



## AGENDA

### SUPPORTING PEOPLE IN KENT COMMISSIONING BODY

**Thursday, 30th June, 2011, at 2.00 pm**

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

**Darent Room, Sessions House, County Hall, Maidstone**

Telephone **(01622) 694289/69497**

1. Apologies
2. Introductions
3. Declarations of interest
4. Minutes of meeting - 17 March 2011 and matters arising ( 1 - 4)
5. Minutes and action plan of the Core Strategy Group meeting 23 May 2011 ( 5 - 10)
6. Performance Management ( 11 - 22)
7. Payment by Results ( 23 - 26)
8. The Commissioning of Floating Support ( 27 - 52)
9. Floating Support Impact Assessment ( 53 - 70)
10. Financial Expenditure 2010/11 ( 71 - 74)
11. Glossary ( 75 - 80)
12. Any other business
13. Date of the Next Meeting

**Tuesday 11 October 2011, Darent Room Sessions House, Maidstone**

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

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**KENT COUNTY COUNCIL**

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**SUPPORTING PEOPLE IN KENT COMMISSIONING BODY**

MINUTES of a meeting of the Supporting People In Kent Commissioning Body held in the Medway Room, Sessions House, County Hall, Maidstone on Thursday, 17 March 2011.

**Present:**

Ashford Borough Council:	Mrs T Kerly
Canterbury City Council:	Cllr T Austin and Mr P Peskett
Dover District Council:	Cllr Mrs S Chandler
Kent County Council:	Mr M Hill (Chairman of the Commissioning Body)
Sevenoaks District Council	Cllr Mrs C Clark and Ms P Smith
Shepway District Council:	Cllr Mrs K Belcourt and Mr A Hammond
Swale Borough Council	Ms A Christou
Tonbridge & Malling BC	Cllr Mrs J Anderson and Mr J Batty
Tunbridge Wells Borough Council	Mr K Hetherington
Kent Probation:	Mr H Cohn

**KCC Officers:**

Mr O Mills, (Managing Director for Kent Adult Social Services), Ms A Slaven (Director of Youth and Community Support Services) Ms C Martin (Kent Supporting People Team), Mr H Manuel (KCC Finance Team) and G Mills, KCC Democratic Services.

**UNRESTRICTED ITEMS**

**18. Apologies**

*(Item 2)*

Noted.

**19. Minutes of the Meeting of the Commissioning Body**

*(Item 4)*

The minutes of the meeting of the Commissioning Body held on 20 January 2011 were agreed and signed by the Chairman as a true record. Matters arising were dealt with as appropriate.

**20. Minutes of the Core Strategy Group**

*(Item 5)*

The Commissioning Body noted for information the Minutes of the meeting of the Core Strategy Group held on 28 February 2011.

## **21. Delivering the Savings Impact Assessment**

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

(1) At its last meeting the Commissioning Body had considered a report setting out options for the savings which needed to be made in 2012/13.

The Commissioning Body had supported in principle the adoption of option two but agreed that both option one and option two should be the subject of more detailed analysis by the Core Strategy Group. The views of Gravesham Borough Council were reported at the meeting which were to support option two.

(2) The conclusion of the Core Strategy Group was endorsement to option two, with two provisos which had been recognised within the report and its appendices. Those related to the implementation and the Equality Impact Assessment. The Supporting People Programme would ensure that the priorities of the CSG in relation to the implementation of the savings were delivered.

(3) During a wide ranging and comprehensive discussion members of the Commissioning Body raised a number of points of detail to which members of the Supporting People Team responded as appropriate. It was agreed that there would be an impact assessment provided by the team to the next Commissioning Body relating to the impact of the current reduction in investment in floating support. It was also agreed that the Supporting People team would undertake joint assessments of the service users who were potentially impacted by the savings. This would identify mitigations that could be put in place to reduce the impact of delivering the savings. The Supporting People team confirmed that a report on commissioning floating support would be submitted to the Core Strategy Group in May and the Commissioning Body in June 2011.

(4) Subject paragraph 3 above, the Commissioning Body agreed that Option 2 should be implemented which would achieve savings of £7m on the Supporting People Programme between 2011/12 and 2012/13.

