AGENDA

SUPPORTING PEOPLE IN KENT COMMISSIONING BODY

Tuesday, 13th October, 2009, at 2.00 pm

Darent Room, Sessions House, County Hall, Maidstone

Ask for: **Geoff Mills/Andy Ballard**

Telephone **(01622) 694289/69497**

1.   Election of Chairman

2.   Introductions

3.   Apologies

4.   Declarations of Interest

5.   Minutes of meeting:- (Pages 1 - 10)

a) Commissioning Body 2 July 2009 and matters arising
b) Core Strategy Development Group 25 August 2009 and matters arising

6.   Supporting People Budget - (Claire Martin) (Pages 11 - 12)

7.   Performance Management - (Mel Anthony) (Pages 13 - 22)

8.   Updated Needs Analysis - (Claire Martin) (Pages 23 - 30)

9.   Update on the Implementation of the Recommendations from the Strategic Review of Short Term Supported Accommodation - (Claire Martin) (Pages 31 - 36)

10.   Developing the Five-Year Strategy 2010 to 2015 - (Claire Martin) (Pages 37 - 44)

11.   Update on Housing Conditions and Neighbourhood Deprivation in Thanet - (Claire Martin) (Pages 45 - 52)

12.   Date of Next Meeting

13.   Glossary (Pages 53 - 58)

14.   Any other business

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

Present:

Ashford Borough Council:	Mrs T Kerly
Canterbury City Council:	Cllr T Austin and Mr S Oborne
Dartford Borough Council:	Mr P Dosad
Dover District Council:	Cllr Ms Sue Nicholas
Gravesham Borough Council:	Mr A Chequers and Mr A Pritchard
Kent County Council:	Mr G Gibbens (Chairman of the Commissioning Body)
Maidstone Borough Council:	Mr J Littlemore
Sevenoaks District Council:	Mrs P Smith
Shepway District Council:	Cllr Mrs K Belcourt and Mr A Hammond
Thanet District Council:	Cllr Mrs Z Wiltshire, Mr B Ryan and Ms A Christou
Tonbridge & Malling Borough Council:	Cllr Mrs J Anderson and Mrs J Walton
Tunbridge Wells Borough Council:	Mr D Crosby
Kent Probation:	Mr M Ford
NHS – Eastern & Coastal Kent PCT	Ms Penny Myles

KCC Officers:
Mr O Mills, Managing Director, Kent Adult Social Services; Ms C Martin, Kent Adult Social Services – Supporting People Team; Ms M Anthony, Supporting People Team; Mr K Prior, Supporting People Team; Ms U Vann, Supporting People Team; Angela Slaven, KCC and Mr C Beaumont, Kent YOP; and Mr G Mills, KCC Democratic Services.

UNRESTRICTED ITEMS

1.   Apologies
(Item. 1)

Noted.

2.   Minutes of meeting - 19 March 2009 and Matters Arising
(Item. 4)

(1)   The Minutes of the meeting held on the 19 March 2009 were agreed as a true record.
(2)   Matters arising were dealt with and noted as appropriate.

3.   Commissioning Body meeting dates for 2010
(Item. 5)

The Commissioning Body agreed its meeting dates for 2010 as follows:-

Thursday, 18 March
Thursday, 20 June
Tuesday, 12 October
Thursday, 16 December

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

4.   Report back from Meeting of Governance Sub Group
(Item. 6)

(1)   Pat Smith placed on record her deep disappointment at the fact that having expressed a desire to attend any meeting arranged for Sub-Group, it had nonetheless taken place without her being able to be present. Claire Martin explained the difficulties that there had been in trying to agree a date for the meeting and that there was still time to take account of views. Mr Gibbens said that having noted and appreciated the views that Pat Smith had expressed, he and Cllr Mrs Anderson would arrange to visit Sevenoaks and any other district should they wish them to do so.

(2)   Mr Gibbens said that one of the main outcomes from the meeting of the Sub-Group was the preferred option that local councils should be represented on the Commissioning Body by an elected Member, supported by an officer acting as the Deputy. As appropriate there also needed to be a focus on training and induction for new Members and officers to help them gain a better understanding of the role and work of the Commissioning Body. It was also agreed that in future the Minutes from meetings of the Core Strategy Development Group would be included in the papers for meetings of the Commissioning Body so that Members could see the clear linkages between both meetings and the role that officers had played in the preparation of reports and recommendations.

(3)   Mr Gibbens said that in addition to visits as appropriate to districts and boroughs to explain more about these proposals, the Head of Supporting People and the Policy and Strategy Officer would also be visiting districts and boroughs to discuss the next Five Year Strategy. As part of this they would be asking any elected Members attending those meetings to consider the representation of their district/borough at Commissioning Body meetings. Mr Littlemore said that in noting that the preferred option was to have the local authorities represented by an elected Member that was not the only option and if a local authority wanted to continue having an officer as its representative then that decision had to be respected. Cllr Austin said that he supported the proposals and welcomed the emphasis on the importance of training being provided. Cllr Mrs Anderson said that the guidance from the Audit Commission was clear and that the Commissioning Body should have more elected representatives serving on it. Ms Martin confirmed that she believed the Audit Commission was interested in evidencing elected member engagement in the Programme, but that this did not necessarily mean that elected members should represent their authority on the Commissioning Body. This had to be at the district /borough's own discretion.

(4)   Following further discussion, the Commissioning Body noted and endorsed the actions described by Mr Gibbens in his oral report that the preferred best practice approach would be for an elected Member to represent their district or borough with an officer attending as their deputy. Future meetings of the Governing Sub-Group would be arranged as needed.

5.   Performance Management
(Item. 7 - Report by C Highwood, Director of Strategic Business Support, Kent Adult Social Services)

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

(2)   During the course of discussion, Amber Christou said she felt more research needed to be done in regard to the reconnection data to try and establish where people come from originally. It was agreed that she and Ms Vann would meet to consider how best that information could be gathered and presented. Oliver Mills said he believed that value could be gained by benchmarking this work against that being undertaking in other areas and this was agreed. Discussion concluded with Cllr Mrs Anderson thanking the Supporting People Team for the detailed work which had been undertaken in gathering and presenting the information contained in this report.

6.   Supporting People Budget
(Item. 8 - Report by Ms C Highwood, Director of Strategic Business Support, Kent Adult Social Services)

(1)   This report provided information on the final outturn on the budgetary position of the Supporting People Programme for the year 2008/09 and the current position for 2009/10.

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

7.   Youth Offending Service
(Item. 9 - Report by Ms C Highwood, Director of Strategic Business Support, Kent Adult Social Services)

(1)   This report provided an overview of current plans and activity in relation to housing/housing related support for young people known to the Youth Offending Service and sought support for a growth bid to be submitted at an appropriate time in the future.

(2)   The Youth Offending Service was undertaking an in-depth review to improve performance and the report detailed the significant work which was being undertaken in order to achieve that. In particular, work recently agreed with Supporting People included the preparation of a needs analysis with the Probation Service; the development of an alliance with the National Landlord's Association, and determining how the Service could contribute effectively to the strategy of the Kent Partnership, via the Safer and Stronger Communities Board. It was intended that these areas of work would inform a report to be submitted to a future meeting of the Commissioning Body detailing the business case for the funding of a Youth Offending Service administered Deposit and Rent Guarantee Scheme for the young offending population.

(3)   During the course of discussion, it was said that whilst the importance of this work was appreciated, more work was needed and therefore any decisions to be taken at this time should be deferred. Cllr Mrs Belcourt supported by Cllr Mrs Nicholas said that the proposals needed to be taken forward without delay and therefore the recommendations set out in the report should be adopted. This was agreed.

(4)   The Commissioning Body agreed to support in principle the presentation of a business case from the Youth Offending Service to the Supporting People Commissioning Body under the auspices of a new growth bid process for a Deposit and Rent Guarantee Scheme which the Service would be responsible for administering.

8.   Housing Conditions and Deprivation in Thanet
(Item. 10 (– Report by Ms C Highwood, Director of Strategic Business Support, Kent Adult Social Services)

(1)   This report supported by a presentation given by Mr Brendan Ryan of Thanet District Council, provided an evaluation of the inter-connected issues of Neighbourhood Deprivation and the housing market in the two most deprived wards in Margate, Thanet. The report and presentation detailed how these challenges could be tackled by a multi-agency partnership approach and how the District Council working with the Supporting People Programme and other partners could contribute to the overall strategy to regenerate these areas.

(2)   Mr Ryan said that the two wards of Margate Central and Cliftonville West were areas which were suffering particular concentrations of deprivation. The situation within these two wards was, to a large extent, a result of historic problems in the housing market and the fact that the majority of properties were Victorian and over the years had become too large for retention as single family homes. Many therefore had, over the years, been converted into care homes for children or vulnerable adults. Other premises had been purchased and then sub-divided creating additional flats and a greater percentage overall of privately rented accommodation. The position has been made somewhat worse by statutory agencies or voluntary organisations placing vulnerable adults and homeless people into the area. Cllr Mrs Wiltshire said that despite the problems which these areas faced, the District Council together with other partners was introducing significant and radical proposals and policies aimed at bringing about renewal and regeneration. These policies were reflected in a significant and comprehensive study undertaken by consultants and a copy of that study was presented to the Commissioning Body as part of this report.

(3)   During the course of discussion, Members of the Commissioning Body said that as a result of this comprehensive report and the presentation there was now a much clearer understanding of the issues faced and also an appreciation of the detailed and targeted work which was being undertaken by the District Council to address these in close collaboration with other agencies.

(4)   Following discussion, the Commissioning Body agreed the principal of commissioning an intensive accommodation-based short term supported housing scheme within the areas of Margate Central and Cliftonville West when a business case was presented.

