



AGENDA

SUPPORTING PEOPLE IN KENT COMMISSIONING BODY

Tuesday, 21st September, 2010, at 10.00 am

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

Darent Room, Sessions House, County Hall, Maidstone

Telephone **(01622) 694289/69497**

1. Introductions
2. Apologies
3. Declarations of interest
4. Minutes of meeting - of 24 June 2010 and matters arising (Pages 1 - 4)
5. Supporting People Finance Report (Claire Martin) (Pages 5 - 12)
6. Review of Core Strategy Development Group (Claire Martin) (Pages 13 - 16)
7. Supporting People Achievements (Claire Martin) (Pages 17 - 26)
8. Commissioning Body and Core Strategy Development Group Work Plan 2010-11 (Pages 27 - 30)
9. Glossary (Pages 31 - 36)
10. Any other business
11. Next meeting to be held Thursday 20 January, Darent Room, Sessions House, County Hall

Contact: Geoff Mills, Secretary, Room 1.95 Sessions House, County Hall, Maidstone ME14 1XQ

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**MINUTES OF A MEETING OF THE SUPPORTING PEOPLE IN KENT COMMISSIONING
BODY HELD ON THURSDAY 24 June 2010 at SESSIONS HOUSE, COUNTY HALL,
MAIDSTONE**

Present:

Canterbury City Council:	Mr G Peskett
Dartford Borough Council	Mrs Alison Haines
Dover District Council:	Mr P Whitfield
Kent County Council:	Mr M Hill (Chairman of the Commissioning Body)
Sevenoaks District Council	Mr G Missons and Ms Carol Clark
Shepway District Council:	Cllr Mrs K Belcourt and Mr B Porter
Swale Borough Council	Ms A Christou
Tonbridge & Malling	Mrs J Anderson and Mrs J Walton
Kent Probation:	Mr R Clark

KCC Officers:

Mr O Mills, Managing Director for Kent Adult Social Services, Ms A Slaven, KCC Director of Community and Support Services. Ms C Martin, Kent Supporting People Team; Mr K Prior, Kent Supporting People Team; Ms U Vann, Kent Supporting People Team, Mr H Manuel, Kent Supporting People Team, Mr D Martinez, CFE and Mr G Mills, KCC Democratic Services.

UNRESTRICTED ITEMS

1. Apologies

(Item 2)

Noted.

2. Minutes of meeting -

(Item 4)

The minutes of the meeting of the Commissioning Body held on 18 March 2010 were agreed as a true record. Matters arising were dealt with as appropriate.

3. Strategic Review of Core Strategy Development Group (Claire Martin)

(Item 5 - report by Mrs Angela Slaven – Director of Youth and Community Support Services, Communities)

(1) The Core Strategy Development Group (CSDG) provides the Commissioning Body with recommendations relating to the strategic direction of the Programme. The Programme is also provided with a commentary on its strategic direction by the Executive Board of providers, the East and West Kent provider forums and the Service User Panel.

(2) The time now seemed right to review the role and function of the CSDG and for this to be undertaken by a Task and Finish Group drawing its membership from the CSDG and the Commissioning Body as well as Service Users and Providers. The intention was to commence this work immediately and report again to the Commissioning Body at its meeting in September.

(3) The Commissioning Body agreed to the undertaking of a review of the Core Strategy Development Group and noted there would be a further report to the meeting in September.

4. Strategic Review of Investment (Claire Martin, Hud Manuel)

(Item 6 - report by Mrs Angela Slaven – Director of Youth and Community Support Services, Communities)

(1) The report presented the Kent Supporting People Strategic Review of Investment for the period 2010-2015. The report set out details of current investment and potential future investment levels and noted these would depend on the level of area based grant received from the Communities and Local Government Department.

(2) Because of the prevailing funding uncertainties some financial modelling had already been undertaken based on possible grant reductions to the Programme of 13% and 20%. However it was not at this time possible to predict with any real accuracy what exact percentage reduction would need to be applied. However for this current financial year a grant reduction had already been made by the Government to the administration grant which amounted to £735k.

(3) Angela Slaven said the grant reduction in administration costs had only very recently been announced and was a direct consequence of the wider in year reductions in grants which the government had made. The immediate effect was that the funding for the Kent Supporting People Team was now in jeopardy and therefore it was proposed that the funding for the Supporting People Programme Team should be met from reserves. Subsequently consideration would need to be given to a proportion being found from the main grant to enable the Supporting Programme to be administered. This would be proportionate to the level of grant funding received by the County Council from Central Government via area based grant.

(4) During the course of discussion several members of the Commissioning Body expressed their concern that whilst they understood the funding dilemma which the grant reduction to administration costs had presented, nonetheless there should have been some prior notification and a brief assessment submitted to the meeting so that members could have had some form of analysis before them showing what effect the grant reduction would have on the administration of the Programme, not just over the next few months but into the longer term.

(5) Mr Hill said that the circumstances were such that this reduction had to be dealt with now and he believed the best way was to deal with that through the use of reserves in order to prevent the work of the Supporting People Programme slowing down or even possibly coming to a halt. The situation was therefore urgent and had to be dealt with as such. Having said that he agreed that how this shortfall in grant would be met into the medium term had to be fully assessed. He also agreed that until those decisions were taken then the call on the reserves would need to be shown as an over spend.

