) and Joint Assessment and Referral Processes (west Kent)	Policy & Strategy Performance & Review	Sept 2009	• Referral data collated and statistics compiled. • Analysis of data carried out.
4. Supply Mapping			
Map current supply, including distribution by client group and district and borough	Policy and Strategy Contracts and Finance	May 2009	Supply identified
5. Definition of Strategic Objectives			
Define the strategic objectives of the partnership • Establish policy/strategic contexts and key drivers of change • Establish linkages to other strategies and cross-cutting objectives (including targets contained within the Local Area Agreement	Policy and Strategy	Mar-Aug 2009	• Contexts mapped • Objectives identified and

Task		Responsibility	Timescale	Outcome
• Evaluate results from consultations				included in the draft strategy
Task		**Responsibility**	**Timescale**	**Outcome**
6. Strategic Review of Investment				
Market analysis: • Service and provider profiles • Current access arrangements • Service performance (service review reports, feedback from contract monitoring process) • examination of full cost recovery • Review outcomes of strategic reviews of Floating Support, short-and long-term services		Policy and Strategy Contracts and Finance	Apr-Aug 2009	Analysis completed and written summary produced
Review of performance: Utilisation and throughput Move Ons Outcomes Other performance indicators Evaluation of all data		Policy and Strategy Performance and Review	May/Jun 2009	Statistics compiled and evaluated
Examine current commissioning and procurement arrangements, contracting options for future commissioning and monitoring arrangements for strategy and services		Policy and Strategy Contracts and Finance	Aug-Sept 2009	Strategic commissioning and procurement framework developed, including Commissioning and Procurement Strategy
7. Set Commissioning Priorities				
Evaluate: • Current and future trends in provision • Use of resources within changing strategic contexts • Results from consultation • Establish overall direction of travel re the different client groups • Priorities for change • Managing change and the market and commissioning proposals		Policy and Strategy Contracts and Finance	Aug/Sept 2009	• Priorities set within strategic contexts and objectives. • Change/Market Management Plans developed
8. Definition of the Kent Supporting People Vision				
Review the current vision		Policy & Strategy	Sept 2009	Vision revised

Task	Responsibility	Timescale	Outcome
9. Diversity			
Analysis of existing service provision • in the context of local demographics • in the context of demand • in context of information from relevant agencies, service providers and diverse groups of individuals in communities	Policy & Strategy	Sept 2009	Analysis carried out
10. Draft Strategy			

Feed consultation outcomes into draft strategy and draw conclusions. The final strategy will provide:
1. A revised Kent Supporting People vision and strategic objectives that are aligned to strategic contexts
2. A plan for commissioning services that
    • meet the agreed priorities for change/ development (and based on evidenced need, market analysis and a strategic review of investment) within a cash-limited budget
    • may require a redistribution/reconfiguration/decommissioning of services
3. Annual Plan 2010-11
	Policy & Strategy	Nov/Dec 2009	Draft Strategy disseminated for consultation

Appendix 3   **Draft Development of the Kent Supporting People Strategy 2010-15: Communication Plan**

Stakeholders	Key Information Requirements	Method and Frequency	Information Provider	Feedback Channel
Commissioning Body	• Project start up information, Project Plan, Action Plan, Communication Plan • Update Reports • Draft and final strategy with recommendations	• Written quarterly reports March 2009, June 2009, September 2009, December 2009 • Final Report March 2010	Policy and Strategy Officer with input from the Supporting People Team	• Informally by email and in writing • Formally by Commissioning Board meetings
Core Strategy Development Group	• Project start up information, Project Plan, Action Plan, Communication Plan, • Update Reports • Draft and final strategy with recommendations	• Written quarterly reports February 2009, May 2009, August 2009 • First draft strategy November 2009 • Final Report February 2010	Policy and Strategy Officer with input from the Supporting People Team	• Informally by email and in writing • Formally by Core Strategy Development meetings
Elected Members	• Background on project • Progress on project • General information including needs and supply • Any impact on overall Supporting People Programme and Kent County Council's strategic agenda (including the targets of the Local Area Agreement) •	• Briefings at Members' meetings as required • Presentations as required • Quarterly Supporting People Newsletter • Publishing of plans on the Supporting People website • Written communication as required	Head of Supporting People with input from Policy and Strategy Officer	• Informally by email • Formally in writing • Formally by meetings (direct contact)

Stakeholders	Key Information Requirements	Method and Frequency	Information Provider	Feedback Channel
Adult Social Services Policy Overview Committee (ASSPOC)	• Background on project • Progress on project • General information including any impact on KASS strategic agendas (including the targets of the Local Area Agreement)	• Briefings as required at committee meetings • Draft strategy/report for consultation in November 2009	Head of Supporting People with input from Policy and Strategy Officer	• Informally by email • Formally in writing • Formally by meetings (direct contact)
Statutory Services, e.g. Adult Social Services, Health, Local Housing Authorities, Probation	• Project start up information, Project Plan, Action Plan, Communication Plan, • Update Reports • Final strategy with recommendations • General information including needs and supply • Any impact on overall Supporting People programme and the partners' strategic agenda (including the targets of the Local Area Agreement)	• Quarterly written reports through the Commissioning Body and Core Strategy Development Group meetings • Quarterly Supporting People Newsletter • Publishing of plans on the Supporting People website • Individual meetings with representatives of the different agencies	Policy and Strategy Officer with input from the Supporting People Team	• Informally by email • Formally in writing • Formally by individual meetings (direct contact)
Service Providers and Other Agencies	• Project start up information, Project Plan, Action Plan, Communication Plan, • Update Reports • Final strategy with recommendations	• Quarterly written reports through the Core Strategy Development Group meetings • Quarterly Supporting People Newsletter • Publishing of plans on	Policy and Strategy Officer with input from the Supporting People Team	• Informally by email • Formally in writing • Formally by individual meetings (direct contact) • Formally by meetings of the Executive Board of

Stakeholders	Key Information Requirements	Method and Frequency	Information Provider	Feedback Channel
	• General information including baseline supply of long-term accommodation-based services. • Views of Service users on individual schemes	the Supporting People website • Quarterly meetings of Provider Forums in West and East Kent and the Executive Board of Providers • Individual meetings with representatives of the different agencies		of providers and Provider Forums in West and east Kent
Service Users	• Project Plan, Action Plan, Communication Plan • Updates • Final strategy with recommendations • Written information on the purpose of consultation with service users	• Publishing of plans on the Supporting People website • Letters preceding consultation in individual schemes and in other locations and feedback • Briefings provided to the Service User Panel • Final strategy in easy to read format	Policy and Strategy Officer with input from the Supporting People Team	• Informally by email • Formally in writing • Formally by individual meetings (direct contact) • Formally by meetings of Service User Panel

Working with the Press

All additional information to the press will be provided via Kent County Council press office. The point of contact for the press office is the Head of Supporting People.

Partners in the Supporting People programme are requested not to issue press statements regarding the strategic review of long-term services without consulting with the Head of Supporting People.

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REPORT

By: Caroline Highwood – Director of Resources, Kent Adult
                         Social Services

To: Supporting People in Kent Commissioning Body

                         19 March 2009

Subject: **Growth Bids**

Classification: **Unrestricted**

For Decision

Summary: **This report outlines current progress in developing a
                         new growth bid process and recommends an interim
                         approach.**

1.0   Introduction

1.1   The Commissioning Body asked for a renewed approach to the growth
         bid process. This was because it was felt that the Commissioning Body
         had no mechanism to satisfactorily determine whether the growth bids
         submitted met needs and priorities.

1.2   The Kent programme has tended to commission services following a
         strategic review (floating support, short-term supported housing, and
         older people's housing-related support services). The floating support
         referral mechanism has led to additional funding commitments being
         made on the basis of trends within the waiting list.

2.0   Developing a new approach

2.1   The Supporting People programme is currently in touch with other
         Administering Authorities in the South East. The Authorities that have
         been assisting us are; East Sussex, Medway, Oxfordshire and
         Southampton. We are hoping to broaden the discussion to other
         authorities.

2.2   Once we have concluded discussions with Administering Authority
         colleagues we will consult with the members of the Commissioning Body

individually to ensure that they are satisfied with the process before it is brought back to the Commissioning Body for final decision.

2.3   The Five Year Strategy and strategic review of investment will include a commissioning framework and development plan for future commissioning.

2.4   The exception to this position is the proposal for a direct access hostel in Thanet and a potential interim arrangement is required.

3.0   Service User Consultation

3.1   The service user panel will be consulted.

4.0   Equality Impact Assessment

4.1   An equality impact assessment will be conducted.

5.0   Financial Impact Assessment

5.1   All growth bids will need to be subject to a financial evaluation to ensure that the programme is able to sustain the cost in the medium to long-term.

6.0   Conclusion

6.1   Following consultation with other Administering Authorities and key stakeholders within Kent a growth bid process will be recommended to the Commissioning Body in September 2009.

6.2   The delay in finalising the growth bid process is due to the need to ensure that no consultations take place with key stakeholders between April and June (elections).

6.3   An exception to the embargo on further growth bids being agreed until the process has been reviewed should be the potential need to develop a direct access hostel in Thanet and to put in place funding for an interim solution.