9.   Draft Commissioning Framework
(Item. 11 – Report by Ms Caroline Highwood, Director of Strategic Business Support, Kent Adult Social Services)

(1)   This report set out a proposed growth bid process which would enable the Commissioning Body to make decisions about the future commissioning of Supporting People services.

(2)   In welcoming this report, the Commissioning Body agreed the proposed methods of dealing with commissioning new services.

10.   Draft Annual Plan 2009/20010 and Final Progress Report on the Annual Plan for 2008/2009
(Item. 12 - Report by Caroline Highwood, Director of Strategic Business Support, Kent Adult Social Services)

(1)   This report provided information on the achievement of the targets in the Annual Plan for 2008/09 and also outlined the relevant targets for the Supporting People Annual Plan for 2009/10.

(2)   Following discussion, the Commissioning Body noted the contents of the report and agreed the Annual Plan for 2009/10 as detailed in Appendix 2 of the report.

11.   The Development of the Kent Five-Year Supporting People Strategy 2010-15
(Item. 13 – Report by Ms C Highwood, Director of Strategic Business Support, Kent Adult Social Services)

(1)   This report detailed how the work of the Supporting People Team, the Supporting People Commissioning Body and the Core Strategy Development Group was to be co-ordinated over the next 12 months.

(2)   Following discussion, the Commissioning Body agreed the 2009/10 Work Plan as set out in the Appendix to this report.

12.   Work Plan for Commissioning Body and Core Strategy Development Group 2009 - 2010
(Item. 14 – Report by Ms C Highwood, Director of Strategic Business Support, Kent Adult Social Services)

(1)   This report provided Members of the Commissioning Body with an update on the development on the next Five Year Supporting People Strategy. The Kent Supporting People Programme Strategy is due to be reported to the Commissioning Body for decision in March 2010 and the project and action plan to deliver that strategy was reported and agreed by the Commissioning Body at its meeting in March 2009.

(2)   The Commissioning Body noted that the Supporting People Team had organised a workshop for Members to be held on 14 July 2009 and that a consultation conference had also been organised and would be held on 17 September 2009 at Kingshill, Kent. The consultation conference would also be attended by Members of the Core Strategy Development Group, the Executive Board of Providers and representatives of the East and West Kent Provider Inclusive Forums. At the conference the Supporting People Team would present findings of work carried out so far and invite comments to be made in regard to shaping the final plan.

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

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Minutes of the Core Strategy Development Group
Tuesday 25 August 2009
Medway Room, Sessions House, 10am

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Present:

Caroline Highwood (Chair)	KASS
Claire Martin	KCC - Supporting People Team
Mike Barrett	Porchlight on behalf of Executive Board of Providers
Malcolm Ford	Kent Probation
Tim Hammond	Swale BC
Angela Slaven	KCC Youth Offending & KDAAT
Jacqui Vince	Tunbridge Wells BC
Rose Ellison	Maidstone Housing Trust
Ashley Stacey	Thanet DC
Adrian Hammond	Shepway DC
Dave Woodward	Kent Adult Social Services Mental Health Commissioning
Alison Haines	Dartford BC
Ute Vann	KCC – Supporting People Team
Dawn Apcar	KCC – Supporting People Team
Bob Backhouse	Chair of Service User Panel
Sonia Hicks	Invicta Telecare for Russet Homes
Helen Curtis	Lifeways WKHA
Melanie Anthony	KCC – Supporting People Team
Lesleigh Bounds	KDAAT
Margaret Turner (Minutes)	KCC - Supporting People Team

1.	**Apologies** Apologies were received from; Pat Smith, Sevenoaks DC. Janet Walton & Lynn Wilders, Tonbridge & Malling BC. Margaret Howard and Cathi Sacco, Kent Adult Social Services. Deborah White and Rajinder Manger, West Kent Housing Association. Alison Gilmour, Kent and Medway Domestic Violence Co-ordinator. Lisa Watson, Gravesham BC. Richard Robinson, Ashford BC.
2.	**Introductions**
3.	**Minutes of previous meeting and Matters Arising** The Minutes of 26 May 2009 were agreed with the following Matters Arising;

	There has been a meeting for providers to settle on a definition of Generic Floating Support. Numbers were low and another meeting is taking place on 8th September 2009 at 11.30am at the office of Maidstone Housing Trust. **Action: Supporting People team to email providers with details of this second meeting.** It was acknowledged by the Youth Offending Service that further work needs to be undertaken to look at floating support, accommodation based, Rent Deposit/Rent Guarantee within the strategy. The proposal for a revised commissioning framework was put to the Commissioning Body in March 2009 and agreed by them.
4.	**Performance Management** Again, workbooks have been received within the deadline of the last quarter and no defaults were issued. The data on short-term outcomes was not available at the time of writing the report. A download was received this morning and the returns for short-term services had increased. The number of Safeguarding alerts continues to rise but the Supporting People team is confident that this is because of the increased awareness of the need to report such matters. It was pointed out that under the new Quality Assessment Framework (QAF) it will be harder to achieve grade A. The information presented to the Core Strategy Development Group (CSDG) will be summarised for the Commissioning Body Clarification was requested as to why 100% of workbooks was received but the number required had fallen even though new contracts were put in place in April. This is because some services had amalgamated and others were re-designated as community alarms. The contents of the report were noted.
5.	**Updated Needs Analysis** The information contained in the Needs Analysis will feed into the next 5 Year Strategy. It looks at the need in geographic areas and also by client group, such as youth offending. There is a high level of accommodation and support needs for this client group.

	The South East Regional Implementation Group has commissioned a Needs Mapping tool which should provide additional information.
	It was mentioned that it would be sensible to plan a discussion about reprovision over 12-18 months. Providers have an expectation that services will be pulled and transferred to other providers or client groups. There are issues for both owners and managers of buildings. It was suggested that a workshop be held for "bricks and mortar" providers followed up with confidential working groups until March 2011. It was voiced that if the make-up of an existing scheme is changed then this must be managed for service users who will be moved. Contents of the report noted and agreed that it will go forward to the Commissioning Body. **Action: Workshop to be arranged. Working groups will follow on from this.**
6.	**Update on the Implementation of the Recommendations from the Strategic Review of Short Term Supported Accommodation** A summary of the services that had and had not been commissioned was given. Need to determine whether to go forward with services not in development yet. An update was given on a working group for a teenage parent service. There was discussion around the need for a young people service. Contents of report noted.
7.	**Developing the Five-year Strategy 2010 to 2015** Progress is being made towards developing the next Supporting People Five Year Strategy. A considerable amount of consultation has taken place and is continuing. Questionnaires are coming in from service users. A conference is being held on 17th September 2009 at Kings Hill Conference Centre, University of Greenwich, Kings Hill to take the consultations forward to a first draft of the strategy. Contents of the report noted and agreed that it will go forward to the Commissioning Body.
8.	**Update on Housing Conditions and Neighbourhood Deprivation in Thanet**

	A meeting is taking place on 4 September 2009 to look at what is happening in Thanet in greater depth. A member of the group expressed concerns amongst providers at the lack of dialogue with them. It was uncertain if there had been/will be discussion at provider level. It was agreed that the Supporting People team will speak to Thanet providers and that Thanet housing staff should look at issues for services and service users. Providers would like a brief. Contents of the report noted and agreed that it will go forward to the Commissioning Body.
9.	**Glossary** This is a standard item. Triple Aim and Total Place to be added to the Glossary. Let Melanie Anthony know if you have any terms to include.
10.	**Any Other Business** Supporting People will be running drop in surgeries at the end of the east and west provider forums. The sessions are aimed at front line staff who may have questions about workbooks, QAF, contracts etc. The team is also planning on setting up a group for floating support providers. A new mental health and wellbeing website is being launched, www.liveitwell.co.uk. It has information about exercise, healthy eating, and how to get support. Supporting People will send link to providers and put in next newsletter. **Action: Email link to Live it Well website to providers and include in next Newsletter.** The Supporting People team were asked if there was any news on updating their website. This is in hand. As part of this it was mentioned that the CLG would no longer be maintaining the National Directory of services.
11.	**Date of future meetings** Tuesday 17th November 2009 at 10am, Medway Room, Sessions House.

REPORT

By: Angela Slaven - Director of Youth Services and Kent Drug and Alcohol Action Team (KDAAT), Communities Directorate

To: Supporting People in Kent Commissioning Body

13 October 2009

Subject: **Supporting People Budget**

Classification: **Unrestricted**

For Information

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

1.0   Introduction

1.1 The Supporting People Programme budget has remained relatively static. There is very little change from the previously reported figures to the Commissioning Body in July 2009.

2.0   Forecast for 2009/2010

2.1 The current forecast position for this year is that the Programme will spend £2,690k more than it receives in grant. This reflects a variance in the figure reported to the Commissioning Body in July 2009. The previously reported figure was £2,735k. This is due to some variances in contract values that were not finalised until the end of the last quarter.

3.0   Forecast for 2010/2011

3.1 Therefore there is likely to be a small increase in the amount of saving which is carried forward with the agreement of the Communities and Local Government Department (CLG) in 2010/2011. The cumulative figure to be carried forward was previously reported as being £6,947k. This will now be £6,992k. The Programme is scheduled to spend £2,690k in 2010/2011 based on

current contractual commitments. This is assuming that there is no inflationary uplift in 2010/2011.

4.0   Conclusion

4.1 The Supporting People Programme Budget is currently stable, with a small adjustment in anticipated expenditure in this financial year against contractual commitments, which will lead to a small increase in the underpsend which is anticipated will be rolled over into 2010/2011 should the CLG agree to this.