(6) On this basis The Commissioning agreed:

(a) that the reductions made in the Supporting People administration grant should for the immediate future be met through the use of reserves and that this should be shown as an overspend.

(b) there would be a report to the meeting of the Commissioning Body in September providing an analysis of the current costs of administering the Programme and putting forward options to secure those costs into the medium term

(c) Subject to (a) and (b) above the Commissioning Body also agreed the recommendations contained in the exempt report and noted in particular that should the funding levels be less than those outlined then an extra ordinary meeting of the Commissioning Body would be arranged to assess what impact that would have for the Kent Supporting People Strategy.

(d) In addition to the report referred to in paragraph (b) above a draft of the Supporting People Annual Plan 2010/11 would be submitted for approval to the meeting of the Commissioning Body in September 2010.

5. Kent Supporting People Five-Year Strategy 2010-2015 (Claire Martin)

(Item 7 – report by Mrs Angela Slaven – Director of Youth and Community Support Services, Communities

(1) This report presented a detailed summary of the discussions that had taken place in order to address the concerns expressed by members of the Commissioning Body and others in relation to the Strategy and its implementation. The outcomes from those discussions with individual Council's and key stakeholders had proved to be helpful and informative and had been incorporated into the final amended draft of the Kent Five-Year Supporting People Strategy 2010-2015. The draft strategy was consequently approved. It was also said and agreed that the financial position of the programme was likely to remain uncertain for some time and there was therefore a need to keep the budget under close review

(2) The Commissioning Body

(a) Agreed the draft strategy; and,

(b) noted the Supporting People Programme would be submitting the draft Annual Plan 2010-11 to the Commissioning Body at its meeting in September 2010

6. Any Other Business

(Item 9)

(1) Cllr Mrs Anderson said that attendance at this meeting had been disappointing and she reiterated her view that representation on the Commissioning

should be at elected member level. Mr Hill said he would write to the District Councils and emphasise the importance of the matters which would be coming to the Commissioning Body at its meeting in September.

7. Next meeting to be held 21 September, Darent Room, Sessions House, County Hall

(Item 10)

(1) The next meeting of the Commissioning Body will be held **on Tuesday 21 September 2010 at Sessions House, County hall commencing at 10.00 AM**

(2) It was agreed that the meeting scheduled for 16 December 2010 should be re-arranged. Two alternative dates in January 2011 were under consideration these being 6 January and 20 January and final details would be sent to members as soon as possible.

REPORT

By: Angela Slaven – Director of Youth and Community Support Services, Communities Directorate

To: Supporting People in Kent Commissioning Body

21 September 2010

Subject: Finance Report

Classification:-

For Decision

Summary:- The Kent Supporting People Programme Team funding was withdrawn by the Communities and Local Government Department. The Commissioning Body needs to agree a methodology which will enable the Programme to continue to be administered by the Team.

1.0 Introduction

1.1 The Supporting People Team has been funded since its implementation phase by the Communities and Local Government Department (CLG). The administration grant which amounted to £735,000 was removed by the new coalition government in June 2010. The CLG still expects the Programme to be managed by administering authorities. A letter was received in August confirming that there was an expectation that data for Supporting People Local Systems (SPLS) uploads to CLG would continue to be required, and that the team would still receive client record information and outcomes information from the University of St Andrews.

2.0 Context

2.1 The Supporting People Programme has responsibility for administering the Commissioning Body's work plan, paying providers, contracting, tendering, performance management, quality, adult and child protection, complaints, policy and strategy, and service user involvement and consultation. It administrates the centralised floating support database. It is a key contributor to housing policy, strategy, and operational issues, including the Kent Housing Group, the Joint Policy and Planning Board (Housing), and the Public Health Observatory, as well as within the County Council itself.

3.0 The Current Situation

3.1 The Programme has accumulated over £9,682,296 in reserves over time. These have been delivered by de-commissioning strategically irrelevant services, terminating contracts where the service users were at risk, and where housing related support was not being delivered. The current value of these reserves is £6,843,527. There will be a further draw down of these reserves in this current financial year amounting to £3,455,497. The Commissioning Body agreed that the reserves should be utilised in order to meet the

increasing demands of the floating support referral mechanism which is now receiving referrals at over 500 a month. This will leave a residual amount of reserves which can be applied to meet the costs of the Supporting People Team. This amounts to £3,388,030. The expectation is that there will need to be a draw down of £659,905 in this financial year to meet the staffing costs and normal day to day costs incurred in order to manage the Programme. This will leave a reserve of £2,728,125.

3.2 The Supporting People Team delivered efficiencies in staffing levels during this financial year by not recruiting to three posts (contracts and payments assistants and the Senior Finance and Information Technology Officer). Staffing levels are now down to 13 Full Time Equivalents, with an additional member of staff who is a part time officer who conducts audits and specialist work relating to the implementation of the strategy and contractual issues. This follows a recommendation by both the CLG and internal audit that performance management data should be verified by visiting providers to cross check the information they submit to the team. This work has contributed to the accumulation of reserves.