7.0   Recommendation

The Commissioning Body is asked to:

(i)   endorse the contents of the report
(ii)   agree to not approve growth bids until the process and framework has been determined

(iii)   agree the interim funding of a hostel prior to a direct access hostel being funded in Thanet

Claire Martin
Head of Supporting People
01622 221179

Ute Vann
Policy & Strategy Officer
01622 694825

Background Information: None

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REPORT

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

To: Supporting People in Kent Commissioning Body

               19 March 2009

Subject: **Implementation of the final recommendations of the
               Strategic Review of Older People's Services**

Classification: **Unrestricted**

For Information
_____

Summary: **This report summarises the conclusion of the
               recommendations of the strategic review agreed by the
               Commissioning Body in September 2007**

_____

1.0   Introduction

1.1   The Supporting People team has been working in consultation with
      providers and stakeholders to implement the recommendations arising
      from the strategic review of Older Persons' services agreed by the
      Commissioning Body at its December 2007 meeting.

2.0   Context

2.1   The full set of recommendations as agreed by the Commissioning Body is
      attached to this report in Appendix 1.

3.0   Methodology

3.1   The Supporting People team has undertaken an extensive period of
      consultation with all providers of sheltered services and community
      alarm services to meet the recommendations of the review.

3.2   Providers of community alarm services were asked to respond to a
      questionnaire relating to the cost of a unit of community alarm against
      a specification agreed by the members of the Essential Role of Sheltered
      Housing (ERoSH) group.

3.3   Kent sheltered housing providers identified the contractors providing an alarm monitoring service to their residents. The contractors provided a quotation based upon the provision of a monitoring service within a sheltered housing scheme as per the agreed specification. There was an subsequent evaluation of the information by a sub group of the Commissioning Body. This was used to inform the bench-marked cost of providing a monitoring service across Kent within the Programme.

3.4   Following this consultation process the Commissioning Body agreed a final price per household unit of £1.50.

3.5   A further period of consultation was undertaken with all sheltered providers to identify a unit rate for the provision of housing related support to older people. This rate was agreed by the Commissioning Body as being £12.24, £11.24 and £10.24 for A, B and C grade providers respectively in its meeting of December 2008.

3.6   Supporting People team will be undertaking an awareness raising exercise with service users in relation to the specification for housing related support services. A representative sample of residents/services will be selected across Kent by the Service User Involvement and Consultation Officer to participate in this exercise.

4.0   Outcome of individual recommendations of Older Persons Review

4.1   <u>Recommendation 1</u>. Sheltered provision is a mixture of warden based, peripatetic and floating support models across the county. Some providers have redesigned their model of delivery from warden based to peripatetic/floating support following consultation with service users.

4.2   <u>Recommendation 2</u>. The Supporting People team, as part of the refresh of the five year strategy, will undertake a strategic review of investment. The strategic review of investment will commence in April 2009.

4.3   <u>Recommendation 3</u>. A specification for community alarm provision was agreed with members of the ERoSH group and the unit price has been set at £1.50 per unit per week. All community alarm provision is funded under a specific contract separate from the provision of housing related support

4.4   <u>Recommendation 4</u>. Abbeyfield services have been assessed within the negotiations for contract refresh and remain part of the Programme. However, that they are being bench-marked against other services, and the delivery or otherwise of tasks commensurate with housing related support is being evaluated.

4.5   <u>Recommendation 5</u>. The Programme continues to fund extra care services that were part of the programme prior to the review of Older Person's services.

4.6   Recommendation 6. Providers are required to undertake a needs assessment of those entering sheltered housing.

4.7   Recommendation 7. A service specification, encompassing warden based, peripatetic and floating support models has been written and has been consulted upon with the members of ERoSH, and will be by service users. The finalisation of this specification will be complete prior to contract refresh at 1 April 2009.

4.8   Recommendation 8. Steady State Contracts for sheltered and alarm services will be issued to commence 1 April 2009 to last for a two-year period.

4.9   Recommendation 9. All sheltered services are now subject to a Fixed Capacity Contract.

4.10   Recommendation 10. The Supporting People team continues to monitor the Minority Ethnic communities accessing sheltered housing via client records and floating support referrals. The team will be involved with Kent Adult Social Services in analysing the requirements of the National Dementia Strategy once it is published. Further work in this area will be undertaken as part of the next Five-Year strategy.

4.11   Recommendation 11. Providers who had moved from an accommodation -based model to peripatetic/floating support model contributed to a good practice workshop in order to benefit other providers who were considering this particular transition in service delivery models.

5.0   Service User Consultation

5.1   Service users have been consulted on whether or not they wished to move from an accommodation-based model of service delivery to peripatetic or floating support. Service users and providers are able to determine by consensus how they wish housing related support services to be delivered.

5.2   Service users have recently been consulted on a specification for the delivery of community alarm services. They will be involved in a discussion about the specification for the delivery of housing-related support to older people.

6.0   Equality Impact Assessment

6.1   The initial equality impact screening of the older persons review found there to be a low risk.

7.0   Financial Impact Assessment

7.1 The Commissioning Body originally agreed a figure of £336K additional expenditure on older people's services. The current levels of expenditure are on target. A further update will be submitted to the Commissioning Body in relation to this in the new financial year.

8.0 Conclusion

8.1 The recommendations of the older person's review have been met and will be upheld as part of ongoing strategy refresh

8.2 The review has led to the separation of community alarm provision from the provision of housing related support and a standard unit rate has been applied to community alarms. A schedule of rates has been agreed for housing related support within sheltered housing depending on a holistic appraisal of the performance of the service.

8.2 Sheltered services are subject to a fixed capacity contract.

9.0 Recommendations

9.1 The Core Strategy Development Group is asked to note the contents of the report.

Claire Martin
Head of Supporting People
01622 221179

With contributions from
Kevin Prior
Acting Procurement & Commissioning Manager
01622 696198

Appendix 1: Final recommendations of the older person's review

Supporting People in Kent

Final Recommendations from the Older Persons Review

10 September 2007

The full set of recommendations as agreed by the Commissioning Body are as follows:-

1. That we will enable housing related support to be provided to individuals irrespective of where they live. The current predominantly accommodation based services may change to peripatetic or floating support service. Providers will decide the best delivery model dependent on the pattern of needs of older people within individual schemes, and based on local consultation with service users.

2. The Commissioning Body has requested a Strategic Review of Investment in the future, as part of its continuing consideration of its 5 year Strategy. This will include older people's services within the Programme.

3. The Supporting People Programme will continue to fund community alarms in sheltered housing and Almshouses. The Supporting People Programme Team requires providers to ensure that alarms are compatible with KASS Telecare Services.

   The Supporting People Team will carry out a 'market test' exercise for alarms and will set a ceiling on charges for alarm services which will be introduced by April 2009 at the very latest. Any excess cost identified by this process would be reinvested in extending the availability of community alarms.

   By 2009 at the latest there will be a separate contract schedule for housing related support and a separate contract schedule for community social alarms for each provider. Community/social Alarms will be costed out separately to housing related support following the market testing exercise.

4. Abbeyfields will be assessed against Kent's eligibility criteria. This will be part of normal contract negotiations.

5. The programme will continue to fund existing extra care contracts. Any new developments would need to go through a procurement/commissioning process for funding. This would be dependent on the availability of financial resources.

6. Providers will continue to carry out needs assessments for tenants moving into sheltered housing. The Supporting People Team will devise procedures so that older people can be assessed and if eligible can access a basic alarm service.

7. The Supporting People Team will undertake further work on service specifications for the services provided by scheme managers, peripatetic or floating support workers in conjunction with providers and service users.

8. Steady State Contracts will be issued for a further year in April 2008. In April 2009 these` contracts will be issued for two years in line with other contracts.

9. All existing block subsidy contracts for older people's services will be capped by April 2008.

10. Support for further research into the specific needs of older Minority Ethnic communities specifically in view of cultural/religious requirements in terms of extra care and sheltered housing. Also support the need to carry out research into the support needs of people suffering dementia (including dementia sufferers amongst older minority ethic groups).

A 'good practice' work shop will be held by the Supporting People Team for providers of sheltered housing and extra care who would like to learn from other providers that have already gone down the peripatetic/floating support route. Elected Members would be offered a similar opportunity.

REPORT

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

To: Supporting People in Kent Commissioning Body

                19 March 2009

Subject: **Kent Move-On Accommodation Strategy**

Classification: **Unrestricted**

                For Decision

Summary: The   report   presents   the   Kent   Move-On
                Accommodation   Strategy   that   sets   out   the
                processes that support vulnerable people moving on
                from supported to independent accommodation.

1.0   Introduction

1.1   The Kent Move-On Strategy was developed by a subgroup of the Kent Joint
      Policy and Planning Board (Housing). Supporting People was represented at
      this sub-group.

1.2   The purpose of the strategy is to facilitate the timely move-on of vulnerable
      people from supported accommodation to independent accommodation and
      improve their access to local move-on accommodation.

2.0   Context

2.1   The development of a Kent Move-On Strategy was a recommendation arising
      from the strategic review of short-term accommodation-based services under
      the heading 'Adopt a whole systems approach to improving the delivery of
      supported accommodation in the longer term'.

2.2   Recommendations made by the Audit Commission following inspection in
      September 2007 reiterated the need to improve the strategic approach to
      Supporting People and specifically to develop a Kent Move-On Strategy.

3.0 Key Move-On Mechanisms

3.1 The strategy identifies the following processes as key mechanisms in facilitating move-on from supported accommodation:

- Nomination agreements. The extension of referral arrangements for access to social rented housing beyond statutory requirements by districts/boroughs.
- Choice-based Lettings. Vulnerable housing applicants will be supported to engage in the bidding process for properties they are interested in. The Joint Policy and Planning Board (Housing) developed a ' Vulnerable Persons' Strategy' specifically for this process that sets out how such individuals will be supported to engage in the scheme. Supporting People was represented on the working group.
- Rent deposit/guarantee schemes. This is to improve access to private sector rented accommodation. Supporting People is match funding district/borough rent deposit schemes to enable more people to move on from supported accommodation.
- Provision of Floating Support. To ease the transition from supported to independent accommodation.