5.0 Recommendation

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

Claire Martin
Head of Supporting People
01622 221179

Background Documents:
None

REPORT

By: Angela Slaven - Director of Youth Services and Kent
                   Drug and Alcohol Action Team (KDAAT), Communities
                   Directorate

To: Supporting People in Kent Commissioning Body

                   13 October 2009

Subject: **Performance Management**

Classification: **Unrestricted**

For Decision

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

1.0   Introduction

1.1   The Supporting People team monitors performance at both programme
and service level. Much of the data is derived from the performance workbooks
that contracted providers are asked to submit to the team on a quarterly
basis. The data is used to give information about the Kent programme's
progress against national Key Performance Indicators (KPI).

1.2   At the time of writing, the dataset relating to the national outcomes
framework was not available from the Centre for Housing Studies at St
Andrews University.

1.3   Once again this quarter, information on reconnection is included. This
data is collected by the team on a monthly basis and gives detail on the origin
and destination of service users entering and leaving short term services in
Kent.

2.0   Contractual data

2.1   At the start of financial year 2009/10, contracts were held with 123
providers who were delivering 331 services. Of the units funded, 71% were
accommodation based services, 11% were HIAs and 18% were floating support
services. Further information on household units, contracts, providers and
services are included within Table 1.1 of Appendix 1.

2.2   The team has continued to negotiate fixed capacity contracts in block subsidy schemes. From April 2009 all community alarm units were commissioned under separate contracts from other housing-related support units. In addition, the Commissioning Body agreed the funding of community alarms services in Dartford and Swale. Lastly, a small number of services have been redefined as to community alarms. These changes explain the rise in the total number of units in Table 1.2 in Appendix 1.

3.0   Quarterly Workbook Returns

3.1   Table A shows an analysis of workbook returns from quarters 21 to 25. The fall in workbooks expected is due to merging of several services to reduce the administrative burden to providers and the redesignation of a small number of services to community alarms, which are not required to make a return. Members of the Commissioning Body will note once again the high percentage of workbooks received by the deadline this quarter.

Table A: Workbook return monitoring

	Qtr 21 Apr-Jul 08	Qtr 22 Jul-Sep 08	Qtr 23 Oct-Jan 09	Qtr 24 Jan-Mar 09	Qtr 25 Apr-Jul 09
Number of workbooks expected	300	300	295	295	285
Number of workbooks returned by deadline	248 (83%)	276 (92%)	285 (97%)	285 (97%)	277 (97.1%)
Number of reminders sent	39	24	10	10	8
Number of workbooks received by end of default period	297 (99%)	298 (99%)	293 (99%)	295 (100%)	285 (100%)
No. Defaults issued	3	2	2	0	0

(Source: PIAMIDS)

3.2   The design of the workbook has been amended for 2009/10 to assist providers to maintain accurate records and support future auditing. The Supporting People team offered 8 free training workshops in locations around the county to introduce the new workbooks and to demonstrate their benefits. Feedback from providers regarding their ease of use has been favourable.

3.3   Once again this quarter, all expected workbook were returned by the end of the default period and no default notices have been issued. This excellent return rate has been achieved by a sustained effort on the part of the team to raise awareness of the significance of workbook returns and their impact upon the future of the programme. Steps taken include training provided by the team, publicity articles in the Supporting People newsletter,

website and site visits. The team's efforts have been assisted by continued support from the east and west provider forums.

4.0 Key Performance Indicators (KPIs)

4.1 The Department of Communities and Local Government (CLG) set two Key Performance Indicators for Supporting People programmes

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

4.2 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 latest publication relates to Quarter 24 January 2009 – April 2009.

4.3 The Core Strategy Development Group and Commissioning Body have agreed overall targets of 98% for KPI 1 and 71% for KPI 2 for 2008/09. KPI 2 is also the Supporting People target for Local Area Agreement 2. The target to be reached by the end of the three year term of the agreement is 71%. The interim target agreed for 2008/09 with Communities and Local Government is 66.7%. Variation in performance between client groups is an expected feature of these indicators.

Performance against Key Performance Indicator 1

4.4 A detailed analysis of the programme's performance against KPI1 is shown in Appendix 2. Table 2.1 in that appendix shows that the overall proportion of those maintaining independent living has dropped slightly since last quarter.

4.5 Services for people young people at risk have achieved a much improved KPI1 figure this quarter as have those services for people with mental health problems. Generic services and those for people with learning disabilities and offenders also showed and improvement upon their performance in the previous quarter.

4.6 The Supporting People team continues to work closely with the providers of services below the target to examine the reasons for poor performance levels and agree the steps to be taken to improve. In some cases, this has lead to reconfiguration of services or contract termination.

Performance against Key Performance Indicator 2 (KPI 2)

4.7   A detailed analysis of the programme's performance against KPI 2 is shown in the tables contained within Appendix 2.

4.8   Despite the volatility of this indicator, Table 2.3 of Appendix 2 shows that performance in Quarter 24 improved upon the previous quarter and both the interim LAA2 target of the CLG and Commissioning Body's own target have been exceeded. As a result of this improved performance, the annual target for 2008/09 of 66.7% as agreed with CLG has also been exceeded. Strongest improvements have been seen services offenders, rough sleepers, single homeless, teenage parents, and young people at risk. These successes are particularly worthy of note, being as they are, largely against the regional trend and within client groups whose lifestyles that can be very unsettled.

4.9   Whilst disappointing, falls in performance are an illustration of the indicator's volatility. For example services for people with physical or sensory disability achieve a KPI2 figure of just 50%, however this relates to just 1unplanned move from a total of two in the quarter.

4.10   The team continues to carry out performance improvement visits to providers of services where the KPI 2 figure is a cause for concern. As anticipated last quarter, these visits have contributed to the improvement in the KPI 2 figure this quarter.

5.0   Outcomes monitoring

5.1   The data regarding progress against the national outcomes framework is collated and published by Centre for Housing Research (CHR) at St Andrews University. It is published in arrears from submissions made direct by service providers.

5.2   At the time of writing, no refreshed data was available from the Centre for inclusion in this report.

6.0   Reconnection data

6.1   Following the agreement of the countywide reconnection policy, the Supporting People team has collected data regarding the origin and destination of those people entering and leaving Supporting People services. Providers of short term services are asked to supply data to the team on a monthly basis.

6.2   The full data set for move in and move out of short term services between April and June 2009 was presented to the Core Strategy Development Group in its August meeting. A summary of the data is provided in Appendix

3. It is proposed that this information is presented to the Commissioning Body six-monthly in future.

7.0   Quality Monitoring

7.1   Officers of the Supporting People team visit services in order to monitor contract compliance and quality. In visits from quarter 25 onwards, services are measured against the objectives of the revised Quality Assessment Framework (QAF). The visit includes consultation with service users. The revised framework is a harder test of the quality aspects of service provision and it is anticipated that

7.2   Table B shows an analysis of the outcomes of those visits that took place in quarter 25.

Table B: Analysis of all monitoring visits conducted in quarter 25

Number of Visits conducted	21
Number of visits completed	20

Visits conducted	A	B	C	D	Not graded	Total
Existing grade	11	1	8	0	1	**21**
Self Assessed Grade	12	2	7	0	0	**21**
Grade after QAF visit	11	7	2	0	1	**21**

7.3   Visits to 21 services were begun during the quarter, leading to improved grades in 20% of all services where visits were completed (Table C). Of those visits begun in the quarter, one was not completed by quarter close. One service was awarded a lower grade following the visit. This service is working towards an action plan under the supervision of the monitoring officer.

Table C: Summary of improvement

Number of services with higher grade following contract monitoring visit *(As percentage of all completed)*	4 (20%)
Number of services with no change following contract monitoring visit *(As percentage of all completed)*	15 (75%)
Number of services with lower grade following contract monitoring visit *(As percentage of all completed)*	1 (5%)

7.4   Table D shows the QAF grading of all services at the end of quarter 25. The 1 service currently graded as D is working to an action plan under the supervision of a monitoring officer.

Table D: All QAF grades at end of Quarter 25

Existing Qaf Grades as at 06/07/09

N/A, 14
D, 1
A, 60
C, 180
B, 47
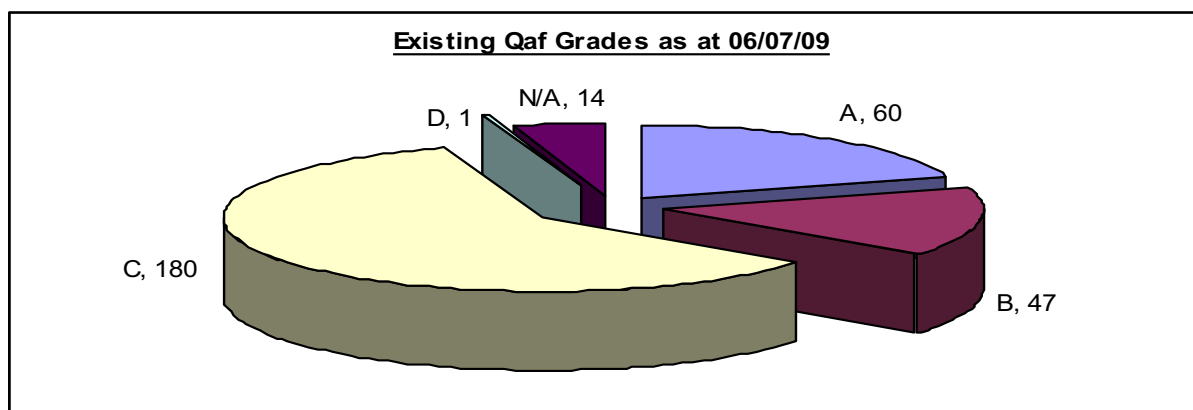
8.0   Complaints

8.1   The Supporting People team collects and logs details of all complaints received which have exhausted service providers' own complaints procedures. Three complaints were received in Quarter 25. Two have been successfully resolved. A third is subject to contractual negotiations with the provider.

8.2   Work continues on improving the mechanisms by which service users and other interested parties can inform the Supporting People team of concerns or complaints that they have about Supporting People funded services.