3.3 The current staffing costs of the team are £561,300 for 2009/10. The Programme has also spent £10,400 on an agency worker who was briefly employed to deal with the increase in floating support transactions following the Commissioning Body decision to expand floating support to try and address the increase in referrals for domestic abuse and substance misuse. The Programme will also incur £88,205 of other costs relating to the day-to-day operational management of the Programme, including for example paper and printing. The £88,205 also includes expenditure of £1300 on vouchers and travel expenses for service users who have been consulted on different aspects of the Programme, including the strategy. This expenditure represents 1.86% of the entire budget allocated to the Programme.

4.0 The Future

4.1 The Programme will be subject to the impact of the Comprehensive Spending Review, and the allocation of grant within Area Based Grant. The Team will need to reflect the size of the Programme it takes forward, whilst balancing the economies of scale that can be realistically achieved given the administrative requirements of the Programme. These are ostensibly the duties and responsibilities set out above. It is therefore proposed that the Team endeavours to find efficiencies in the next financial year which can meet the costs of the team.

4.2 The Kent Team is continuing to maintain a national profile in the way that the Programme is managed. The Commissioning Body agreed to a payment by results regime for sheltered housing. The CLG is interested in working with the Kent Team to build on some of the work that has already been achieved. This relates to the Kent Team working with them on a payment by results pilot, and seeing how it could be further developed.

5.0 Conclusion

The Supporting People Team has achieved considerable success in managing the Programme from its inception through to its Steady State. The County Council continues to meet the expectations of the CLG and to continue its commitment to funding and

administering housing related support via area based grant. It requires a small complement of officers to achieve this.

6.0 Recommendation

1) The funding for the Kent Supporting People Team should be met within the expenditure of the designated funding resource in line with other baseline budget management within the County Council.

Claire Martin

Head of Supporting People

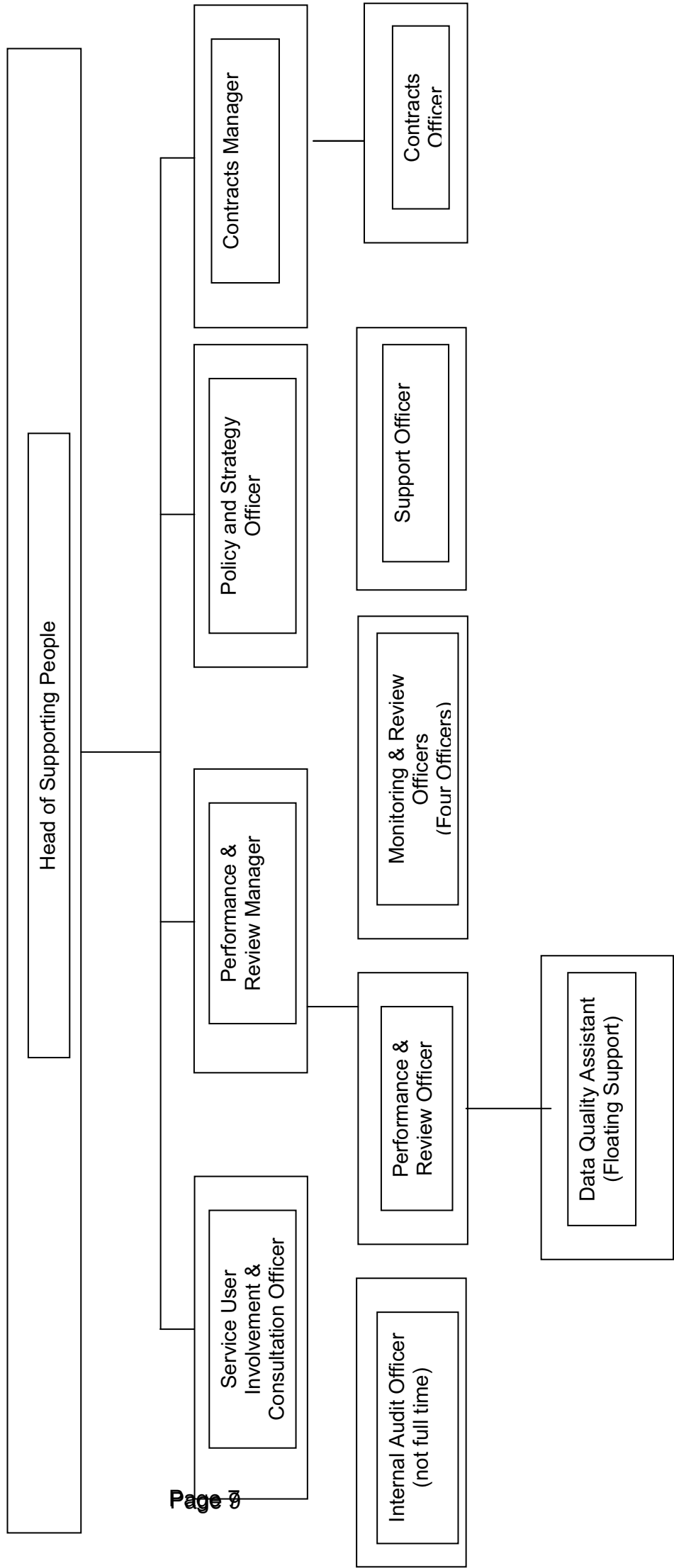
01622 221179/Claire.martin@kent.gov.uk

Appendix One. Supporting People Team Structure

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Appendix One

Kent Supporting People Team Structure Chart 2010/11 (Thirteen FTEs)