4.0 Monitoring

4.1 The outcomes of the strategy will be monitored by a subgroup of, and reported to the Joint Policy and Planning Board (Housing). The outcomes will also be reported to the Commissioning Body, Core Strategy Development Group, and the Kent Homeless Officers Group (a sub-group of the Kent Housing Group).

4.2 The strategy is a living document and will continue to evolve and be amended by agreement.

4.3 Annex A contains an audit of supported accommodation for vulnerable people and people having moved on from supported accommodation funded by Supporting People over the last 2 years. Other information concerns vulnerable people who were referred for social rented housing through the Single Agency Assessment in East Kent. Data on such referrals is collated centrally by the east Kent authorities. Local Authorities in west Kent operate different versions of Joint Assessment Referral processes. Unfortunately, data is not collated centrally and the individual authorities were unable to provide data at the time of drafting the strategy. It will be part of the subgroup's remit to devise ways to start collating the information from west Kent through the Joint Policy and Planning Board (Housing).

4.4 The table which relates to the number of individuals moving on from supported accommodation funded by Supporting People from 2006-2008 includes disproportionately high figures for Canterbury, Swale and to some extent Maidstone in short term accommodation-based services. This is because these particular districts and boroughs have a concentration of

short term supported accommodation which is not to be found elsewhere in the county. The figures therefore look higher than perhaps at first appearance they should.

4.5   The strategy includes at Annex E an action plan outlining further work to be undertaken by the subgroup, in collaboration with service providers, on a countywide approach to nominations and identifying service users who are ready for move-on to independent accommodation.

5.0   Service User Consultation

5.1   The result of service user consultation during the strategic review of short-term accommodation-based support services fed into the development of the strategy.

5.2   Service users expressed a need for timely move-on to prevent becoming institutionalised and a need for support during the process itself.

6.0   Equality Impact Assessment

6.1   An initial Equality Impact Assessment has been carried out and found that the strategy has a low impact since it seeks to address potential restrictions to accessing services.

7.0   Financial Impact Assessment

7.1   The anticipated financial impact of the strategy on the programme in Kent arises from a one-off payment of £662,300 to match fund district/borough/probation rent deposit schemes.

8.0   Conclusion

8.1   The Kent Move-On Strategy maps the mechanisms that enable vulnerable people to move from supported to independent accommodation.

8.2   The strategy includes the links of the Supporting People programme into those mechanisms,

8.3   A subgroup of the Joint Policy and Planning Board (Housing) including Supporting People, will monitor the outcomes of the strategy and undertake further work to agree countywide nomination agreements and a framework identifying 'tenancy ready' service users.

8.4   The Core Strategy Development Group accepted the report and Move On Strategy and agreed to recommend the strategy for acceptance by the Commissioning Body.

9.0   Recommendations

The Commissioning Body is asked to:

(i) Agree to the Kent Move-On Accommodation Strategy as detailed in Appendix 1.
Claire Martin
Head of Supporting People
01622 221179

Ute Vann
Policy & Strategy Officer
01622 694825

Appendix 1: Draft Kent Move-On Accommodation Strategy

Background Documents:
Report on Strategic Review of Short-Term Accommodation-Based Services, March 2007
Report on the Audit Commission Inspection December 2007
Kent Supporting People Annual Plans 2007-08 and 2008-09

Kent Move-On Accommodation Strategy

Introduction

The Kent Supporting People programme provides a range of supported accommodation-based services for people with a variety of housing related support needs and whose permanent living arrangements have broken down including:

- Homeless people
- People leaving institutions, such as prison, hospital or residential care homes
- People in short-term crisis such as women and children fleeing domestic violence

The main objective of those services is to promote independence and enable service users to access and maintain suitable long-term, or permanent housing, and to 'move-on' to a more settled and stable way of life. This strategy describes the arrangements and structures in place in Kent to facilitate this process. It also identifies areas for future development and improvement.

The strategy was developed by a sub group of the Kent Joint Policy and Planning Board (Housing) that was comprised of a number of representatives from a wide range of agencies.

Background

The Kent Move-on Strategy is grounded in a strategic approach by acknowledging that agencies must work together to find solutions to the move-on shortage. The move-on strategy operates within a strategic context determined by a variety of crosscutting agendas, including:

• Supporting People
• Homelessness
• Social inclusion and Sustainable Communities
• Tackling health inequalities
• Crime reduction

This strategy also acknowledges that there is an unequal distribution of supported accommodation around the 12 districts and boroughs in Kent and that further work will be required to address this in order to create more provision and choice for the service user.

The Strategic Context

Supporting People

The strategic review of short-term accommodation-based supported housing in Kent carried out in 2006/07 by Supporting People found that:

- There is 'silting up' of short-term supported housing due to a shortfall in supply and lack of access to move on accommodation. This is an ineffective use of resources and may result in institutionalising individuals unable to move on when ready
- The wide range of differential allocation arrangements for accessing move on accommodation across the county creates confusion among support providers as well as inconsistencies
- Some decisions on allocations of move on appear to be made on a historic rather than strategic basis
- Districts/boroughs are unable to house vulnerable people appropriately
- Supporting People grant is spent on support that is no longer required

In line with what has been recognised locally, the Audit Commission inspection report (2007) for Kent Supporting People identified the need for a Move-On Strategy as part of strengthening the strategic approach to Supporting People.

For Supporting People link to www.kent.gov.uk/supportingpeople

District/Borough Homelessness Strategies

Homelessness strategies have a strong emphasis on prevention with the key priorities of:
- Increase numbers of people prevented from becoming homeless
- Reducing levels of repeat homelessness
- Keeping levels of rough sleeping as close to zero as possible
- Ceasing use of bed and breakfast for homeless families and 16 & 17 year olds
- Halving the number of people in temporary accommodation (including the numbers of single homeless vulnerable people) as measured against the base line of December 2004

Local authorities are expected to respond to the challenges through a variety of measures including:
- Greater access to the private rented sector as well as the social rented sector for permanent and temporary accommodation
- Increased and improved housing related support services
- Making better use of the social rented stock, e.g. under-occupation, overcrowding, Decent Homes Standard

Sustainable Communities: Homes for All, 2005

This document sets out the Government's policy objectives for Choice Based Lettings which include greater mobility for those moving into, or within social housing and making better use of social housing stock. This will impact on vulnerable people moving on through ensuring that they can make informed choices and that the processes are more transparent.

Local Area Agreement (LAA2), 2008

As part of the LAA 2, 2008, Supporting People delivers against National Indicator 141, 'to help vulnerable people in short-term supported accommodation to move to independence': 71% of Supporting People clients in short-term supported accommodation to move into independence over the next three years (from a baseline of 65.7%). Other indicators under the agreement include:

- NI 32 - Repeat incidents of DV
- NI 117 - 16-18 year olds who are not in education, employment or training (NEET)
- NI 136 - People supported to live independently through Social Services
- NI 139 - Alcohol-harm related hospital admission rates
- NI 140 - Drug users in effective treatment
- NI 145 – Adults with a learning disability in settled accommodation

- NI 149 - Adults in contact with secondary mental health services in settled accommodation
- NI 156 - Number of households living in Temporary Accommodation –PSA 20
- NI 159 - %age decent council homes – Communities and Local Government DSO

Environmental Sustainability

NI 187 – Tackling fuel poverty – people receiving income based benefits living in homes with low energy efficiency – Department for Environment Food and Rural Affairs DSC

Towards 2010 target

The development of more housing for older people, disabled people and those with special needs is encouraged under the subtitle 'Improved health, care & wellbeing' with a target of 400 across Kent.

DoH White Paper, Our Health, Our Care, Our Say, 2006

This paper calls for access to health services to be designed around individual need, with fast and consistent care delivered to a consistently high standard and where possible, into people's own homes. There is greater emphasis on enabling people to attain / maintain the greatest level of independence in the community. There needs to be adequate throughput to short-term supported housing and moving on to independent accommodation in order to ensure that vulnerable people are enabled to return to a more independent and stable form of housing. This will also free up places in supported housing for other people who might otherwise have to live in more institutional forms of accommodation.
.

1. Who is the Move-On Strategy aimed at?

All service users in short and long term supported accommodation, irrespective of funding stream.

Accommodation based services

Such services deliver supported housing which provides a stable environment and extra help for vulnerable people. Support is linked to the building where the service is delivered. This means that service users have to live at a certain address to receive the support.

Short-term accommodation is defined as aiming to

a) Bring about independence following the provision of housing related support of under two years of duration.
b) Increase the capacity for independent living through a package which has an intended duration of less than two years

Long-term accommodation also promotes independence as its principal objective but is more open-ended in duration.

2.   Audit of Move-On Data (See Annex A)

This includes
:
- Unit number of supported accommodation, by client group funded by Supporting People and Kent County Council

- Number of referrals for social rented housing through the Single Agency Assessment (this referral mechanism only operates in East Kent. West Kent districts/boroughs use Joint Assessment Referral systems but were, at the time, unable to provide data.)
- Move-on from supported accommodation funded by Supporting People 2006-08

3. Barriers to Move-On

- Lack of affordable social housing across Kent
- Length of time waiting to access independent accommodation
- Managing the expectations of service users and providers of supported provision
- Lack of support or resettlement provision, e.g. floating support
- Arrears from a previous tenancy
- Lack of access to treatment for people with drug and alcohol problems
- Lack of life skills needed to sustain tenancies
- Resources are finite, e.g. floating support, provision of social rented housing
- Previous history of non-sustainment of tenancies (landlord expectations)

4. Improving Access to Accommodation

4.1 Social Housing

Access to social housing is via the housing register in the relevant district or borough. To be considered for housing advice or assistance from the Local Housing Authority (LHA) applications should always, in the first instance, be made to the LHA where the applicant has a local connection.