9.0   Safeguarding Alerts

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

9.2   The awareness exercise undertaken by the team amongst providers continues to have an effect upon the levels of alerts received.

9.3   The table shows the safeguarding alerts received quarter 25. All of these alerts have been processed to an appropriate Safeguarding Co-ordinator. Of these cases, 16 are still currently ongoing and 1 has been closed following investigation.

Table E: Safeguarding Alerts received in quarter 25 by service type

Nature of Alert	Number of alerts received
Financial Abuse	6
Physical Abuse	4
Sexual Abuse	3
Neglect	4
Total	**17**

10.0 Recommendation

The Commissioning Body is asked to
   (i)   note the contents of the report.
   (ii)   agree to information on reconnection being included in this report six-monthly in future

Melanie Anthony
Performance and Review Manager
01622 694937
With contributions from Kevin Prior, Acting Procurement and Commissioning Manager
Yozanne Pannell, Performance and Review Officer
Ute Vann, Policy and Strategy Officer

Appendix 1 Contractual data as at end of Quarter 25
Appendix 2 Performance against key performance indicators
Appendix 3 Reconnection Data April – June 2009

APPENDIX 1 Contractual data as at end of Quarter 25

TABLE 1.1: CONTRACTUAL DATA as at close of Quarter 25

	Quarter 21 Apr 08 – Jul 08	Quarter 25 Apr 09 – Jul 09
Number of Providers	138	123
Number of Services	352	331
Number of Household Units	21020	29100
Number of Leaseholders	76	0
Total Number of Units	**21096**	**29100**

TABLE 1.2: BREAKDOWN OF UNITS

	Quarter 21 Apr 08 – Jul 08	Quarter 25 Apr 09 – Jul 09
Number of Floating Support Units	4254	5298
Number of HIA Units	1619	3238
Number of Sheltered Units	11906	20564
- Accommodation		8799
- Community Alarm		11765
Number of Other Acc. Based Units	3101	0
Total	**21096**	**29100**

TABLE 1.3: CONTRACTS

	Quarter 21 Apr 08 – Jul 08	Quarter 25 Apr 09 – Jul 09
Number of Block Gross Units	5173	8235
Number of Block Subsidy Units	15931	20865
Of which Capped	15392	20808
Not Capped	539	57
All contracts capped	15392	20808
All contracts not capped	5712	8292

TABLE 1.4: CONTRACT VALUES at 31 March 09*

	Quarter 21 Apr 08 – Jul 08	Quarter 25 Apr 09 – Jul 09
Grant from CLG	£32,024,915	£32,024,915
Contract £	£29,341,803	£34,654,595
% FS	24%	30%
% Accommodation Based	76%	70%

* Financial data for 2008/09

APPENDIX 2 Performance against key performance indicators

**TABLE 2.1 YEAR to DATE ANALYSIS of LOCAL PERFORMANCE – KPI 1
Quarterly performance comparison by service type**

	Quarter 21	Quarter 22	Quarter 23	Quarter 24 KPI 1 (%)	Quarter 24 Regional Figure (%)
Accommodation based services	98.95	99.05	98.93	98.46	*98.92*
Floating Support Services	97.84	97.15	96.97	94.61	*97.03*
Overall KPI 1	**98.62**	**98.48**	**98.29**	**97.47**	**98.42**

Source: CLG

TABLE 2.2 REGIONAL and NATIONAL COMPARISION of LOCAL PERFORMANCE INDICATORS – KPI 1
KPI1

	2008/09			
	Q21 (%)	**Q22 (%)**	**Q23 (%)**	**Q24 (%)**
Kent	98.62%	98.48%	98.29	97.47
Regional	98.40%	98.59%	98.67	98.42
National	98.26%	98.38%	98.44	98.37

Source: CLG

TABLE 2.3 REGIONAL and NATIONAL COMPARISION of LOCAL PERFORMANCE INDICATORS – KPI 2

	2008/09			
	Q21 (%)	**Q22 (%)**	**Q23 (%)**	**Q24 (%)**
Kent	66.4%	67.65%	65.56%	75.82%
Regional	68.3%	70.54%	72.38%	76.21%
National	70.8%	70.78%	72.88%	74.26%

Source: CLG

TABLE 2.4 KPI2 FINAL OUTTURN 2008/09

Kent Agreement Target for 2008/09	**66.7%**
Final outturn for 2008/09	**68.62%**

Appendix 3 RECONNECTION DATA APRIL – JUNE 2009

Summary – Moving into services from out of area of origin

- Out of a total of 170 clients newly accessing services from out of area, 53% were from out of Kent. The client groups with most significant proportions accessing services from out of Kent were women fleeing domestic abuse, single homeless people and people with drug problems.

- These three client groups were also overall the client groups most likely to access services from out of their area of origin: 39% of all new services users accessing services from out of their area of origin were single homeless people (with one provider accounting for 50% of all such service users), followed by 29% being women fleeing domestic abuse and 11% being offenders.

- The districts with most out of area new entrants to services were Canterbury (40) and Swale (31), with the majority originating from out of Kent. These clients were accounted for in the main by 2 services for single homeless people.

- Other districts with high numbers of out of area clients newly accessing services are Gravesham (19), Dartford (16) and Tunbridge Wells (16). In Gravesham and Dartford, the majority of such clients were women fleeing domestic abuse. In Tunbridge Wells, many clients originate from the neighbouring districts of Sevenoaks and Tonbridge & Malling.

- The main reasons for leaving areas of origin given by clients were fleeing violence (32%), wanting to make a fresh start (16%) and not enough support being available in the area of origin (12%).

- The majority of Individuals moving between Kent districts move no further than neighbouring districts.

Summary – Moving out of services originally accessed from out of area

- Of 135 individuals moving out of services and originally from out of area, 48 (35%) were from out of Kent. Half of those were fleeing domestic abuse. Of those 48 individuals, 20 were reconnected to areas outside of Kent.

- The majority of individuals from out of Kent settling in Kent were women fleeing domestic abuse (14), followed by offenders (4) and single homeless (4).

- The districts where no people from out of Kent were resettled were Canterbury, Sevenoaks and Shepway.

- Of 87 individuals from Kent originally accessing services out of their area of origin, on leaving the service 34 (39%) were reconnected to their area of origin.

- Of 28 unplanned departures, the highest numbers were in services for women fleeing domestic (26% of all departures) and single homeless people (19% of all departures).

REPORT

By: Angela Slaven - Director of Youth Services and Kent Drug and Alcohol Action Team (KDAAT), Communities Directorate

To: Supporting People in Kent Commissioning Body

                          13 October 2009

Subject: **Updated Needs Analysis**

Classification: **Unrestricted**

<center>**For Decision**</center>

Summary: **This report provides highlights from the latest needs analysis. The previous needs analysis was presented to and agreed by the Commissioning Body in December 2008.**

1.0   Introduction

1.1 Kent conducts regular needs analyses that detail current provision, gaps in provision, and the differential between current provision and identified need.

1.2 Appendix one identifies schemes that have been commissioned, or are due to be commissioned in the light of identified need. The implementation of the recommendations from the strategic review of short-term supported accommodation report at Item 6 refers to this in more detail.

2.0   Context

2.1 The full report details supply data and needs analysis/demand data by district/borough and client group. The methodology employed to arrive at the needs analysis included the following:

- Desk top research to gather further background information on needs, including prevalence rates and latest population estimates as well as dissemination of latest relevant strategic documents and data from Health, Housing, Social Care (including the Joint Strategic Needs Assessments for Adults and Children in Kent), Probation data and the returns made by the districts/ boroughs April 2008–March 2009. These are known as form P1E.

- Analysis of data collated by Supporting People and covering 2008-09 such as the supply and demand for Floating Support services, data from the outreach and resettlement service and new clients accessing Supporting People services.

- Incorporation of the views of a wide range of stakeholders (including service users) as expressed during consultations for strategic reviews of services and the development of the Supporting People Strategy 2010-15.

- Data obtained from providers and commissioners about the needs of client groups

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

3.0   Findings

The updated needs analysis identified the following needs gaps:

- Accommodation-based supported housing young vulnerable people across the county, in particular for those aged 16 and 17. Many stakeholders also identified a need for some type of short-term emergency accommodation to be available across the county.

- Direct Access schemes for single homeless people especially in West Kent and Shepway–data collated by a variety of agencies identifies that high numbers of single homeless people in Kent sleep rough or 'sofa surf' and that many have to access resources outside of their local areas.

- There is no provision for mentally disordered offenders and it is unclear if they access existing services (maybe under a different primary client group heading).

- Accommodation-based housing-related support for people with mental health problems-some districts/boroughs have a shortage of such resources. This includes longer–term supported accommodation for those in transition from hospital to more independent living whose support needs are too high to be met in existing provision.

- There may be a need for specialist provision for Asian women fleeing domestic abuse. According to information from providers many Asian women fleeing abuse in North Kent seek access to specialist provision

in Medway. However, this will need validation from the Medway Supporting People Programme in order to substantiate this anecdotal evidence.

- For people with learning disabilities, there is a clear countywide <u>future</u> need for supported housing for people with learning disabilities currently living with ageing carers or in residential care, and younger people wanting to move on from their families to more independent living.

- The Supporting People Programme in Kent has inherited a concentration of services for older people in sheltered housing together with community alarms. The Commissioning Body has commissioned handyperson services, and funds Home Improvement Agencies. Additional funding has also been received from the Communities and Local Government Department to augment funding for handy person services. The programme will need to carefully balance the provision of housing related support services within the social rented sector, the private rented sector, and the owner occupied sector. This will have to be within the context of the resources available, without detriment to other service user groups, and without detriment to existing service users.