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Appendix Two

Staff Costs -	£561,300 (13 FTE, one non FTE)
Agency Costs (Floating Support Referral Mechanism)	£10,400 (left in June 2010)
Other Costs -	£88,205 (office costs e.g. paper).
Note:-	Included in Other Costs is current expenditure on service user involvement and consultation. This amounts to £1300. This includes vouchers, and travel expenses for the service user panel, conference and participation in the PSA16 review conducted by GOSE/CLG.

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REPORT

By: Angela Slaven – Director of Youth and Community Support Services,
Communities Directorate

To: **Supporting People in Kent Commissioning Body**

21 September 2010

Subject: **Review of the Core Strategy Development Group**

Classification

For Decision

Summary: This report presents the findings and conclusions of the task and finish established following the Commissioning Body Meeting in June 2010 to review the role and functioning of the Core Strategy Development Group. The report makes recommendations for the way forward and presents revised Terms of Reference for agreement by the Commissioning Body.

1.0 Introduction

1.1. The Commissioning Body asked for the establishment of a task and finish group to review the role and function of the Core Strategy Development Group (CSDG). The Commissioning Body requested that several key issues be addressed in relation to the role and membership of the CSDG. The Commissioning Body sought guidance

- on the role and responsibilities of the membership,
- the contribution and accountability of the officers who attend,
- the appropriateness of the attendance of providers,
- to seek an improvement in the relationship between the functioning of the CSDG and the reporting and advice to the Commissioning Body.

2.0 The Role of the Task and Finish Group

2.1 The task and finish group has met on three occasions and comprised the Chair of the CSDG, the Chair of Kent Housing Group, the Chair of the Service User Panel, and the Head of Service for Supporting People. The Chair of the Joint Policy and Planning Board (Housing) was invited but was unable to attend any of the meetings due to other commitments. The meetings have reviewed the existing Terms of Reference of the CSDG, considered the Memorandum of Understanding of the Commissioning Body and have considered the inter-relationship of these two key strategic forums.

3.0 The Future

3.1 The conclusions reached are that the CSDG should comprise the officers who accompany elected members to the Commissioning Body, or where the district or borough chooses not to send an elected member that officer themselves. This will ensure that the officers who attend the Commissioning Body have a direct responsibility for the nature and content of the papers that are submitted to the Commissioning Body for ratification and decision. The CSDG should have senior officer representation from the three key Directorates within Kent County Council that hold the responsibility for key strategic and operational delivery and connection to the Programme; Kent Adult Social Services, Children Families and Education, and Communities.

3.2 The CSDG will represent the strategic development of the Programme. The CSDG will ensure that there is appropriate representation of the views of providers and service users within its decision making processes. This will form part of the Terms of Reference.

4.0 Conclusion

4.1 The proposal for the newly constituted CSDG will create a forum that is fit for purpose to meet the considerable challenges that will face the Programme in 2010/11 and beyond.

4.2 The conclusion of the task and finish group is to propose to the Commissioning Body that subject to approval of the revised Terms of Reference that they agree the findings of the review and the implementation of the proposal is effective in November 2010 when the first meeting of the reconstituted CSDG will take place. This would be followed by the Commissioning Body in January 2011.

5.0 Recommendation

- 1) That the CSDG model as outlined is approved.

Claire Martin
Head of Supporting People
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Appendix One

CSDG Terms of Reference

Kent Supporting People Programme

Terms of Reference

Core Strategy Development Group

- 1. To implement the Kent Supporting People Vision; working in partnership to deliver needs led, value for money, high quality housing related support services for vulnerable people.**
- 2. To facilitate and enable the implementation of the Kent Supporting People Programme Strategy**
- 3. To enable and facilitate the Commissioning Body in its decision-making.**
- 4. To consider the financial, customer, and community impact of each recommendation.**
- 5. To ensure that stakeholders, providers and service users views are taken into account when recommendations are made to the Commissioning Body.**
- 6. To ensure that a communication plan is developed for each recommendation that is made to and agreed by the Commissioning Body.**
- 7. To work in partnership with the Kent Housing Group, the Joint policy and Planning Board (Housing) and any other appropriate county-wide groups as relevant.**

Members

- Chief Housing Officers or their equivalents who routinely attend the Commissioning Body either with or without an elected member as determined by the relevant district or borough.**
- Senior Officers within Kent County Council within the Adult Social Services Directorate, the Children, Families and Education Directorate, and the Communities Directorate**
- Senior Officers within Health, and Probation**
- Each member will nominate an officer who is delegated to attend the meeting in their absence and to make recommendations to the Commissioning Body for and on behalf of their respective Local Authority, Directorate, or Trust.**

Note:- All attendees will attend on the basis that they are commissioners and not direct providers of services.