Ensure a housing register application has been made together with referrals via JARP/JARS (West Kent) and SAA. (East Kent) only if appropriate and by statutory agencies**

4.1.1 Nominations Agreements

Districts will consider extending the referral arrangements beyond the statutory arrangements and it is recommended that the nominations agreement as used by Canterbury City Council (Annex B) may be used as an example of good practice and be adopted across Kent. (Note:short-term supported accommodation is not included in the Choice Based Lettings Process)

In addition applicants must meet the following criteria:

- be aged 16 or over

- The applicant must be willing to address any behaviour that might make them unsuitable to be a tenant or restrict/reduce their priority for housing on the local authority Housing Register, e.g. a commitment to re-pay any previously accrued rent arrears or other housing related debts, or dealing with anti-social/violent behaviour.

Social landlords will need confirmation of who will act as guarantor for a tenancy for those service users under the age of 18 years. For example, some social landlords will accept a litigation friend as guarantor, as agreed in the Young Persons Homelessness Protocol.

**JARS – Joint Assessment Referral Scheme for applicants with supported housing needs.

JARP – Joint Assessment & Referral Panel for applicants with supported housing needs. (JARS/JARP are forms used by West Kent LHAs and obtainable from those LHAs.)

 **SAA - Single Agency Assessment to be used by statutory partner agencies where A service user requires re-housing due to a health/support need. (SAA forms are used by East Kent LHAs and are obtainable from those LHAs)

Move- on to Housing Association accommodation is via the housing register.

4.2 Choice Based Lettings (CBL)

CBL fundamentally changes the way that households will be able to access social housing. CBL means that applicants will be more active in searching for vacancies by expressing an interest (making a bid) for properties they feel would be more suitable for their needs

All local housing authorities in Kent will be operating CBL–known as Kent Homechoice, by the end of 2009. Rather than homes being allocated by the council, CBL allows tenants and prospective tenants who are on the housing register, to bid for the available properties they are interested in. Available homes will be advertised on the internet and in a fortnightly free sheet, allowing applicants to see what council or housing association properties are available in the area and enabling them to play a greater role in the process of selecting their home.

There is a CBL vulnerable persons' strategy outlining methods to ensure inclusion for all. Supported housing providers are able to assist their service users to access the CBL system by helping them to bid, or by bidding on their behalf for suitable accommodation.

 For Kent CBL link to www.kenthomechoice.org.uk

4.3 Private Rented Sector (PRS)

Because Kent is a region of high demand, and has an acute shortage of, social housing, a large percentage of people on the housing register are unlikely to be offered a property and so would be waiting for years with no realistic prospect of being housed. Therefore, accommodation in the private sector needs to be promoted.

4.3.1   The private rented sector may be a more accessible option for many people but there are difficulties in accessing this due to:

- Requirements for rent deposits and rent in advance
- Letting agent fees
- Restrictions on local housing allowance for under 25's (single room rents)
- Private Landlords unwilling to accommodate tenants with certain vulnerabilities
- Lack of support for both tenants and landlords
- Local housing allowance, e.g. the process itself, allowance is paid in arrears, not being paid direct to landlords

4.3.2   Increasing access to private rented sector

- Managing expectations
- Use of rent deposit schemes/bonds from local housing authorities (see annex C)
- Use of other rent deposit schemes, i.e. Supporting People and probation (see annex D)

- Use of landlord fora to form links with landlords from the PRS and promote decent homes standards
- Encouraging savings schemes for service users
- Exploring the use of Discretionary Housing Payment (DHP)
- Ensuring that a referral for appropriate support has been made and is in place (wherever possible) before the take-up of the tenancy and is provided during the transitionary period.
- Ensuring support providers and service users are aware that local housing allowance can be paid direct to landlords in cases of vulnerability (refer to housing benefit section on local authority websites for local vulnerable person safeguards)

4.3.3   Reconnection Policy

Supported housing provision is not evenly spread across Kent, with some districts having little or no supported accommodation. This leads to an influx of service users into those districts with support services. Providers, should wherever appropriate and reasonable, encourage service users to reconnect with their originating area.

4.4   Shared Ownership

There are some Registered Social Landlords who specialise in shared ownership for people with a learning disability, e.g. Advance Housing. www.advanceuk.org.

4.5   Floating Support Referrals

These provide support to service users across all tenures and seek to empower service users to continue to develop life skills and address blocks to living independently without support. Referrals can be made by providers, advocates or by the service user.

In Kent, referrals for floating support services are administered centrally by the Supporting People Team. The Team holds and manages the waiting list and allocates referrals to support providers when their services have space for new service users.

All documentation related to floating support, including referral forms and description of processes, is available on the Kent Supporting People website on www.kent.gov.uk/supportingpeople

The provision of pre and post tenancy floating support plays an important role in enabling people to secure, prepare for, and sustain their move-on accommodation. There is an identified role for floating support users across all tenures and seek to empower service users to continue to develop life skills and address barriers to living independently without support. Referrals can be made by providers, advocates or by self- referral by the service user.

5.0   Priorities and Actions (Annex E – Action Plan)

- Agree framework to identify 'Tenancy Ready' service users
- Ensure that there is a provider group in each district, with terms of reference to agree nominations
- Providers to manage service users expectations re access to housing within their support plans
- A toolkit to be available for providers and service users re access to housing
- Monitoring framework to be agreed and implemented – JPPB subgroup to monitor

6.0 Monitoring

Outcomes from the Move-on strategy will be reported to the JPPB (Housing), Kent Homeless Officers Group, and SP Commissioning Body and at the provider fora.
Data will be collected via the CBL system, Supporting People and the Single Agency Assessment process and will be monitored by the sub-group.

ANNEX A

<u>**AUDIT**</u>

<u>**Units of Accommodation-Based Supported Housing, Supporting People and KCC Funded (excluding Older People with support needs)**</u>

Specific	Long Term	Short Term	
Generic	15		
Mental health	139	182	
Learning difficulties	358	22	
Offenders or risk of		76	
Homeless families		51	
Young people leaving care		90	
Young people at risk		190	
Domestic violence		93	
Teenage parents		21	
Rough sleeper		21	
Drug problems		35	
Alcohol		11	
Physical/sensory disabilities	167		
Single homeless	22	385	

Annex A cont'd

Number of people with support needs who have been referred for social rented housing via Single Agency Assessment, April 2007-March 2008 (East Kent only)

	Ashford	Canterbury	Dover	Shepway	Swale	Thanet
Floating Support	8	3	1	11	11	8
Housed	**4**	**0**	**1**	**4**	**4**	**0**
Supported Housing	3	1	0	5	3	6
Housed	**0**	**0**	**0**	**1**	**0**	**1**
Independent Living Scheme	7	0	2	0	3	1
Housed	**0**	**0**	**2**	**0**	**1**	**0**

Note: Single Agency Assessment referrals only operate in East Kent. Districts/boroughs in West Kent operate slightly differing Joint Referral Assessment processes but were unable to provide data.

Annex A cont'd
Number of Referrals for Social Rented Housing by Single Agency Assessment (East Kent only)
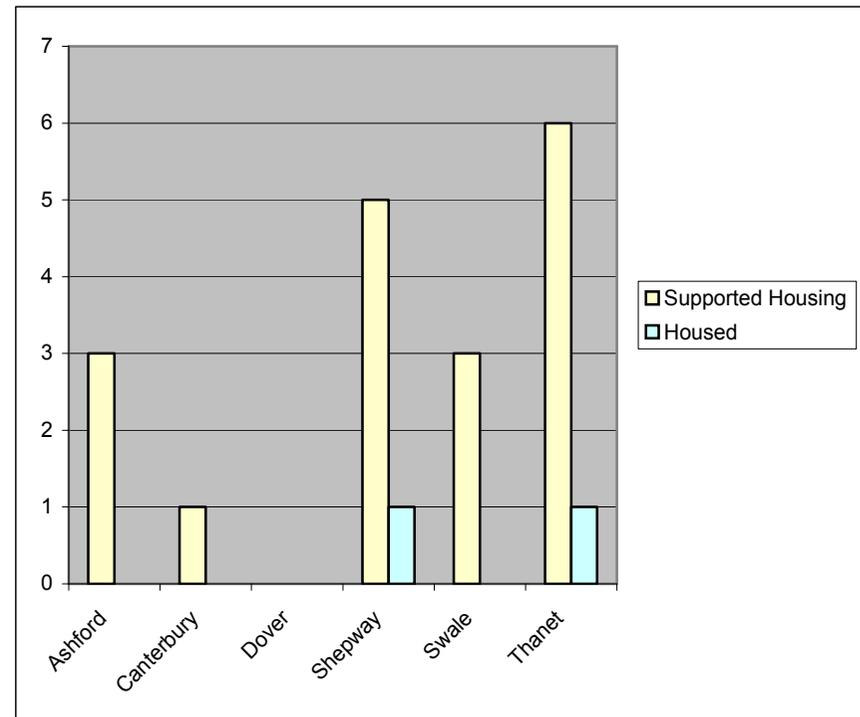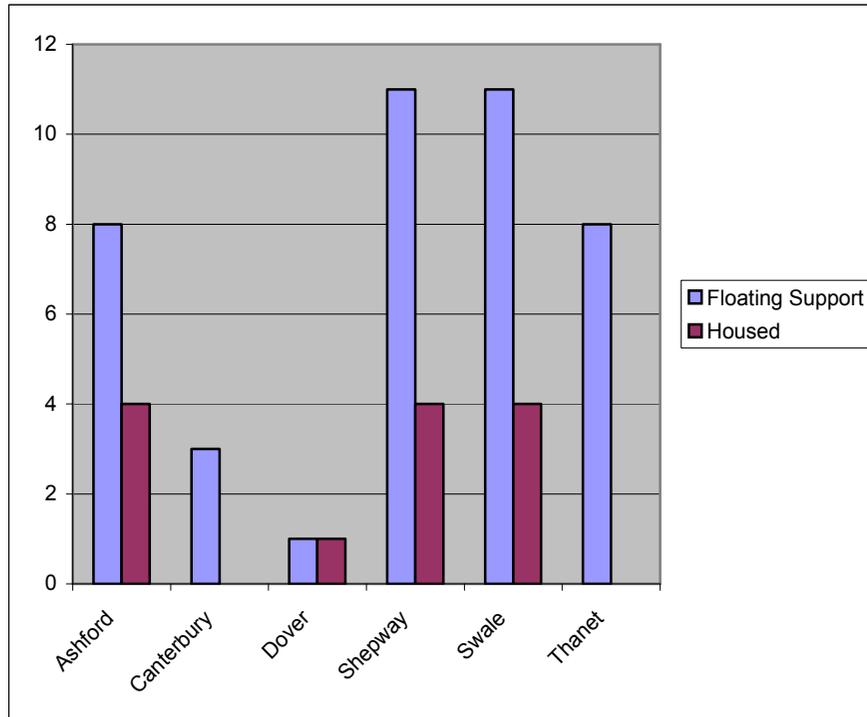
Annex A cont'd
Number of Individuals Moving On from Supported Accommodation funded by Supporting People 2006-2008