4.0   Strategic Review of Investment

4.1 The updated needs analysis indicates that the priority groups identified for service development in the Five–Year Supporting People Strategy 2005-2010 need to be reviewed especially within a changing financial context. This will be part of the remit of working on the new Five-Year Supporting People Strategy 2010-2015 which will have to have due regard to:

- The economic recession is likely to impact on increasing levels of individuals on maintaining their housing and independence. It is likely to lead to an increase in the levels of need among some vulnerable groups which may result in increased pressure on and demand for services.

- Kent needs to prepare for significant increases in its older population. As the population ages, there will be up to 25% more people with physically and mentally disabling conditions such as dementia and arthritis over the next ten years.

- Mental illness, learning disability and physical disability are all increasing in both incidence and complexity. The people most affected by long term health problems and disability are more likely to live in the deprived areas of Kent.

- Move away from institutional care and support towards supported living in the community

5.0   Service User Consultation

Service users have been consulted on the Programme during strategic reviews and as part of the development of the Supporting People Strategy 2010-15.

6.0   Equality Impact Assessment

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

7.0   Financial Impact Assessment

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

8.0   Conclusion

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

The Core Strategy Development Group agreed to recommend the report to the Commissioning Body. However, some members raised concerns about commissioning decisions arising from the needs analysis and the strategic review of investment: there is a need for timely discussion and planning of

1. Reprovisioning of services, i.e. how to deal with change in use of accommodation-based services
2. Future proofing new accommodation-based services that have been/will be commissioned, i.e. how to plan appropriately for accommodation-based services and for appropriate alternatives where planning permission for new services cannot be obtained

It was suggested and agreed that a working group should be set up to take work on these issues through to March 2011 (when current contracts expire).

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

9.0   Recommendation

It is recommended that the Commissioning Body:

(i)   Agree the contents of the report.

(ii)   Agree the setting up of two working groups to address the practicalities of planning for change. One working groups is to be set up for managing agents and another one for landlords.

Claire Martin
Head of Supporting People
Tel: 01622 221179

Ute Vann
Policy & Strategy Officer
Tel: 01622 694825

With contributions from
Yozanne Pannell, Performance and Review Officer

Background Information:
Kent Five-year Supporting People Strategy 2005-2010
Strategy Refresh 2008
Strategic Review of Floating Support Services in Kent November 2005
Strategic Review of Short-Term Accommodation-Based Supported Housing in Kent February 2007
Needs Analysis November 2006
Needs Analysis June 2007
Needs Analysis November 2007
Needs Analysis June 2008
Needs Analysis November 2008

Appendix One: Supply in unit numbers by cost and primary client groups
Appendix Two: Summary of all strategically commissioned schemes since 2008

Appendix 1: Supply in unit numbers by cost and primary client groups (as at 23.7.09)

This data includes services provided by Home Improvement Agencies and Alarms

Client Group	Unit Nos.	% Of Units	% Of Grant	Total Cost 08/09
Frail Elderly	189	0.65%	1.07%	£369,688
Generic	1184	4.07%	7.50%	£2,597,949
Homeless Families with Support Needs	75	0.26%	1.64%	£567,707
Offenders or People at Risk of Offending	159	0.55%	3.00%	£1,040,071
Older Persons with Support Needs	24235	83.28%	25.50%	£8,838,522
People with a Physical or Sensory disability	180	0.62%	1.35%	£467,783
People with Alcohol Problems	68	0.23%	0.67%	£233,551
People with Drug Problems	132	0.45%	1.50%	£518,140
People Living with HIV/Aids	20	0.07%	0.18%	£61,692
People with Learning Disabilities	468	1.61%	14.04%	£4,866,070
People with Mental Health Problems	727	2.50%	12.71%	£4,402,978
Rough Sleeper	235	0.81%	2.95%	£1,023,504
Single Homeless with Support Needs	510	1.75%	9.81%	£3,401,101
Teenage Parents	161	0.55%	2.15%	£746,256
Those at risk of Domestic Abuse	283	0.97%	6.10%	£2,113,332
Young People at Risk	389	1.34%	7.38%	£2,555,924
Young People Leaving Care	81	0.28%	2.41%	£834,935
Traveller	4	0.01%	0.04%	£15,392
TOTAL	**29100**	**100%**	**100%**	**£34,654,595**

*These figures applied as at 23/07/09

Appendix 2 Summary of all strategically commissioned schemes since 2008

Funding	Detail	Units	Date funding commenced
Accommodation			
Supported Housing (Growth Bid)	Single Homeless (Dartford)	10	June 2008
Supported Housing (Growth Bid)	Learning Disabilities (Sevenoaks)	2	June 2008
Dover Horizons Mental Health Scheme	Pipe line bid	7	April 2008
Dartford Borough Council Alarms	Dartford Older Persons	480	April 2008
Casa Alarms (Swale District)	Swale Older Persons	597	April 2008
HIA/Handy-Person Service	12 Districts & Boroughs, Extension of existing contract		November 2008
Tendered Mental Health Service	George Culmer Court (Thanet District)	7	November 2008
Reinstated Mental Health Properties	St John's Church Road (Shepway District)	9	November 2008
Young Persons Floating Support	Increase to 3 hours per Service User (Kent Wide)		November 2008
Outreach Resettlement (Rough Sleepers Expansion)	Floating Support (Kent Wide)	70	November 2008
Rent Deposit Scheme	12 District & Boroughs		December 2008
Tendered Mental Health Accommodation Based	Tonbridge & Malling	6	April 2009
Supported Housing (Growth Bid)	Gypsies/Travellers, Sevenoaks	4	January 2009
Strategic Review of Older Persons Services	Split of Community Alarms(£1.50) & Housing Related Support (£10.24/£11.24/12.24 based on QAF grade)		April 2009
Supported Housing	Dual Diagnosis (Dover)	11	TBA
Floating Support			
Young Persons Floating Support	Increase existing provision to 3 hours per service user to reflect specialist nature of service (Kent wide)		November 2008
Outreach and Resettlement (Rough Sleepers)	Extension to existing contract previously tendered (Kent wide)	70	November 2008
Floating Support (Growth Bid)	Young People at Risk, Sevenoaks	6	April 2008 (backdated)
Floating Support /Accommodation Based Services: Sevenoaks, TW & T &M	Young People at Risk (for 6 accommodation	73	April 2009

Funding	Detail	Units	Date funding commenced
	based units in each district)		
Ashford & T&M	Mental Health (for 12 accommodation based units in each district)	33	
Sevenoaks & T&M	Women Fleeing DV (for 8 accommodation based units in each district)	45	
Maidstone	Teenage Parents (for 6 accommodation based units)	27	
West Kent	Misuse of Alcohol (for 12 accommodation based units)	50	
Floating Support Clearance:			
East Kent	Generic	121	
	People at Risk of DV	21	
	Substance Misuse	10	
	Mental Health	51	April 2009
	Teenage Parents	20	
	Young People at Risk	11	
West Kent	Generic	54	
	People at Risk of DV	13	
	Substance Misuse	12	
	Mental Health	16	

REPORT

By: Angela Slaven - Director of Youth Services and Kent Drug and Alcohol Action Team (KDAAT), Communities Directorate

To: Supporting People in Kent Commissioning Body

13 October 2009

Subject: Update on the Implementation of the Recommendations from the Strategic Review of Short-Term Supported Accommodation.

Classification: Unrestricted

For Decision

Summary: This report provides a position statement in relation to the commissioning decisions resulting from the strategic review of short-term supported accommodation. This was agreed by the Commissioning Body in March 2007.

1.0   Introduction

1.1 The Supporting People Programme carried out a strategic review of all short-term supported accommodation in the financial year 2006 to 2007. The report was presented to the Commissioning Body on 22 March 2007.

1.2   The recommendations included the development of a countywide Reconnection Policy and Move-on Accommodation Strategy. In addition, the commissioning of the following services was agreed:

- Commission an Outreach and Resettlement Service in East and West Kent.

- Re-designate two services for people with mental health problems: one service from a short–term to a long–term service, and one service to become a service for people with dual diagnosis.

1.3 The following short term accommodation based services were identified and prioritised;

- A dedicated service for young people at risk, including 16 and 17 year olds, in west Kent (within the Sevenoaks, Tonbridge & Malling and Tunbridge Wells area)

- Dedicated services for people with mental health problems in Ashford and Tonbridge & Malling

- A dedicated service for people fleeing domestic abuse either in the Sevenoaks or the Tonbridge & Malling boroughs

- A service for people misusing substances (Alcohol) in west Kent

- A service for teenage parents in Maidstone

1.4 The Core Strategy Development Group and the Commissioning Body will need to consider as part of developing the Supporting People Strategy 2010-2015 and the strategic review of investment whether or not these services are still considered to be a priority and whether or not the commissioning of services should be reconsidered where little or no progress has been made in accessing planning permission, and grant funding from the Homes and Communities Agency. There may be other priorities which supersede the priorities which have been identified within the review.

2.0 What Has Happened Since?

2.1 The following services have been commissioned:

- A countywide outreach and resettlement service went live in January 2008 and was delivered by Porchlight at an initial 144 units. Due to demand for the service, these units were increased to 214 as from December 2008.

- A previously short–term accommodation-based service for people with mental health problems in Shepway has been re-designated as a long–term service and was reinstated as from November 2008.

- A dual diagnosis scheme is being developed in Dover District Council.

2.2 The other services to be newly commissioned are still at the planning or development stage as detailed at Appendix 1.

3.0   Interim Measures

3.1 The original financial forecasting had led to the conclusion that the new services would be up and running in the financial year 2010/11 and that a total funding of £820k would be required for these services.

3.2 The Commissioning Body agreed the recommendation by the Core Strategy Development Group that the Programme should fund floating support services to the relevant service users until the accommodation based services can be commissioned.

3.3 The commissioning of interim floating support services was based on converting the units of supported accommodation into units of standard floating support that allows for more vulnerable people to be supported. Therefore in the areas where floating support has been commissioned in advance of accommodation-based services opening, there will be a decrease in the number of floating support units available once the accommodation based service is opened.