Responsible Officer:- Head of Supporting People, Kent County Council, September 2010

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By: Angela Slaven – Director of Youth and Community Support Services,
Communities Directorate

To: Supporting People in Kent Commissioning Body

21 September 2010

Subject: The Supporting People Programme 2003/10

Classification: Unrestricted

For Information

Summary:

This report sets out the achievements of the Kent Supporting People Programme since its inception and anticipates the future direction of travel as agreed in the Kent Five Year Supporting People Strategy 2010/15

1.0 Introduction

1.1 The national Supporting People Programme was set by central government in response to a judicial review which precluded housing benefit paying for housing related support costs. The funding mechanism included funding streams from the then Housing Corporation, Probation, Job Seekers Allowance, and transitional housing benefit. The Programme introduced a regime which was set up in order to pay providers four weekly in advance, contract, tender, assess quality, strategically plan, develop policy, performance manage, and involve service users. This was the first time that all of these component parts had been brought together within one Programme.

1.2 The national Programme also brought together the key stakeholders who had a interest in the commissioning of housing related support, Home Improvement Agencies, alarms, and latterly handy persons. In other words a complete suite of component parts which were elemental to the delivery of these services. Providers and service users have also been key stakeholders in driving the services forward and participating in the programme at a national, regional, and local level.

2.0 The Programme in Kent

2.1 The Programme in Kent inherited 258 providers, 1,147 services, and allegedly 42,871 service users. This was always considered to be an over estimate, and as services were monitored and reviewed, and performance managed the picture within Kent has changed. We now have 115 providers, 324 services, and 28,540 service users. Providers have left the Programme sometimes of their own volition, but more often than not due to other reasons. The number of services has been amalgamated and capped to ease administration and reduce bureaucracy for both providers and the team.

2.2 The inheritance of services has been evaluated and services which are strategically relevant and commissioned have taken their place. The Programme has had to be carefully managed to ensure that providers are fully utilising the services that are funded, that the throughput is appropriate, and that the outcomes for service users are delivered. There has

been careful evaluation of where service users have originated from in order to ensure that there is little or no net importation except where it is appropriate and relevant. Service users are reconnected back to place of origin (again if appropriate and relevant) in order to ensure that the authorities where service users are placed are not overwhelmed. There has been a need to robustly challenge some providers and to decommission services, or to determine not to renew contracts for other services. The Programme has of necessity needed to ensure that the eligibility criteria is being met, that services are achieving outcomes, that service users are protected, and that value for money and quality are being achieved.

3.0 The Future Direction of Travel

3.1 The Programme is entering a new and challenging phase in which it is un-ring-fenced, and within Area Based Grant. The country is facing unprecedented challenges in relation to public expenditure and a national debate on what is or is not the right and appropriate level of expenditure on services for vulnerable people. The Strategy and the Strategic Review of Investment have enabled the Programme to prepare for the challenges ahead and ensure that the Programme is fit for purpose. The track record of achievement at Appendix One is a demonstration that the Programme in Kent should be able to meet future challenges with a degree of confidence.

4.0 Conclusion

4.1 The Kent Supporting People Team has delivered the Programme from its implementation, through going live, to steady state. This has been possible within the context of the Partnership within the Commissioning Body, Core Strategy Development Group, with providers and services users. This report provides a summary of the achievements to date and looks to the future for the Programme. It also suggests that given the track record of achievement to date the skills, expertise, and experience to deal with the challenges and opportunities ahead is in place.

5.0 Recommendation

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

Claire Martin

Head of Supporting People

01622 221179

With support from Melanie Anthony, Performance and Review Manager, Ute Vann, Policy and Strategy Officer, and Dawn Apcar, Service User Involvement Officer

Background Information:

Kent Supporting People Strategy 2010-2015

Customer Impact Assessment for Kent Supporting People Strategy 2010-2015

Updated Needs Analyses 2005-2010

Client Records 2005-2010

Eligibility Policy

Reconnection Policy

Appendix One

Access

Objective	Achievements
Centralised floating support referral mechanism	Informed commissioning, needs analysis, and has enabled access to services through one number. Demand has increased by 230% since 2007.
Creation of Handy person services ahead of CLG pump priming	The Programme will also have received £370K of additional funding
Strategic review of access	In progress

Audit

Objective	Achievements
The audit of workbooks, outcomes, client records, support planning, eligibility criteria, strategic reviews & the floating support referral mechanism	£9,682,000 of reserves delivered which have been reinvested in service delivery. Service-level audit of performance data returns in all services reporting against Key Performance Indicator 2
The audit of the delivery of housing related support, including task analysis	£9,682,000 of reserves delivered which have been reinvested in service delivery
Audit Commission Inspection Outcome	Two stars with promising prospects achieved in September 2007 against a revised KLOE.
KCC Internal Audits	Local Area Agreement One, Workbooks, financial management
Investors in People	Achieved the best results in KASS
PSA 16	Successful report relating to PSA16 (evaluated by CLG & GOSE)
CLG Grant Conditions Compliance	Annual audit