District	From Long Term (06/07)	From Short Term (06/07)	From Long Term (07/08)	From Short Term (07/08)
Ashford	2	23	0	18
Canterbury	7	139	1	102
Dartford	4	52	8	38
Dover	20	28	0	29
Gravesham	4	50	3	51
Kent	0	18	4	17
Maidstone	17	59	16	71
Sevenoaks	1	8	4	7
Shepway	3	23	2	18
Swale	2	100	4	94
Thanet	6	96	8	64
Tonbridge and Malling	15	2	8	12
Tunbridge Wells	28	67	5	33
Total	**109**	**665**	**63**	**554**

Number of Individuals Moving On from Supported Accommodation funded by Supporting People 2006-2008
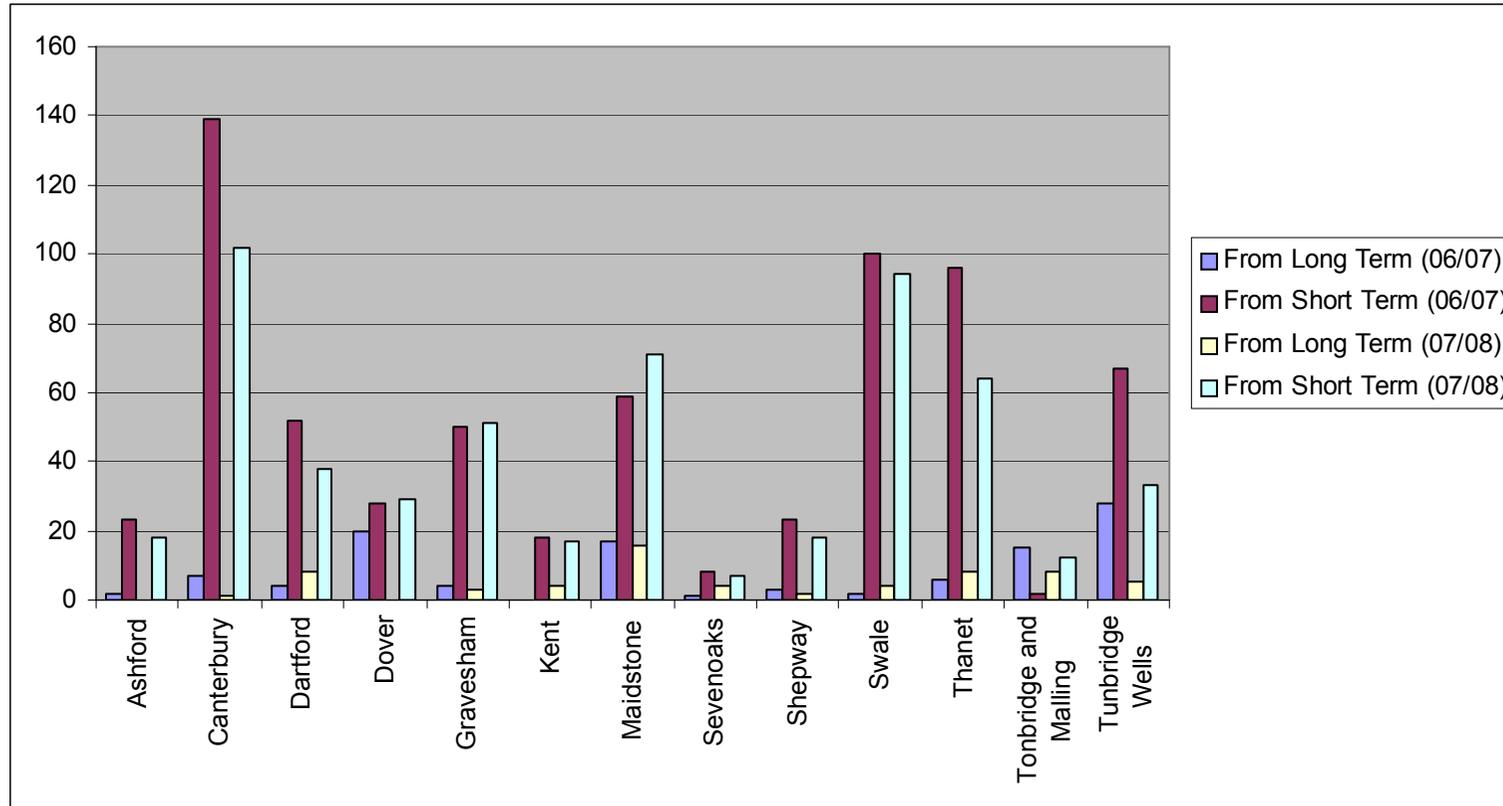
Note: The differences in move-on between districts as shown in the above graph correlates to the distribution of supported accommodation in the 12 Kent districts and boroughs

Model of a Nominations Agreement

Canterbury City Council/Porchlight nominations protocol and procedure

There are 27 nominations each year to CCC accommodation for residents of supported housing who are ready to live independently. Porchlight are the gatekeepers of these nominations but will refer residents other supported housing providers as well as their own residents.

Other providers who can access these nominations:
- Scrine Foundation
- CRI – The Cedars
- Stonham

These providers can only nominate a maximum of one resident per quarter.

The co-ordinators of the nominations are Gill Bryant, Strategic Area Manager and Yusupha Tunkara Service Manager

The following lays out guidelines and criteria for referring a resident for a nomination. These criteria apply to the resident whether they be in Porchlight housing or other supported housing.

Residents of supported housing in Canterbury should only be nominated for council accommodation if they fit the following criteria

1. Have a local connection to the CCC area
2. are ready to leave supported housing
3. have completed approximately 1 year in supported housing
4. have addressed their support needs enough to enable them to live relatively independently with no support or some low level support such as floating support
5. have no rent arrears or are addressing them consistently

1. Local connection
This means they must have family in the CCC area or have lived in the area for the past 5 years or were in care in the area. Some exceptions may be made to this rule if they have been fleeing domestic violence or they have been placed in the area under the Probation service. If the latter applies, then a letter of support from probation must be sort to confirm they can not return to their original area.

2. Ready to leave supported housing
Both resident and support worker must agree on this.

3. Completed 1 year in supported housing
Normally 1 year is required (this could be 3 months in short stay hostel and a further 9 months in a longer stay supported housing project). It should be noted that once a nomination is made, the resident may have to wait a further 6 months or longer for a nomination to come through.

However exceptions to the 1 year requirement can be made. Some examples are:

- if the person has a long history of rough sleeping
- is not suitable for shared accommodation
- has medical reasons
- has been in supported housing previously
- if the resident has started in long term and stable employment

Each case will be determined individually.

4. Addressing support needs
Refers will need to show that the client has engaged with services and built up some links outside supported housing. It may be appropriate for the resident to have completed some training on basic life skills.

5. Rent arrears
If the client has rent arrears on a previous council tenancy or housing association tenancy, then they can not be nominated until they have started to address these consistently for a minimum of 3 months and continue to do so once nominated.

How to apply
All referrals for nomination must have first completed a housing needs application to Canterbury City Council. It is important that this is done as soon as possible to the person coming into supported housing and does not have to wait until a nomination is being sort.

If the resident already has an application into the council, it important that any change of address or other details are updated. Residents should make sure that they chose as many areas as possible on the form and they need to be aware that if they only choose a small selection of areas, it is unlikely they will ever be offered council accommodation. If the resident was not aware of this at time of application, they can always update their application. If there is a specific reason for not going to a certain area, please make this clear.

Assuming the housing needs form has been completed, to nominate a resident the keyworker must supply the following to Gill:

- Porchlight nomination form
- Copy of the current updated support plan
- Copy of the current updated risk assessment
- Letter of support from keyworker
- Copy of any incident reports

Once this has been supplied, Gill will contact the resident to arrange an informal interview with them.

Once this has been done, their nomination will be accepted or refused. If it is refused, clear reasons should be given to the resident and keyworker.