## **22. Administration of the Programme**

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

(1) The Kent Supporting People Programme was required to deliver a 22% Savings target within the main programme. The Commissioning Body had suggested that the team should commit to the same level of saving on the cost of the administration of the Programme, and this report sets out the proposals for achieving that.

(2) The Commissioning Body noted the report and agreed to the proposal that the Supporting People Programme should deliver a saving of 22% in administration by reducing the number of staff within the team and by reducing other costs associated with the administration of the Programme. In order to achieve these savings the administration costs of the team would be reduced to £540K per annum from 2012/13 with staffing numbers being reduced from twelve to nine.

### **23. Finance Report**

*(Item 8 -report by Angela Slaven, Director of Youth and Community Support Services)*

(1) This report provided details of the anticipated outturn in relation to the administration of the Programme and the commissioned services within the Programme. There would be a further report submitted once the current financial year was over, which would provide a final financial position for the current financial year.

(2) The Commissioning Body noted the report.

### **24. Memorandum of Understanding**

*(Item 9 – report by Angela Slaven, Director of Youth and Community Support Services)*

(1) The Commissioning Body had previously asked whether or not it would be possible for it to be granted delegated authority so that it could have some jurisdiction over the setting of the budget in relation to the Supporting People Programme.

(2) Having sought appropriate advice it was the case that the ultimate responsibility and jurisdiction for the management of the Programme had to be with the County Council. And although the Memorandum of Understanding did not have any legal status it provided emphasis and transparency to the way the Commissioning Body undertook its work on the basis of best practice. Therefore whilst the Commissioning Body could not of itself have overall control of the budget it nonetheless played an essential and effective part in the management of the pooled financial resource.

(3) The Commissioning Body agreed that The Memorandum of Understanding agreed on 20 January 2011 should remain in place and that it be noted that it was not possible for the Commissioning Body to be given any formal delegated powers related to the Programme. The Commissioning Body further noted that it would be advised in good time of the indicative budget allocation to made to the Programme by the County Council.

### **25. Any other business**

*(Item 11)*

Angela Slaven informed the Commissioning Body that KCC was going through a period of structural change.

### **26. Oliver Mills**

As this would be the last meeting that Oliver Mills would be attending Mr Hill placed on record his thanks on behalf of the membership for all the work and support Oliver had given to the Commissioning Body and he wished him well for the future.

**27. Date of the Next Meeting**  
*(Item 12)*

The date of the next meeting of the Commissioning Body is on Thursday 30 June 2011 in the Darent Room, Sessions House County Hall, Maidstone commencing at 2:00 PM

**Core Strategy Group Minutes**  
**Monday 23 May 2011**  
**10am, Pendragon room, Invicta House, Maidstone**

<b>Meeting</b>	Core Strategy Group	
<b>Date &amp; Time:</b>	23 May 2011	<b>Meeting No:</b>
<b>Meeting Place:</b>	Pendragon room, IH	<b>Minutes By:</b> Margaret Turner
<b>Present:</b>	<b>Job Title:</b>	
Angela Slaven	KCC – Director Service Improvement (Customer & Communities)	
Claire Martin	KCC – Customer & Communities, Supporting People team	
Sue Gratton	Eastern & Coastal Kent PCT	
Mike Dorman	KCC – Families and Social Care (on behalf of Margaret Howard)	
Tracey Kerly	Ashford Borough Council	
Madeline Homer	Thanet District Council	
Howard Cohn	Kent Probation	
Gary Peskett	Canterbury City Council	
Hud Manuel	Finance Manager	
Janet Walton	Tonbridge & Malling Borough Council	
Bob Porter	Shepway District Council	
Paul Whitfield	Dover District Council	
Kevin Hetherington	Tonbridge Wells Borough Council	
Jay Edwins	NHS West Kent	
Melanie Anthony	KCC – Customer & Communities, Supporting People team	
Margaret Turner	KCC – Customer & Communities, Supporting People team	
<b>Apologies:</b>		
Richard Robinson	Ashford Borough Council	
Pat Smith	Sevenoaks District Council	
Peter Dosad	Dartford Borough Council	
Amber Christou	Swale Borough Council	
<b>Next Meetings:</b>	<b>Tuesday 13 September 2011, Medway room, Sessions House, Maidstone at 10am.</b> <b>Monday 5 December 2011, Pendragon room, Invicta House, Maidstone at 10am.</b>	