Budget Monitoring and Financial Planning

Objective	Achievements
The delivery of a balanced budget	The Programme has never gone into overspend without the reserves to meet it
The delivery of reserves	£9,682,000 of reserves delivered which have been reinvested in service delivery
Financial Planning	Scenario Planning, Management Action, Strategic Relevance Questionnaire, Strategic Review of Investment,
Audit of providers	£9,682,000 of reserves delivered
Administration of KCC payments & contracting system	Providers have been paid 4 weekly in advance since the inception of the Programme
Administration of Anite/Northgate contracting system (SWIFT)	Providers have been paid 4 weekly in advance since the inception of the Programme
Objective	Achievements
Monthly payment verification process & procedure	ORACLE/SWIFT/Contract Pricing are reconciled each month to ensure that

	providers are being paid appropriately
Bench-marking of services	Utilisation of national, regional, & local data to bench-mark hourly rates. Delivered in sheltered, floating, HIAs, & Handy-person. Rolled out across all services by April 2011

Contracts, Specification, Tendering

Objective	Achievements
Administration of 258 providers, 1,147 services	Administration of 115 providers, 324 service users by amalgamating contracts, decommissioning services that are not strategically relevant, dealing with contractual breaches, the jeopardising of service user welfare, non delivery of housing related support
Tendering	Electronic tendering introduced
Block Subsidy Contracts Capped	The eradication of client subsidy forms for individual clients by capping all Block Subsidy Contracts
Payment by results	The introduction of payment by results for all sheltered housing providers & the modelling of payment by results for all Kent SP services
Market testing and bench-marking the cost of alarms	The introduction of a fixed price and separate contractual schedule/specification for alarms
Non Competitive procurement	The introduction of NCP in order to respond to the needs analysis/waiting lists within the centralised floating support referral mechanism
Appeals process terminated	This was in order to prevent providers trying to circumvent contractual processes & procedures
Steady State Contract	Continuously reviewed and improved using an evidence based process & procedure
Health & Safety	The utilization of health & safety evidence in order to manage out providers who jeopardised the welfare of service users

Customer Impact Assessment

Objective	Achievements
Strategy 2010/15	First team within KCC to undertake a full CIA
Strategic commissioning of BME specific services	Floating support tailored to meet the needs of people with an ethnic origin in the Punjab.
Strategic commissioning of HIV/Aids specific services	Floating support tailored to meet the needs of people with HIV/Aids
Strategic commissioning of hearing & sensory impairment services	Floating support tailored to meet the needs of people with hearing & sensory impairment
Strategic commissioning of gypsy & traveller services	Floating support tailored to meet the needs of gypsies & travellers
Needs Analysis on a six-monthly basis	Utilised by key stakeholders including the public health Observatory
Publicity material & information	Available in Braille, community languages, & tape
Equality Impact Assessments	Strategies, policies & procedures have all had EQAs conducted
Service user involvement & consultation	Specifically relating to minority groups

Monitoring and Review

Objective	Achievements
Quality Assessment Framework	Continuous improvement of providers against grades
Peer Reviews	Utilising Foundations, SP cross authority group and other key Stakeholders
Continuous improvement in service quality across Kent services.	56% of all graded services have achieved the highest quality grade. 85% of all graded services are currently operating above the minimum quality assessment grade. An improvement of 44% since 2006.
Involvement & Consultation Workers	The employment of service users by a provider to participate in reviews & to interview service users
Tendering	Utilisation of QAF grading to inform tendering process
Performance management regime	Continuously improved performance management regime which is being augmented in April 2011 & will incorporate a 360 assessment of performance by M&R officers with an appropriate grading

National, Regional and Local Agenda

Objective	Achievements
South East Regional Implementation Group	Chaired SERIG twice, instrumental in implementing the SE Regional Framework & the SE Needs Analysis Tool including collecting & banking the pooled funding of 19 local authorities
Cross Authority Groups (Brighton & Hove, East & West Sussex, Medway, Surrey)	Chaired cross authority groups and sub groups leading on good practice
National Offender Management Service SE Regional Pathway Board Housing & Homelessness	Chaired the Board, hosted a cross authority conference which informed good practice on a regional level
Foundations Advisory Board	Member of FAB developing policy good practice in relation to HIAs/Handyperson services
National & regional advice on the strategic & operational processes & procedures within the kent programme	The Kent Programme has been utilised by SP teams across the country and asked to provide advice, support, and to speak publicly on the Programme in Kent.
CLG	The Kent Programme has been asked to offer advice, support & speak publicly about Rough Sleeper services, & is currently in discussion about payment by results.
County wide	The Kent Programme is a key stakeholder in County wide groups including community safety, substance misuse, youth offending, domestic violence, Kent Housing Group, JPPB(H).