Once accepted, keyworkers are asked to send Gill a monthly update on the resident. If there is no specific change, this could be a short email stating there has been no changes. However if there are updates to the support plan, risk assessment or there have been any incidents of note, then they should be informed of this on the monthly update.

Further discussion on nominations should be made at the Accommodation Providers Forum with a view to prioritising residents. Gill will meet with the Housing Options Manager from CCC quarterly to discuss nominations.

Rent Deposits (Local Housing Authorities)

District/Borough	Rent Deposit Scheme	Deposit Bond Scheme	Other Funding	Who Qualifies?e.g. priority homeless/non-priority	Comments
Ashford	No	Yes	Prevention fund	Priority cases only for prevention fund. Priority /Non priority or intentionally homeless for deposit bond scheme.	Will send outline of schemes separately
Canterbury	**Yes**	**No**	No	Priority cases and Intentionally homeless	Completed 210 cases in 3 years
Dartford	No	Yes	No	Anyone with local connection, no rent arrears or anti-social behaviour and on a low income. Policy says income below £276 although we complete budget sheet to assess ability to afford a deposit.	Each property visited and photos taken as proof of condition. Will renew at the end of the tenancy if client has proof of saving to their own deposit.
Dover	No	Yes	No	Priority need and homeless. Also offered to intentionally homeless families.	Due to the success of the scheme it is now used mainly when B&B would be the alternative so as not to overload the Rent Deposit Officer.
Gravesham	Yes	No	Rent Guarantee Scheme; this scheme offers a deposit of £600.00 and £600.00 to be held by LL for rent in advance, which is refund by the LL after 12 mths of the tenancy.	Priority need cases only, or discretion will be applied for homeless applicants who are deemed intentionally homeless and they are in priority need.	We also operate a private leasing scheme, managed by Avenue Lettings. Applicants are assisted with this housing option, under the prevention route. These cases would be where a housing duty is owed by the authority.

District/Borough	Rent Deposit Scheme	Deposit Bond Scheme	Other Funding	Who Qualifies?e.g. priority homeless/non-priority	Comments
Maidstone	Yes	Yes	Agent Fees	Must have local connection. Must provide evidence of homelessness or threatened with homelessness	The Rent Deposit Scheme we offer is more popular at the moment but this may change from April when the new laws come in regarding the holding of deposits.
Sevenoaks	Yes	Yes	Rent-In-Advance Loan	Non-Priority & Priority Need. Must have Local Connection and not have the means to fund own deposit and first months rent-in-advance.	
Shepway	Yes	Yes	Innovation Fund	Priority/Non priority discretion is used where a household is deemed intentionally homeless where it would cost the council B&B and storage costs.	
Swale	Yes	Yes	Swale Borough Council revenue funding- can not be used to access housing outside of Swale except for severe harassment and DV cases. Properties must also be inspected by our EHO's and meet SBC's Decent Homes standard.	From 1st April 07 both priority and non-priority	Run by CASA Support on behalf of Swale Borough Council

District/Borough	Rent Deposit Scheme	Deposit Bond Scheme	Other Funding	Who Qualifies? e.g. priority homeless/non-priority	Comments
Thanet	Yes	No	No	Standard prevention tool Intentionally homeless/ overcrowded. Non-priority at our discretion.	
Tonbridge & Malling	Yes (interest–free loan available for up to equivalent of one month's rent as a deposit. Rent in advance not offered.)	Yes – bond to landlord up to the value of one month's rent, to a maximum of £750, to cover any damage etc in lieu of cash deposit	In exceptional circs, rent in advance paid (as an interest free loan, or paid back to the Council through HB). Also in very exceptional cases, can act as 'guarantor' by offering the bond in addition to the deposit as extra security, up to one month's rent (usually only where a duty is owed but no RSL will accept the household and entirely at the Director's discretion.	Anyone with a local connection to T&M, including non-priority households	Currently reviewing procedures to take account of Tenancy Deposit Protection (TDP) legislation and formalise circs where the additional assistance can be offered.
T'Wells	Yes	Yes	No	All homeless or threatened with homeless households with a local connection	Intentionally homeless households may be eligible for these schemes depending on reason intentionally homeless

<u>**Rent Deposits (Supporting People)**</u>

SERVICE SPECIFICATION FOR: Rent Deposit Scheme

The schedule describes the Service to be delivered under the Steady State Contract for Provision of Supporting People Services.

> *Working in partnership to provide high-quality, cost-effective and flexible welfare services for the vulnerable people of Kent, which promote independent living, facilitate social inclusion and keep them safe and secure. It is envisaged that welfare services will in time complement other service provision across the county.*
> *(Kent Five Year Supporting People Strategy 2005-10)*

1.0 Introduction

In entering into a contract with Kent County Council, as the Administering Authority, for a Rent Deposit Scheme funded under the Supporting People Programme, the Local Authority (LA) agrees to comply with this service specification. The specification states Kent County Council's requirements and is part of the contract for the delivery of a Rent Deposit Scheme to service users leaving Supporting People funded accommodation. Compliance with the contract will take place through regular monitoring and review of progress.

The particular service should: -

- Only be used for those leaving services funded by the Supporting People Programme
- Provide a quick and easy way for service users to access funds.
- To help service users to live independently.
- To help service users gain access to permanent accommodation they would not normally be able to afford.
- To help private landlords remain solvent by guaranteeing payment to them for any loss or damage.

2.0 The Aims of a Rent Deposit Scheme

The overall aim of the service is promoting people's independence and enabling service users in supported housing to access permanent accommodation without waiting to be re-housed by the LA when ready.

The main objectives of the Rent Deposit Scheme are:-

- To reduce the LA homeless register and to comply with government targets on reducing homelessness within the Borough.
- To help Supported Housing Providers move-on service users when their support package has been concluded.
- To promote people's independence.
- To help service users rebuild their lives and to re-connect to their defined areas of local connection.
- To encourage local landlords to utilise their properties better and widen use of the private sector
- To help vulnerable people back into affordable housing without getting into debt to do so.
- To support the achievement of the Kent Local Area Agreement 2008/11
- To reduce the risk of homelessness

3.0 Client Group

The Supporting People funded Rent Deposit Scheme will provide funds for Supported Housing residents only, who live in accommodation already supported by the Supporting People grant, irrespective of status, i.e. single people or families. The scheme may be used to reconnect those wishing to settle outside of the county of Kent.

The service is generic in nature in that it includes a range of the following client groups:

- Single Homeless People

- Homeless Families with support needs

- Those escaping from domestic violence or abuse

Includes single people aged 16 to 24 who may be:
- Living in unsuitable conditions.

- Living in temporary accommodation.

- Escaping domestic violence or abuse.
- Experiencing or have experienced issues with addiction.
- Clients of the Probation Service, Young Offenders Team or 16+ Team.

4.0 Service Availability

4.1 Access

A service user will be assisted by the support provider to make an application to the LA Housing Office; the LA will then administer the funds.

The LA should make reference to the Supporting People move on protocols and the reconnection policy

The Rent Deposit scheme may be used to assist vulnerable people to move into shared accommodation

4.2 Exclusions

Service users not living in SP funded supported accommodation.

Other reasonable exclusions are where

- People do not meet the receiving organisation's selection criteria and exclusion arrangements

- Applications are refused on the grounds of risk

The LA is expected to use its best endeavours to ensure the service is accessible to all minority and hard to reach groups within the County and provide a service that is responsive to the needs of Ethnic Minority groups and disabled persons.

The LA shall not assign its rights and /or obligations under this contract or sub-contract the provision of the service to any person or organisation without the previous written consent of the Supporting People Team.

No payments for rent deposits/bonds or rent in advance are permitted in respect of supported housing accommodation funded by the Supporting People Programme

The service will not be used for the sole purpose of discharging the LA's statutory duty

5.0 Service Values and Principles

The following values and principles will underpin all activities undertaken in the performance of the Service:

- The Grant will be a one-off payment, match funded to the LA's own budget for the financial year 08/09 for its own Rent Deposit/Bond Scheme. The LA will ensure that at least 85% of the grant will be used to fund rent deposits/bonds

- The Service shall promote and encourage choice and be based on promoting independence through support.

- Service users are supported in achieving their full potential.
- Service users shall be treated with courtesy, dignity and respect and will be at the centre of all decision-making that impacts on their lives.
- The Service shall seek to meet and promote the cultural and religious needs of service users from minority ethnic backgrounds.
- The Service shall actively promote the opportunities for service users to be involved with the LA and seek their view in establishing good practice, reviewing policy and procedure, and maintaining and continuously improving delivery of the service in accordance with the principles of meaningful service user involvement
- The Service will liaise with other LAs providing services to vulnerable people in order to develop effective and efficient practices and partnerships, which will optimise the effectiveness of all services in Kent.
- The LA will ensure that reasonable procedures are in place to secure the return of the rent deposit at termination of the Tenancy Agreement

6.0 Quality Requirements

The LA will permit the Supporting People Team to have access to and inspect the quality of the Service provided in accordance with the terms of this agreement, including such evidence as may reasonably be requested.

The Service will have policies and procedures in place, to deal with Adult Abuse issues as appropriate. The written policies and procedures safeguard service users from any form of abuse or exploitation and staff are familiar with and follow these procedures.

There are procedures for responding to suspicion or evidence of abuse or neglect which reflect multi-agency policies and procedures, including the involvement of the Police and other appropriate parties, in accordance with the Public Interest Disclosure Act 1998 and the Department of Health Guidance "No Secrets".

Any information given by service users in confidence or provided about service users, and any access to a service user's personal file will be handled in accordance with the Data Protection Act 1998, the Service's written policies and procedures, and in the best interests of the service user and any dependants.