3.4 The Commissioning Body agreed the proposal in March 2008 and the identified funding has been converted into 228 floating support units.

4.0   Service User Consultation

Service users in a wide range of client groups had been consulted as part of the original strategic review and their views were incorporated into the report and its recommendations.

5.0   Equality Impact Assessment

An external assessor carried out an Equality Impact Assessment of the report of the original report.

6.0   Financial Impact Assessment

The cumulative value of the recommendations was affordable within assumptions at the time.

7.0   Conclusion

7.1 The strategic review of short term accommodation based supported housing has resulted in the strategic commissioning of a number of services that require Supporting People funding.

7.2 The review identified gaps in services for specific service user groups in particular districts and boroughs and the Commissioning Body agreed to address these identified needs.

7.3 There is still some work to be done to finalise the actual commissioning, contracting and tendering details. This work is underway and making progress. In the meantime, floating support services have been commissioned to be delivered until accommodation based services can be delivered.

7.4 The services identified will need to be reviewed on the basis of current and projected need and the progress or otherwise in the development of these services. Where planning permission has been sought, and grant funding has been allocated the process cannot and should not be halted, and this indicates that the services are needed. However, where this is not the case the situation will need to be reviewed as part of the development of the strategy and strategic review of investment.

7.5 The Core Strategy Development Group agreed the contents of the reports. Some members of the group raised similar concerns regarding the practicalities of planning for new services and how to deal with change as expressed at the report on the updated needs analysis. As set out in the recommendations of that report (see item no. 5) it was suggested working groups are to be set up to address these issues.

8.0   Recommendation

In the meantime, the Commissioning Body is asked to
  i)   Note the contents of the report
  ii)   Agree that as part of the strategic review of investment the commissioning of new services that have not progressed to the planning application stage is to be reviewed.

Claire Martin
Head of Supporting People
Tel: 01622 221179

Ute Vann
Policy and Strategy officer
Tel: 01622 694825

Background Information:

Final Report**,** Strategic Review of Short-Term Accommodation Based Supported Housing in Kent, 2007
Commissioning Body Report, Strategic Review of Short–Term Accommodation Based Supported Housing, March 2007
Commissioning Body Report, Budget and Growth, March 2008
Appendix 1: Strategic Commissioning of Supporting People Services

Appendix One Strategic Commissioning of Supporting People Services

District/Borough	Client group	Unit No.	Current Status	Planning Permission	Development Partner	SP Tendered for Provider	Likely Commencement Date
Accommodation							
Supported Housing (Tunbridge Wells)	Young people at risk	6	Subject to planning consent being obtained, shortly seeking members' approval to dispose of site owned by TWBC to Russet	Being sought	Circle Anglia		2010
Supported Housing (Tonbridge & Malling)	Young people at risk	9	Site secured via Section 106 agreement		Circle Anglia		2010
Supported Housing (Sevenoaks)	Young people at risk	6	No suitable sites in Sevenoaks. Investigating potential to share units with Tonbridge and Malling or develop scheme in Dartford.	-	-	-	N/A
Supported Housing (Dover)	Dual Diagnosis	11	Work continuing with Orbit to deliver this scheme. Planning application for general needs accommodation live (a further application for change of use to be made afterwards)	Planning application lodged, expiry date for decision is 30.10.09	Orbit		2010
Reinstated Mental Health Properties (Shepway)	Mental Health	9	Remodelled from short to long-term service, Provider Carr-Gomm			No	Operational and funded since November 2008
Maidstone	Teenage Parents	6	Maidstone Housing Trust looking for appropriate site.		Maidstone Housing Trust		N/A
Mental Health Scheme (Ashford)	Mental Health	6	Ashford BC and MH Accommodation Manager still looking to identify appropriate location for service				N/A
Mental Health Scheme (Tonbridge & Malling)	Mental Health	6	Dispersed housing project. Provider Richmond Fellowship			Yes	Operational and funded since April 2009
Refuge (Sevenoaks	Women	16	Sevenoaks currently looking for				N/A

District/Borough	Client group	Unit No.	Current Status	Planning Permission	Development Partner	SP Tendered for Provider	Likely Commencement Date
and T&M)	Fleeing DV (8 in each district)		a site.				
West Kent	Misuse of Alcohol	12	Further work to be undertaken. Looking at potential to relocate service to North Kent.				N/A
Outreach & Resettlement (Rough Sleepers)	Floating Support (Kent Wide)	213				Yes	Operational and funded since January 2008
Interim Floating Support/ Accommodation Based Services:							
Sevenoaks, TW & T &M	Young People at Risk (18)	73	Provider Catch 22			Yes	All services operational and funded since April 2009
Ashford and T&M	Mental Health (12 in each district)	33	Provider Richmond Fellowship Provider Carr-Gomm			Yes	
Sevenoaks & T&M	Women	45	Provider MHT			Yes	
Maidstone	Fleeing DV (8 in each district)	27	Provider Carr-Gomm			Yes	
West Kent	Teenage Parents (6) Misuse of Alcohol (12)	50				Yes	

REPORT

By: Angela Slaven - Director of Youth Services and Kent Drug
                         and Alcohol Action Team (KDAAT), Communities

To: Supporting People in Kent Commissioning Body

                         13 October 2009

Subject: **Developing the Five-Year Strategy 2010 to 2015**

Classification: **Unrestricted**

For Information

Summary: **This report provides a progress report on the
                         development of the Five Year Supporting People
                         Strategy 2010 to 2015.**

1.0   Introduction

1.1 The Kent Supporting People Strategy 2010 to 2015 is due to be agreed by
the Commissioning Body in March 2010. The Commissioning Body agreed the
project plan, action plan and communication plan for developing the new
strategy in March 2009.

1.2 The Supporting People Programme has made a commitment to provide
quarterly progress reports to the Core Strategy Development Group and the
Commissioning Body.

1.3 There has been national interest within the media and within Parliament
(The House of Commons Inquiry into the Supporting People Programme) into
the removal of resident scheme managers/wardens from sheltered housing. A
Panorama Programme was aired on BBC1 about this topic at the end of
August. The programme featured an In Touch scheme in the east of the
County. The solicitor who has been spear-heading the challenge to the removal
of resident scheme managers/wardens has also been in touch with Kent
County Council. The Core Strategy Development Group, and the
Commissioning Body will need to consider carefully any potential legislation or
guidance that emerges (this is obviously dependent on what action or
otherwise government determines it will make, or any judgements which are

handed down via the Courts). This will obviously have implications for the development of the strategy.

2.0   Actions Completed

- Work packages required by different sections of the Supporting People Team agreed.
- Identification of relevant strategy groups and other relevant stakeholders for consultation identified.
- Identification of needs/gaps in services and demand (see Needs Analysis report)
- Supply mapping

3.0   Activities Currently Being Undertaken

3.1 There has been face to face consultation with 26 providers. Other providers have contributed through questionnaires that had been posted on the Kent Supporting People Programme website. Providers had been alerted to the existence of the questionnaires by email and through provider forums and the Supporting People newsletter.

3.2 There has been face to face consultation with 16 groups of service users. Again, providers had been advised that a service user questionnaire had been posted on the Kent Supporting People Programme website and were asked to inform service users. The Supporting People Team received 250 such questionnaires from service users. The Team is currently evaluating the responses.

3.4 The Head of Supporting People accompanied by the Policy and Strategy Officer have commenced consultations with officers and where possible elected members of individual districts and boroughs. Other stakeholders that were consulted included representatives from Primary Care Trusts, Probation and Kent Adult Social Services, Kent Communities Directorate, and the Children's Families and Education Directorate.

3.5 The Programme will be consulting with the Kent Partnership and the Adult Social Services Policy Overview Committee. This additional consultation has been added to the action plan under item 1. The action plan is included as at Appendix 1 (strategy development process).

3.6 The strategic review of investment and the budgetary analysis have commenced.

3.7 The Supporting People team reported on intermediary findings at the consultation conference on 17 September 2009. During the conference the Team consulted further with a wide range of stakeholders. Their contributions

were captured in writing and have been fed back to attendees and will feed into the draft strategy.

3.8 The Supporting People team organised a workshop for members of the Commissioning Body on the 14 July 2009. The initial views expressed at this meeting were captured in writing and have been fed back to attendees.

4.0   Service User Consultation

4.1 Service users have been consulted on how they want to be involved and consultation is on-going. Members of the service user panel did attend the consultation conference.

5.0   Equality Impact Assessment

5.1 An initial screening of the project has been carried out and found that the development plans have no adverse impact on the different groups of service users.

6.0   Financial Impact Assessment

6.1 The financial implications of the development of the strategy relate to expenditure on service users to acknowledge their participation and the relevant consultation events to be held, including the workshop and conference mentioned above.

6.2 The new Five-Year Strategy (and any appropriate transitional arrangements) will be fully costed, as part of the process.

7.0   Conclusion

7.1 The development of the Kent Five-Year Supporting People Strategy as outlined in the action plan agreed by the Commissioning Body is on target.

7.2 The Core Strategy Development Group agreed to recommend the report to the Commissioning Body but asked the Supporting People Team to add an additional work package to the list already developed: Planning commissioning /decommissioning of services and links with providers, landlords and other agencies. This action has now been taken.