Performance and Review

Objective	Achievements
LAA ONE & TWO	Delivery of LAA One and anticipated delivery of LAA Two
One Page Workbook	Reduction in administration costs for KCC and providers
Block Subsidy Contracts Capped and services merged	Reduction in administration costs for KCC and providers
'PIAMIDS'	Three months administration saved each years by developing a macro to automatically download workbook information from providers
Introduction and implementation of the national outcomes measurement framework in Kent	Subsequent audit (over 45,000 recorded outcomes successfully achieved by vulnerable people since May 2007).
Innovation & Good Practice Grant	Service user involvement and enabled services to focus upon improving users self reliance for example by offering new pathways to education and work via the Open College network and reducing dependency upon public services in the befriending project.
Development of an effective performance management regime which examines service quality, utilisation, outcomes, throughput, availability, planned move-on and successful completion of programmes of support.	This has informed procurement, monitoring and review, commissioning, and de-commissioning.
The Programme has used performance data in specific events to help address/tackle countywide problems	MAPPA Lean event/Domestic Abuse Lean event/Audit Commission's Domestic Abuse "Deep Dive"
Data sharing data strategic partners	Kent Partnership, KHG, JPPB(H), Domestic Abuse, MAPPA, Community Safety etc
CLG Supporting People Local System (SPLS)	As a result of improvement in data quality and handling, the highly complex submissions are submitted to the CLG on the first day of the SPLS suite opening each quarter.
The Programme introduced a rent deposit scheme, specifically for those leaving short term services to facilitate successful move-on.	The scheme is being successfully implemented around the county with district and borough partners. This has supported the Public Service Agreement target/LAA 2 target.
Objective	Achievements
Performance Management	Has enabled the Programme to clearly identify those services that are underperforming,

	<p>provide support to improve, adjust contract value and safely decommission if necessary. 100% of all performance workbooks now received within the quarterly deadline.</p>
<p>Public Service Agreement/LAA</p>	<p>Inclusion in and successful achievement of Public Service Agreement 1 (the target increasing the number of people achieving and maintain independence). Inclusion in and successful achievement towards Public Service Agreement 2 (improving the percentage of successful move-on from 67% to 71% over the life of the agreement). Although the full term of this agreement is not yet complete, the Programme reached the 71% level during the 2009/10.</p>

Policy and Strategy

Objective	Achievements
Commissioning Body established	Implemented prior to the inception of the Programme & has been a precursor to partnership working nationally, regionally, & locally including IDEA commendation
Needs Analysis	This has led to commissioning of new services, and the redistribution of resources on a needs led basis
Strategic reviews	Strategic reviews of services have led to the commissioning of new services, the de-commissioning of strategically irrelevant services, & the redistribution of funding. Reviews of eligibility criteria. They have included HIAs/Handy-person, Long & Short-term Accommodation-based services, Older People. Access & Outreach/Rough Sleepers & HIA/Handy-person will be delivered this year.
Strategic commissioning of services	Floating support, and accommodation-based
Eligibility Criteria	Continuously reviewed and revised.
JPPB(H)	The development of protocols, and move-on strategy in partnership with JPPB(H)
KHG	Contributor to Task and Finish Groups
Kent & Medway Leaders Strategy, SILK	Contributor to key strategic documents
Reconnection	Reconnecting service users who have left supported housing back to their area of origin and monitoring it
Local Connection	Ensuring equality of access to short-term supported across the County
Joint Strategic Needs Assessment	Key Contributor
CBL	Key stakeholder & contributor
Housing & Homelessness Strategies	Key Contributor
Total Place/Place Based Commissioning	Key Contributor

Service User Involvement and Consultation

Objective	Achievements
Service User Panel	Created, and utilised to develop service user charter, strategy, & comment on five year strategy & evaluate information provision
CSDG service user involvement	Chair of the SUP is a member of the CSDG
Service User Contribution to the administration of the Programme	Tendering, specifications, monitoring a& review, service user charter, strategies, strategic reviews, recruitment, service user charter, service user involvement & consultation strategy.
Service user involvement & consultation officers	Employed by a provider, these workers are involved in monitoring & review, mystery shopping & training and development of services users/groups. They have all been ex-service users.
Service User Conferences	There will have been four service user conferences developed for & by service users
Hidden Voices Photographic Exhibition	Photographs & case histories of services users who have experienced homelessness & who have been in receipt of SP services
Education, employment, training & volunteering opportunities	Service Users have been able to access specific initiatives developed by the programme in conjunction with providers & the voluntary & charitable sectors (including New Skills, New Lives).
New Skills, New Lives	A pilot which involves career information, advice, guidance & sign-posting to provision, applications & enrolment

REPORT

By: Angela Slaven – Director of Youth and Community Support Services, Communities Directorate

To: Supporting People in Kent Commissioning Body

21 September 2010

Subject: Commissioning Body and Core Strategy Development Group Work Plan 2010-11

Classification:-

For Decision

Summary:- This report details how the work of the Supporting People team, Commissioning Body and Core Strategy Development Group is to be co-ordinated over the coming year

1.0 Introduction

1.1 In order to ensure co-ordination in the work of the Supporting People Programme in Kent, a work plan for the remainder of the year is introduced for comment and recommendation.

2.0 Context

2.1 The proposed plan has been developed taking into account existing, concurrent and forthcoming plans and projects in which the programme is currently engaged. These include, but are not restricted to:

- Supporting People in Kent Five Year Strategy 2010-2015
- Supporting People in Kent Business Plan 2010-11

3.0 Monitoring Arrangements

3.1 It is intended that the work plan will inform the agenda of every meeting of the Core Strategy Development Group and Commissioning Body. Progress against the action plan will be monitored twice a year in the Performance Management report.