The service provider will notify the Supporting People Team via email to supportingpeopleteam@kent.gov.uk (indicating **Safeguarding** on the subject line) immediately any Safeguarding or Protection issue is suspected. The Supporting People Team must be involved in any Safeguarding meetings.

7.0 Performance Indicators/Outcomes

The performance of the Service will be measured by the following indicators. These indicators may be supplemented during the life of the contract, and any changes or additions will be communicated to the Provider of the service.

The local authority shall report, on a monthly basis to the Supporting People Programme

- The number of households that have been assisted by the scheme

- How much funding was given on each individual occasion
- Which Supporting People Programme client group the funds were given to
- Where the service user moved on to
- How the funds have assisted people to maintain independent living
- From which scheme did the service user move
- On a quarterly basis how much of the funding has been returned

The service will be monitored via a monthly report on a template to be supplied by the Supporting People Programme.

- The service shall support the achievement of NI 141, '% of service users who are supported to establish and maintain independent living'.

- The service shall support the achievement of NI 142, '% of service users who have moved on in a planned way from temporary living arrangements'.

The Provider should agree to work with the Supporting People Team to develop and meet outcomes specific to each service user which will include the seven main outcomes for adult social care based on the concept of well-being, these being:

- Improved health and emotional well-being.

- Improved quality of life.

- Making a positive contribution.

- Choice and control.

- Freedom from discrimination.

- Economic well-being.

- Personal dignity.

ACTION PLAN

ANNEX E

Action	Lead	Partners	By	Outcome
Toolkit re Strategy to be developed for Providers to use	JPPB sub group	SP and KCC providers and service users	April 2009	Consistent approach to move-on strategy
Framework to be agreed identifying 'tenancy ready' service users	JPPB sub group	Supporting People	June 2009	Framework agreed and implemented
Provider fora to be set up in each district	Porchlight	Supporting People Providers Local Housing Authorities	June 2009	Each district forum to share nominations on a 'tenancy ready' basis
Links to be made with private sector landlords through local Landlord Fora	Providers and Statutory Agencies	Housing Options Teams Private Sector Teams in Local Housing Authorities Service Users	September 2009	Promote the use of good practice when service users are ready for move on
Providers and service users are enabled to access Choice Based Lettings system	Housing Options Managers	CBL Project Manager	Ongoing	To ensure equality of access to social rented accommodation
Raise awareness of local housing allowance payments direct to landlord, rent deposit schemes and discretionary hardship payments	Providers	Housing Options Teams/housing benefit teams	Ongoing	Increase access to private rented schemes
Develop a service user guide to accessing accommodation	JPPB sub group	Providers Service Users	June 2009	Manage expectations of both service users and providers: to empower and enable service users to sustain a tenancy and to be aware of rights /responsibilities
Develop a framework to monitor the strategy and continue working on a countywide nomination agreement	JPPB sub group	Providers Supporting People	July 2009	Framework agreed and monitoring schedule/meetings agreed
Develop a methodology to work on issues around unequal distribution of supported housing and potential options to address this	JPPB sub group	CBL Project Board Supporting People Providers Local Housing Authorities	July 2009	Framework agreed so that move-on provision to address options. A schedule of meetings agreed.

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REPORT

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

To: Supporting People in Kent Commissioning Body

19 March 2009

Subject: **Kent Supporting People Provider Charter**

Classification: **Unrestricted**

For Decision

Summary: **The report presents the draft Kent Provider Charter that sets out the commitments that the Kent Supporting People Programme makes to service providers.**

1.0   Introduction

1.1   Providers play a key role in the development and delivery of housing-related support services.

1.2   Successful delivery of the Supporting People Programme continues to require strong and effective contributions from service providers and good partnership working between providers, commissioners and the Supporting People team as day-to-day administrators of the programme.

2.0   Context

2.1   The national Supporting People Strategy *'Independence and Opportunity'* acknowledges the important role of building and maintaining successful partnerships with service providers including ensuring that providers have the support they require.

2.2   The strategy also stresses the use of charters as a mechanism to clarify:

- Respective roles and responsibilities roles of Administering Authorities and providers, including responsibilities relating to communication with service users
- What is expected from service providers
- How the Administering Authority will involve service providers in developing the programme and will maintain that involvement

2.3 The development of a provider charter was included in the Kent Supporting People Annual Plan 2008-09.

3.0 Key elements of the Kent Provider Charter

3.1 The Kent Supporting People team is committed to delivering excellent customer service. The Charter recognises that service providers are not only partners but also customers.

3.2 The Charter sets clear and accessible standards for how Supporting People will work with service providers:

- The Supporting People team's service standards and commitment to keeping service providers informed and involved
- What is expected from service providers
- Importance of feedback from service providers
- Monitoring and reviewing arrangements

4.0 Consultation

4.1 The team has sought views from service providers via the provider forums and the Executive Board of Providers.

5.0 Equality Impact Assessment

5.1 An initial Equality Impact Assessment has been carried out and found that the Provider Charter has a low impact.

6.0 Financial Impact Assessment

6.1 There is a low financial impact relating to the Provider Charter. This relates to the monitoring of the targets, potential complaints, and additional expenditure in relation to letters of acknowledgement.

7.0 Conclusion

7.1 The Kent Provider Charter clarifies the respective responsibilities of the Supporting People team and service providers and sets out the Supporting People team's service standards.

7.2   The Core Strategy Development Group accepted the report and provider charter and recommends their acceptance by the Commissioning Body.

8.0   Recommendations

The Commissioning Body is asked to:

(i) Agree the Kent Provider Charter

Ute Vann
Policy & Strategy Officer
01622 694825

Appendix 1: Draft Kent Provider Charter

Background Documents:
Kent Supporting People Annual Plan 2008-09
National Supporting People Strategy *'Independence and Opportunity'*, 2007

Appendix 1

Draft

KENT SUPPORTING PEOPLE

PROVIDER CHARTER

What the Provider Charter is

The Kent Supporting People team is committed to delivering excellent customer service and recognises that service providers are not only our partners but also customers. This Provider Charter sets out what providers can expect from the team which manages the Supporting People Programme on behalf of the Supporting People partnership including contracting for high quality services with providers of personalised housing-related support to be delivered to clients of the programme. Partnerships operate on a reciprocal basis and the Charter also sets out what we expect from providers in turn.

The purpose of the Charter is to:

- Promote partnership working with providers
- Clarify the partners' respective responsibilities
- Set the standards that providers can expect from the Supporting People team and that the team expects from providers

Who we are and what we do

Supporting People is a government programme designed to help vulnerable people to live independently through the provision of housing-related support services. It is a grant that is paid to Kent County Council and is administered by the Supporting People team. The team commissions services from providers to deliver housing related support and monitors and reviews the services to ensure they are of high quality and meet clients' needs.

Housing-related support can be delivered in different ways including floating support across tenures, accommodation-based where support is attached to a specific property, community/social alarms and through the services of Home Improvement Agencies.

Our vision and values

The Kent Supporting People programme delivers services under the overall vision of

Working in partnership to provide high-quality,cost-effective and flexible housing-related support services for the vulnerable people of Kent which promote independent living, facilitate social inclusion and keep them safe and secure. It is envisaged that housing-related support services will in time complement other service provision across the county.

Our commitments to you

We aim to achieve the standards set out below. In all our dealings with you, team members will:

- Treat all providers fairly and equally
- Be courteous and respectful at all times

- Be professional, open and honest and accept responsibility for our actions
- Identify themselves at all times by name
- Respond quickly and accurately to requests for information in accordance with the Freedom of Information Act and the Data Protection Act. If your query is more complex, we will let you know how long it will take us to give you an answer
- Respect your right to confidentiality
- Ensure that when we send documents for important meetings they are received by providers five clear five working days before meetings. This is commensurate with standard custom and procedure of Kent County Council.

If you write to us we will:

- Answer your letter within 5 working days - if we cannot reply within this time we will acknowledge your letter, in writing or by telephone, and give you a date by which we expect to give you a more detailed response
- Sign all our letters with our name and job title, together with contact details

If you telephone us:

- We will deal with all incoming calls promptly, taking messages for colleagues as necessary and we will advise by email that a call has been received
- We will return all telephone calls and answer phone messages within 48 hours, unless we have told you otherwise
- Outside office hours you can leave messages on our answer phone

If you email us:

- We will acknowledge your emails within 3 working days – if a more detailed reply is required, we will send the acknowledgement, and a more detailed reply within 10 working days

Keeping you informed and involved through:

- The Executive Board of Providers
- The local forums for providers in east and west Kent
- The Kent ERoSH Group (Essential Role of Sheltered Housing)
- The inclusion of provider representatives on the Core Strategy Development Group
- Providing you with a website which is regularly maintained and updated with accurate and relevant information
- Sending you the quarterly Supporting People newsletter
- Sending you a quarterly contracts newsletter
- Offering you training sessions/workshops when appropriate
- Supporting People induction pack

Our service standards – what is important to us

Integrity - we do what we say we will do and act with probity
Responsibility – we are accountable for our actions
Fairness – our decisions will be free of bias and self interest
Respect – we have high regard for you as partners in Supporting People
Accuracy and timeliness of information – we will provide accurate, relevant and comprehensive information
Confidentiality – we will treat all information as confidential (except in line with the Freedom of Information Act)
Access – we will be accessible to you and provide information in plain English (or other formats as required)
Effective partnerships – we aim to consult widely to ensure that your views are properly considered when developing or reviewing strategies, policies or services

We ask that you

- Provide high quality services that meet the provisions of the Supporting People Quality Assessment Framework, the criteria of the Kent Supporting People Eligibility Policy and promote the strategic objectives of the Supporting People partnership
- Provide high quality services that support achievement of the outcomes framework
- Adhere to the terms and conditions of the Supporting People contract
- Meet privacy and confidentiality obligations including record keeping
- Enable clients to be involved in shaping policies, designing services, evaluation and recruitment and ensure their views to be taken into account
- Work collaboratively in delivering services and liaise with other relevant organisations for the benefit of clients
- Incorporate safeguarding of vulnerable adults and children in your everyday working practices, in line with Kent and Medway Adult and Child Protection Procedures

You can help us get it right

We welcome your comments on the service we provide. We use them to help us improve our service.