8.0   Recommendation

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

Claire Martin
Head of Supporting People
Tel: 01622 221179

Ute Vann
Policy & Strategy Officer
Tel: 01622 694825

Background Information:
Kent Supporting People Strategy 2010-2015 Project Plan
Kent Supporting People Strategy 2010-2015 Action Plan
Kent Supporting People Strategy 2010-2015 Communication Plan

Appendix 1: Development of the Five-Year Kent Supporting People Strategy 2010-2015 – Updated Action Plan

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Task	Timescale	Outcome
1. Strategy Development Process		
Formulate Project Plan, Action Plan and Communication Plan	**Completed**	
Develop product breakdown descriptions detailing tasks to be undertaken for each output/deliverable	**Completed**	Work packages developed.
Provide quarterly updates of progress to Core Strategy Development Group (CSDG) and Commissioning Body (CB)	**On-going**	Quarterly written updates on progression
Complete first draft strategy for consultation	Nov 2009	Draft completed
the CSDG and the Commissioning Body	Nov/Dec 2009	Draft presented
Produce final strategy and present to CSDG and CB	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.	**Completed**	• 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	**Completed**	• Written consultation summaries produced • Survey designed and carried out
Service Providers Consult with as wide a range of providers as possible through the various provider fora and through individual consultations	**Completed**	Written consultation summaries produced
Other stakeholders Consult with other stakeholders including districts/boroughs, Adult Social Services, Health, Probation, Communities Directorate, Children Families and Education. Kent Partnership Board, Adult Social Services Policy Over-view Committee.	Mar 2009-February 2010 **In progress**	Written consultation summaries produced
3. Budgetary Analysis		
Examine finance and funding: • Financial resources available • Current spend	Feb-May 2009	Forecast established and modelling carried out
• Forecasting and financial modelling over the lifetime of the strategy	**In progress**	
4. Needs Analysis		
Mapping needs: • Map against client group and local areas • Map against demographic data and establish likely future need • Identify gaps in provision	**Completed**	Reports presented as 6-monthly needs analyses to CSDG and CB

Task	Timescale	Outcome
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)	**Completed**	• Referral data collated and statistics compiled. • Analysis of data carried out.
5. Supply Mapping		
Map current supply, including distribution by client group and district and borough	**Completed**	Supply identified
6. Definition of Strategic Objectives		
Define the strategic objectives of the partnership • Establish policy/strategic contexts and key drivers of change	Mar-Aug 2009	• Contexts mapped • Objectives identified and
• Establish linkages to other strategies and cross-cutting objectives (including targets contained within the Local Area Agreement • Evaluate results from consultations	**In progress**	included in the draft strategy
7. Strategic Review of Investment		
Market analysis: • Service and provider profiles • Current access arrangements	Apr-Aug 2009	Analysis completed and written summary produced
• 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	**In progress**	
Review of performance: Utilisation and throughput Move Ons Outcomes	May/Jun 2009	Statistics compiled and evaluated
Other performance indicators Evaluation of all data	**In progress**	
Review commissioning arrangements Examine current commissioning and procurement arrangements, contracting options for future commissioning and monitoring arrangements for strategy and services	Aug-Sept 2009	Strategic commissioning and procurement framework developed, including Commissioning and Procurement Strategy
	In progress	
8. Set Commissioning Priorities		
Evaluate: • Current and future trends in provision	Aug/Sept 2009	• Priorities set within strategic contexts and objectives.
• Use of resources within changing strategic contexts	**In progress**	• Change/Market Management

Task	Timescale	Outcome
• Results from consultation • Establish overall direction of travel re the different client groups • Priorities for change • Planning commissioning/decommissioning of services • Managing change and the market and commissioning proposals		Plans developed
9. Definition of the Kent Supporting People Vision		
Review the current vision	Sept 2009	Vision revised
10. 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	**Completed**	Analysis carried out
11. 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
	Nov/Dec 2009	Draft Strategy disseminated for consultation

12. Finalisation of the Strategy and Strategic Review of Investment • Core Strategy Development Group in February 2010 • Commissioning Body in March 2010	January/ March 2010	Strategy is agreed and disseminated

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REPORT

By: Angela Slaven - Director of Youth Services and Kent
                       Drug and Alcohol Action Team (KDAAT), Communities
                       Directorate

To: Supporting People in Kent Commissioning Body

                        13 October 2009

Subject: **Update on Housing Conditions and Neighbourhood
                        Deprivation in Thanet**

Classification: **Unrestricted**

For Information

Summary: **This report provides a review of the interventions
                        aimed at addressing housing issues and deprivation in
                        two target wards of Cliftonville West and Margate
                        Central. A first report was presented to the
                        Commissioning Body in June 2009. The report details
                        progress against some of the key actions identified.**

1.0   Introduction

1.1 The first report to the Supporting People Commissioning Body, and Core Strategy Development Group detailed the challenges facing Margate. It set out the considerable efforts and successes in relation to regeneration. However, despite this deprivation levels have worsened in the last three years.

1.2 Cliftonville West and Margate Central have moved up the national deprivation rankings and have therefore been identified as being relatively more deprived on the Index of Multiple Deprivation (IMD) 2007. Recent investment in the area will not bring about lasting change unless there is a 'step change' in the approach and level of resources/activity in the two wards.

1.3 There is an obvious role for the Supporting People Programme in working within a multi-agency context to assist in trying to resolve the issues that relate to Margate Central and Cliftonville West.

2.0 Context

2.1 A review of the Margate renewal programme resulted in a new plan for the two target wards where housing and social interventions are new major priorities. The focus is on reducing the number of Houses of Multiple Occupation (HMOs) and substandard units and reducing the supply of low quality stock as well as addressing social conditions. However, this cannot be sustained without also reducing demand (i.e. new households coming in and placements into the area).

2.2 The delivery and success of the new plan requires a concerted and coordinated effort to tackle some of the wider challenges identified in previous reports such as the Thanet Inquiry, in particular out-of-area placements and provision of adequate health and social provision/interventions. The initiative to develop a multi-agency intervention is intended to focus on *supporting vibrant and cohesive communities* but provide a tactically critical activity to demonstrate the long term commitment of partners in the delivery of the housing strand.

2.3 The key partners (Thanet District Council, Kent County Council, Eastern and Coastal Kent PCT and the South East England Development Agency) have agreed to establish a comprehensive programme over a 5-10 year period to transform the housing and environment. This programme will include support to individuals and families, deliver skills and employment opportunities, reduce crime and create strong community cohesion.

2.4 The programme is one of the three projects in Kent which are run as pilots under the 'Total Place' initiative and will delve deeper into specific local issues in order to identify new ways of tackling them, with the emphasis on extending joined-up solutions and collectively tackling the obstacles. By mapping the total public expenditure in a geographical area, the programme looks to identify if monies can be used differently to make significant efficiencies and savings.

3.0 Planned Interventions

3.1 The inception meeting for the new approach took place in June 2009 and agreed on the following key activities:

- The development of a multi-agency 'task force' that will be responsible for strategic co-ordination, policy development, partnership working and delivery.
- The "Triple Aim" initiative currently being spearheaded by the Eastern and Coastal Kent PCT. Triple Aim is a concept designed to optimise the health system taking into account three dimensions when considering

intervention in a particular area: individual experience, identified health needs of the defined population and per capita cost for the population.
- The development of alternative proposals for placing vulnerable people in supported accommodation.
- Investigate the use of a new 'Clearing House' approach to direct vulnerable families towards alternative options inside as well as outside of Thanet. This would facilitate the placement of vulnerable people in temporary accommodation out with of the two wards where the greatest concerns are centred.

3.2 A core Steering Group will oversee the early development work and link with existing partnerships including the Margate Renewal Partnership Board and the Safer and Stronger Communities Board.

3.3 Appendix 1 contains a Margate Task Force diagram that illustrates how the task force fits within wider strategic partnerships and activities.

4.0 Update on Interventions/Activities

4.1 Development of the task force is being led by the Director of Thanet Works who has been seconded to get the task force up and running and will be looking at the extent to which public sector agencies are working together (the Triple Aim intitiative is one construct within this partnership working). A broader dedicated reference group is to be set up that will include representatives from the different partner agencies. An initial draft action plan has been produced and can be found at Appendix 2.

4.2 Thanet District Council is looking for site for alternative intensive supported accommodation outside of Cliftonville for the vulnerable individuals currently residing at the hotel. They have in general high levels of support needs that cannot be met in existing supported housing. Thanet are looking at existing bed and breakfast accommodation in the two wards, and investigating appropriate alternative means of meeting needs.

4.3 The Joint Policy and Planning Board (housing) (JPPB(H)) evaluated the potential for a Clearing House. The JPPB(H) have reported back to the Safer and Stronger Communities Group and confirmed that they do not think that this is an option that should be pursued at the moment.

4.4 The JPPB(H) have however agreed a new countywide protocol on how to deal with households placed in temporary/emergency accommodation. The measures agreed include information sharing between placing agency and Local Housing Authority, keeping such placements to a minimum time and ensuring that vulnerable households are referred for housing-related support. There was also recognition of collective responsibility to ensure that more

vulnerable people do not end up in Thanet than in the rest of Kent and that provision must be made for this.

4.5 The Head of Supporting People has joined the Thanet 'Task Force' and attends regular meetings.

5.0   Financial Impact Assessment

5.1 The Commissioning Body has already agreed to the possibility of a Floating Support/Outreach Service being commissioned as part of the multi-agency task force.

5.2 The other potential intervention is an intensive accommodation based short term supported housing scheme designed to meet the high levels of support needs of the most vulnerable adults that will be displaced by the housing renewal activity. Any financial contribution would need to be agreed by the Commissioning Body.

5.3 Neither of the schemes has yet been costed. It would be possible to scope the cost of the floating support based on recent tenders. It is also possible to base costings for the accommodation based scheme on current funding of other comparable services once there is greater clarity about the number of bed-spaces required.

6.0 Conclusion

6.1 The report details key activities identified to be undertaken in order to address housing and social conditions in two wards in Margate: Cliftonville and Margate Central. Both wards experience high levels of multiple deprivation, polarisation of the housing market in private rented properties (often HMOs) and a concentration of often highly vulnerable populations.

6.2 Key stakeholders have agreed to multi-agency intervention through key interventions including the establishment of a Margate Task Force.