3.2 Other items may be added to the work plan following agreement of the Core Strategy Development Group and Commissioning Body.

4.0 Contributions to the Plan

4.1 Contributions to the plan are welcomed, along with any improvements that would assist the co-ordination of work with the team and the Programme's governing bodies.

4.2 It is anticipated that the workplan beyond March 2011 will be shaped by the outcome of the Comprehensive Spending Review in October 2010.

5.0 Recommendations

5.1 The Commissioning Body is asked to agree the 2010-11 workplan.

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Background Information:
Supporting People in Kent Five Year Strategy 2010-15
Supporting People in Kent Business Plan 2010-11

Appendix 1: Proposed workplan for Core Strategy Development Group and Commissioning Body 2010-11

Appendix 1

Proposed Work Plan for Commissioning Body and Core Strategy Development Group 2010-11

<i>Core Strategy Development Group</i>	<i>Commissioning Body</i>
November 2010	January 2010
<ul style="list-style-type: none"> • Performance Management • Progress against Five Year Strategy 2010-2015 • Memorandum of Understanding • Draft Strategic Review of Outreach and Resettlement services • Service User Involvement and Consultation 	<ul style="list-style-type: none"> • Finance • Performance Management • Progress against Five Year Strategy 2010-2015 • Memorandum of Understanding • Strategic Review of Outreach and Resettlement services • Service User Involvement and Consultation
February 2011	March 2011
<ul style="list-style-type: none"> • Performance Management • Progress against Five Year Strategy 2010-2015 • Eligibility Criteria • Strategic Review of Home Improvement Agencies//Handypersons services • Strategic Review of access to Short Term Accommodation-based services 	<ul style="list-style-type: none"> • Finance • Performance Management • Progress against Five Year Strategy 2010-2015 • Eligibility Criteria • Strategic Review of Home Improvement Agencies//Handypersons services • Strategic Review of access to Short Term Accommodation-based services

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Supporting People in Kent – Glossary of Terms

Abbreviation or Term	Description
Accommodation based	The housing related support being delivered is linked to specific properties with a service. These properties may include self-contained or shared accommodation. It may also include staff based in an office or a visiting arrangement. Accommodation based services are also known as “Supported Housing”
Accreditation	This is a regular assessment of a support provider to check if they are able to provide a good quality Supporting People service
Administering Authority (AA) or Administering Local Authority (ALA)	The local authority which receives the Supporting People (SP) grant and administers contracts for the SP services on behalf of the Commissioning Body
Area-Based Grant (ABG)	Area Based Grant is a general grant allocated directly to local authorities as revenue funding to areas. It is allocated according to specific policy criteria rather than general formulae. Local authorities are free to use the all of this non-ringfenced funding as they see fit to support the delivery of local, regional and national priorities in their areas.
Audit Commission	An independent body responsible for ensuring that public money is used responsibly, economically and effectively
Banding	All floating support applications received onto the central waiting list by the Supporting People team are prioritised or banded according to the needs of the individual who needs support. There are 3 bands A, B and C and they are described in the Floating Support protocols
Band A	Those individuals who are in highest need of floating support are banded A on the central waiting list. They include those who <ul style="list-style-type: none"> • Are under threat of eviction • Experiencing domestic abuse or harassment • Are under 18 • Sleeping rough, in their first tenancy, setting up a new dwelling or going to move-on accommodation after a period in an accommodation-based service • Are vulnerable due to having been institutionalised
Band B	Those individuals who are in medium need of floating support are banded B on the centralised waiting list. They include those who <ul style="list-style-type: none"> • Need help managing finances • Lack parenting skills or life skills
Band C	Those individuals who are in lowest need of floating support are banded C on the central waiting list. They include those who <ul style="list-style-type: none"> • Need advocacy, advice and assistance with liaison • Are unable to maintain themselves or their property
Benchmarking	A comparison of similar services by quality, performance and cost. This is one of the ways of ensuring the quality of services provided in 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 <i>fixed capacity contracts</i>
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.
Essential Role of Sheltered Housing (EROSH)	EROSH is the national consortium for sheltered and retirement housing working on behalf of residents and providers of these services.

Abbreviation or Term	Description
Fixed Capacity Contracts	A contract under which the units to be paid Supporting People grant are fixed at a number agreeable to both the Provider and the Supporting People team. The number of units relates to housing benefit claimants. The contract changes from a block subsidy model to a block gross model to assist with budget monitoring and budget setting for both the Provider and the Supporting People team. The contract value agreed is subject to review should the amount of units available fall below 10% of the capped amount.
Floating Support	This kind of support is "attached" to the person, not the property and can follow a service user if they move to another address. It only lasts for as long as the client needs it and then "floats" away to the next person in need. The service user does 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 <i>Tenant Services Authority</i> 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

Abbreviation or Term	Description
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 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

Abbreviation or Term	Description
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
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: <ul style="list-style-type: none"> • 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