We want to know if:

- You have received outstanding or poor service from us
- You feel we are not meeting our commitments and standards
- You have suggestions on how we can improve our programme and service delivery
- You are dissatisfied with the way you are being treated

You can give feedback by contacting us – contact details below.

Monitoring and reviewing

The Charter will be reviewed in March of each year to make any changes that may be needed to ensure that we continue meeting our responsibilities.

We publicly account for our operations by publishing the Provider Charter and will publish information on our compliance with the Charter and our service performance.

Supporting People Contact Details

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

Tel No.: 01622 694607

Fax No.: 01622 694746

Email: supportingpeopleteam@kent.gov.uk

REPORT

By: Caroline Highwood – Director of Resources, Adult Services

To: Supporting People in Kent Commissioning Body

                     19 March 2009

Subject: **Service User Involvement and Consultation**

Classification: **Unrestricted**

For Decision

Summary: **The report summarises current service user involvement and consultation activities and identifies opportunities for future development.**

1.0   Introduction

1.1   The Kent Supporting People Programme has recruited a Service User Involvement and Consultation Officer. This role is in order to ensure that service user involvement and consultation are centre stage within the programme, and a component part of everything the programme does. The objective is to develop peer-led service user involvement and consultation.

1.2   The programme has made considerable progress in developing services that meet the needs of service users via monitoring and review visits which have included ex-service users as service user involvement workers. An ex-service user involvement worker is now a monitoring and review officer within the team. The programme has also achieved service user representation on the Core Strategy Development Group. This was one of the ultimate aspirations of the Audit Commission as expressed in their recommendations.

1.3   The Programme has also involved service users in the following ways;

- in tender evaluation
- in specifications
- in recruitment
- in website and leaflet design and content

- service user conferences delivered by service users
- in a service user publication
- in service user qualifications via the Open College Network
- in strategic reviews
- in the previous five-year strategy
- membership of the Core Strategy Development Group

1.4 The next five-year strategy and Strategic Review of Investment will play a key role in determining the future shape of services and will include a role for providers and service users, in shaping it.

1.5 In order to improve and increase the level of service user participation it was identified that a number of areas need to be reviewed and developed.

1.6 The programme will be fully engaging with pre-existing service user and consultation mechanisms, for example the Local Involvement Networks (LINKS) and Kent Health Watch.

2.0 Service User Panel

2.1 The service user involvement and consultation officer has reviewed the role and functionality of the service user panel.

2.2 The current findings are;

- The panel consists of 6 service users predominantly from the Mental Health and Learning Disability client groups.
- The panel does not truly represent the diverse range of 21 client groups currently receiving support through Supporting People funded services.
- The panel has an agreed set of terms of reference for the meetings.
- The meetings are held every 6-8 weeks and follow a set agenda.
- The panel has a chairman but there is no nominated vice chairman.
- There is no distinctive link with service provider's service user groups.
- There is no representation from existing service provider Service User groups.

3.0 The Development of the Service User Panel

3.1 It is proposed that the membership and skill set of the panel is developed by the following actions;

- Create stronger links with existing provider service user groups.

- Utilise these links in order to augment the membership of the service user panel.

- Encourage the chairperson or nominated individual within the provider Service User groups to become active panel members.

- Review and adjust the terms of reference of the meetings to reflect the true purpose of the panel.

- Enable members to develop new skills and knowledge in areas such as commissioning and procurement as identified by the Audit Commission.

- The panel will be encouraged to explore a system of award to recognise the achievement in the development of skills which can be obtained through Service User Involvement. The transferable skills identified and gained will enable service users to increase self esteem and confidence as well as improving future employability prospects. This award is not a substitute for the use of vouchers to acknowledge attendance and the initiative may be linked to the Open College Network qualification already developed and funded by the Kent Supporting People programme.

4.0   Supporting People Service User Panel Open Day

4.1   The Programme is proposing to raise the level of awareness of service users in relation to the Programme and the panel. An Open Day would enable service users to learn about and understand the components of the programme and also how service users can be involved in a variety of aspects of the programme e.g. involvement in the commissioning and design of new services.

4.2   As its objectives, the Open Day would aim to show how;

- The positive involvement of service users can enable them to increase their own skills.

- It can increase an individual's sense of empowerment and confidence.

- A demonstration that the Open College Network accredited training enables participants to become involved in the review and delivery of services.

5.0   The Service User Panel Renewal

5.1   The panel members will receive training and information, which can be cascaded down within their own services and provider organisations to ensure that the programme and the opportunities within the programme reaches a wider audience.

5.2 The objective of the renewal of the Panel and its membership, is to enable service users to become ambassadors for the Kent Supporting People Programme.

5.3 This will not only enhance the awareness of the programme throughout Kent, but also raise the profile of the panel and additionally highlight the value of service user involvement and consultation within individual service providers/services.

5.4 Integration of existing chairs or nominated individuals from current provider service user groups will enable Supporting People to fully utilise these groups, forums and networks for future consultation, information gathering and dissemination purposes. The Supporting People programme will be acknowledging and supporting the individual contributions of providers to involvement and consultation and utilising these mechanisms where appropriate. This will also enable provider led service users activities to be guided by the service user panel allowing the development of a sustained approach to meaningful service user involvement throughout all service provision, depending on future commissioning decisions.

6.0 Service User Involvement Strategy

6.1 There is currently a draft Service User Involvement Strategy. There has been no consultation with service users as yet in relation to this strategy.

6.2 The draft strategy consists of two parts:

- **Part 1** consists of an introduction detailing the background of the Supporting People Programme, highlighting the benefits of service user involvement and encompassing the purpose, scope and objectives of the strategy. The strategy includes concise examples of the level of involvement a service user may engage in. Within the initial part of the document priorities for action and the level of commitment towards the improvement of Service User Involvement are clearly stated.

  Part 2 of the strategy consists of sub sections detailing the current position and future development of service user involvement in partnership with providers of supported housing services.

7.0 Future Development of the service user involvement and consultation strategy.

7.1 Through the existing panel, service users have been consulted in the production of the latest Floating Support leaflets and there have been consultations relating to the design of the service user specific part of the website.

7.2 Service users will continue to be involved in all relevant literature provided by the Programme. This would include reviewing all current information and compiling the literature in appropriate formats which are accessible to all service users.

7.3 There will be further development of the website to enable clear and up to date information to be available to all existing and potential service users.

7.4 To ensure that all frontline staff both within the council and partner agencies are providing a consistent and informed approach to the programme, a mystery shopping exercise will be carried out. This exercise will enable the identification of gaps in the information available as well as highlighting staff training needs. An appropriate training package will then be designed and could be delivered in conjunction with service users. The training will aim to ensure that staff at access points are well informed and able to refer people to relevant services. Further that staff are equipped to disseminate relevant and accurate information to potential service users.

7.3 Service users have been involved in service reviews which sought their views through individual and group interviews. This involvement, acknowledged the need for direct service user input as the information gained centred on the quality of services received.

7.4 The programme will continue to involve service users in service reviews.

7.5 With specific training panel members will be enabled to become more involved in a variety of processes within the Supporting People programme.

7.6 Increased involvement will be in the areas of tendering, strategic reviews of services and the inclusion of service users in the decision–making process for decommissioning and re-designing of services.

7.7 There is currently no service user involvement charter for the programme. Some providers have Service User Involvement Charters already. The Programme will learn from these, as well as other good

practice. The intention is to have a finalised Service User Charter by the end of 2009.

7.8   The Service User Involvement Officer will, in conjunction, with the service user panel and through wider consultation of existing service users, develop a charter which encompasses the overall commitment of the Kent Supporting People Programme to involve Service Users in all aspects of the programme.

7.9   Consultation on the draft Strategy will also be carried out and the document will be presented in an easy read format.

8.0   Service User Consultation

8.1   Service users will be consulted with on the current draft service user involvement and consultation strategy and will be involved in devising the Supporting People Service User Charter.

9.0   Equality Impact Assessment

An equality impact assessment will be undertaken once the strategy has been agreed.

10.0   Financial Impact Assessment

The financial impact of these proposals is negligible.

11.0   Conclusion

11.1   The current level of service user involvement within the Supporting People programme does not reflect the Programme's ambitions. Through implementing the developments outlined within the report, service user involvement will become an integral and robust part of the Supporting People programme.

12.0   Recommendation

12.1   The Commissioning Body is asked to agree the contents of the report.

Claire Martin
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Dawn Apcar
Service User Involvement and Consultation Officer

Tel: 01622 694744

Background Information: None

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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 • 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 • 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 • 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

Kent Glossary Version 4 Oct 08

Abbreviation or Term	Description
	many people receiving the support service qualify for the subsidy at any given time. 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 (JCSHR) 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.

Kent Glossary Version 4 Oct 08

Abbreviation or Term	Description
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 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

Abbreviation or Term	Description
Procurement	The process to obtain materials, supplies and contracts, obtaining best value through open and fair competition
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

Abbreviation or Term	Description
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
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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