6.3 The report provides information on progress on developments since the last report was presented to the governance bodies and confirms that growth bids are likely to be made for a new type of floating support/outreach service to work within the Task Force, and an intensive supported housing scheme.

6.4 The Core Strategy Development Group agreed to recommend the report to the Commissioning Body but requested that the concepts of 'Total Place' and 'Triple Aim' be expanded on. This has been done.

6.5 This report incorporates new developments that have taken place since it has been presented to the Core Strategy Development Group.

7.0 Recommendation

7.1 The Commissioning Body is asked to:

i)   Note the contents of the report.

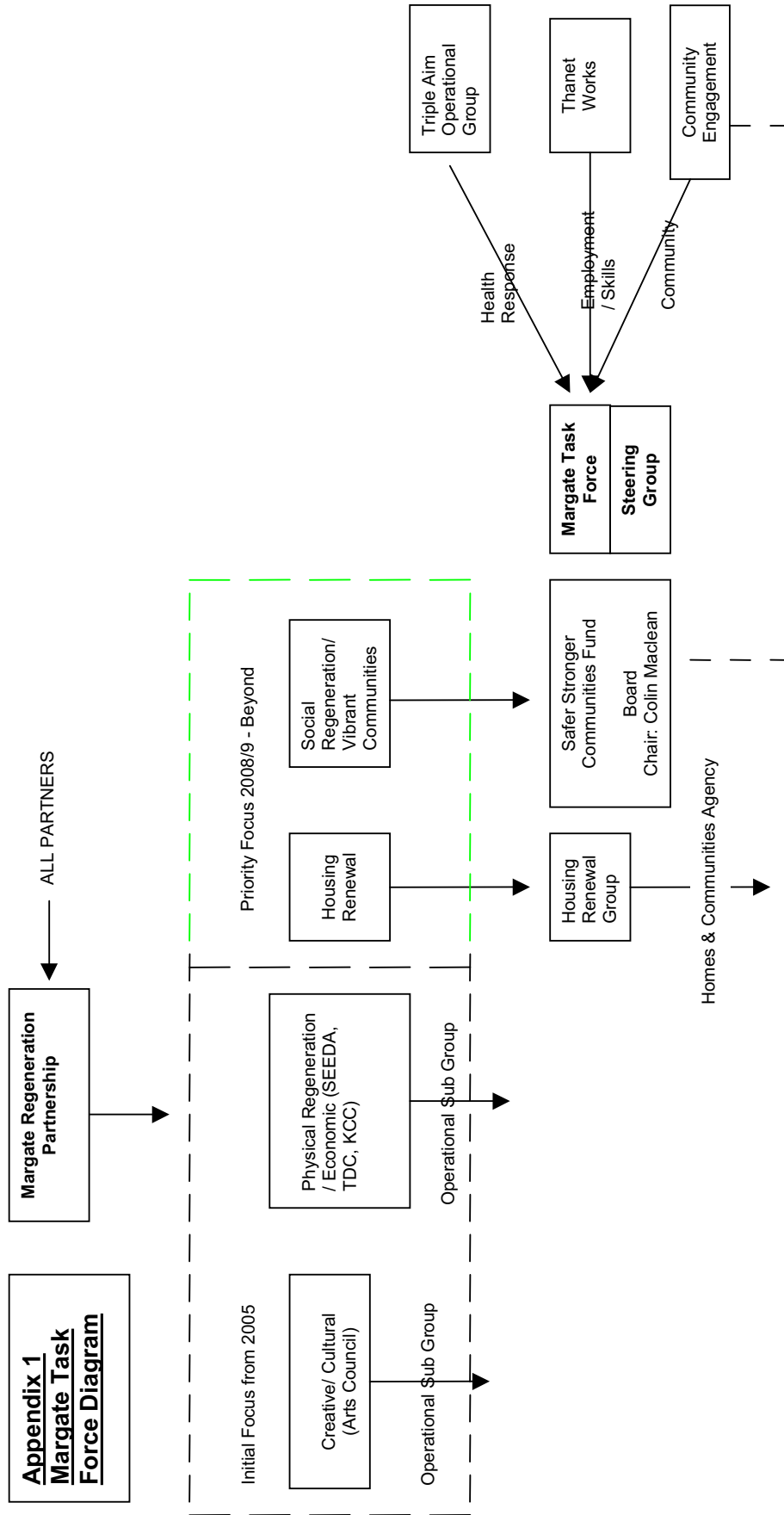**Claire Martin**
Head of Supporting People
01622 221179

Ute Vann
Policy and Strategy Officer
01622 694825

Background Information:

1. Margate Draft Renewal Framework and Implementation Plan, 2007/08
2. Thanet Inquiry: Report of the Kent Child Protection Committee Inquiry into the general concerns expressed by officers and politicians in the Thanet area
3. Margate Renewal Study, Shared Intelligence 2008

Appendix 1: Margate Task Force Diagram
Appendix 2: Margate Task Force Draft Action Plan

Appendix 1
Margate Task
Force Diagram

Triple Aim Operational Group

Thanet Works

Community Engagement

Health Response

Employment / Skills

Community

Margate Task Force | **Steering Group**

Safer Stronger Communities Fund

Board Chair: Colin Maclean

Social Regeneration/ Vibrant Communities

Priority Focus 2008/9 - Beyond

Housing Renewal

Housing Renewal Group

Homes & Communities Agency

ALL PARTNERS

Margate Regeneration Partnership

Physical Regeneration / Economic (SEEDA, TDC, KCC)

Operational Sub Group

Initial Focus from 2005

Creative/ Cultural (Arts Council)

Operational Sub Group

Appendix 2   Margate Task Force – Draft Action Plan (17/07/09)

Theme	Action	Timescale	Lead
Strategic/Leadership Direction			
	1. Initative led by a Steering Group including 3 Chief Officers from KCC, TDC, PCT.	20-Jul	**Amanda Honey**
	2. Full action plan presented to 3 Chief Officers. Full action plan to be sent for comments to all champions from the meeting held on 8th June.	14 July/20 July	**Colin Maclean/Amanda Honey**
	3. Steering Group Terms of Reference and action plan to be considered/approved at next meeting.	August	**Colin Maclean**
	4. Director post to report to Steering Group.	20 July	**Colin Maclean**
	5. Final action plan to be presented to the MRP Board.	1 October	**Colin Maclean/Amanda Honey/Richard Samuels**
	6. Joint meeting of KCC/TDC Cabinets and PCT Board planned.	Late Autumn	**Richard Samuels**
Operational Management Approach			
	7. Identify 1 or 2 people from each agency who can be committed to a dedicated team working to the Director. Initial core to be formed from Triple Aim Project Manager (Penny Myles); KCC Policy Officer (Tim Woolmer); Administrator (to be funded by FJF/Thanet Works).		**ALL/Colin Maclean**
	8. Group of others (at senior management level) to come together with Director/facilitator- to get their views and achieve buy-in.	August/Sept	**Colin Maclean/Andy Scott-Clark**
	9. Scope the business case and opportunities for a base which provides optimum co-locational potential.	TBC	**Colin Maclean**
Team/Services Development			
	10. Resource mapping exercise	Summer	**Colin Maclean**
	11. Key service agencies/teams to be identified and mapped against local priorities.	Summer	**Colin Maclean**
Community Involvement			
	12. Bring together a core group of community reps to act as the client for oversight of the Community Involvement activity (building on the SSCF Board model)	August	**Colin Maclean**
	13. Identify core outcomes and develop and agree the key tasks e.g. mapping, communications, meetings to achieve the next phase of engagement. This is likely to involve commissioning external and internal capacity through Total Place.	August	**Colin Maclean/All**

Source: Colin Maclean, Director, Thanet Works, Head of Partnerships KCC

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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 Kent
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

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. In Kent there are very few of these contracts, having largely been replaced by *fixed capacity contracts*
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 Centre for Housing Research (CHR) 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 provides a strategic steer to the programme and report to the Commissioning Body. Membership includes provider and service user 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.

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.
Homes and Communities Agency (HCA	The Homes and Communities Agency (HCA) is the national housing and regeneration agency for England, with an annual investment budget of more than £5bn. The HCA was formed on 1 December 2008 along with the *Tenant Services Authority* and is a non-departmental public body, sponsored by Communities and Local Government (CLG).
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 budget	Funding from a variety of sources that is brought together into one bank account. This allows greater choice and control over many aspects of life e.g. housing, community care, health, benefits, income, grants etc. The person can choose to use their individual budget themselves or a third party can manage the funds for them.
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.
NHF - National Housing Federation	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

Abbreviation or Term	Description
	Key Performance Indicator 2(KPI2)measures the percentage of service users who have moved on in a planned way from temporary living arrangements
Procurement	The process to obtain materials, supplies and contracts, obtaining best value through open and fair competition
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 SPkweb 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 CLG 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

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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	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 assists
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.
Tenant Services Authority (TSA)	The TSA is the regulatory body for social housing. Having formed on 1 December 2008, the TSA took over the regulatory powers of the Housing Corporation.
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.
Triple Aim	Triple Aim is a concept led by the NHS Institute for Innovation and Improvement. It is designed to optimise the health system by taking into account three dimensions: • The experience of the individual • The health of a defined population • Per capita cost for the population NHS Eastern and Coastal Kent have adopted this approach to tackle health inequalities in two deprived wards in Thanet, Margate Central and Cliftonville West
Total Place	Total Place is a new initiative that looks at how a 'whole area' approach to public services can lead to better services at less cost. It seeks to identify and avoid overlap and duplication between organisations – delivering a step change in both service improvement and efficiency at the local level, as well as across Whitehall. Kent is one of the thirteen local authorities which have been selected as Total Place Initiative pilots. The aim of the pilots is to develop and test methodologies that will enable all partners in a 'whole place' simultaneously to deliver improved outcomes and greater efficiencies across the whole of the public realm.
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