Item No	Details of the Item/decisions taken	CSG Member responsible for action
1 & 2.	<p><b>Apologies &amp; Introductions</b></p> <p>Apologies were received from Richard Robinson, Pat Smith, Peter Dosad and Amber Christou.</p>	
3.	<p><b>Minutes of meeting – 20 February 2011</b></p> <p>The minutes were agreed as accurate.</p> <p>All Action Points have been dealt with and reported to Commissioning Body, as required.</p>	
4.	<p><b>Performance Management</b></p> <ul style="list-style-type: none"> <li>• Summary of last four quarters data provided in the report. Clarification given that some of the information is local data that has been submitted to the CLG but not verified by them at this time.</li> <li>• Queries were raised over whether the current data tells the group/Supporting People sufficient to improve services. Is there comparative data?</li> <li>• The Districts and Boroughs would like more local data, how schemes in their areas are performing.</li> <li>• A report with more qualitative data was requested for future meetings.</li> <li>• Details of providers that are not complying to be reported to the Core Strategy Group in future.</li> </ul> <p><b>Action:</b> Establish a Task and Finish Group to evaluate current performance management data and to recommend to the Core Strategy Group and Commissioning Body a dataset for usage in 2012/2013.</p>	<p><b>SP team</b></p>
5.	<p><b>Payment by Results</b></p> <ul style="list-style-type: none"> <li>• The group were advised of the current approach in relation to sheltered housing and the model being considered for Payment by Results for other services. The proposed model will reflect the performance management data information which has been collected within Kent over the last 2 years.</li> <li>• The Supporting People programme proposed running a pilot on payment by results without any payment restrictions in the period to test the model. There has been a lot of interest from providers and equally some</li> </ul>	<p><b>CSG Member responsible for action</b></p>



	<p>concerns about the impact such a proposal will have. Discussions will be held with providers and service users.</p> <ul style="list-style-type: none"> <li>• There were concerns within the group about how the model would be implemented; how would the performance framework be developed. The Core Strategy Group were reluctant to see payment by results utilised within a tendering process until the pilot had been completed and further evaluation had taken place of the added value of payment by results for floating support. There were also concerns about preventing any possibility of the programme breaching its funding envelope because all providers had achieved the required performance management standards. There were also issues raised about how high a performance standard was relevant and affordable.</li> <li>• It was requested that the report to the Commissioning Body include an analysis of the impact of payment by results on the services commissioned since 2006 and already paid by this method.</li> <li>• There will be further work conducted as part of the pilot on assessing the potential model and the finance implications that might flow from that. There would be further report to the Core Strategy Group and Commissioning Body by the end of the financial year providing an evaluation of the risks and issues related to a potential payment by results model.</li> </ul> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>• Report to Commissioning Body to include an analysis of the impact of payment by results on the existing services commissioned by this method.</li> <li>• There will be 2 Task and Finish Groups, one to look at the performance management framework and the other to look at a payment by results model.</li> <li>• Floating Support will be tendered without payment by results being included.</li> </ul>	<p><b>SP team</b></p>
<p><b>6.</b></p>	<p><b>The Commissioning of Floating Support</b></p> <ul style="list-style-type: none"> <li>• Summary of report provided including an explanation of the client groups that will be included within specialist or generic categories and the delivery of 2 hours per service user per week to all.</li> <li>• Floating Support to be tendered for in July 2011.</li> <li>• There were some questions over the client groups classed as generic and specialist and also the geographic areas set out in the report.</li> </ul> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>• Floating support will be tendered without the payment by results model being included in July 2011 subject to the agreement of the Commissioning Body.</li> </ul>	
<p><b>Item No</b></p>	<p><b>Details of the Item/decisions taken</b></p>	<p><b>CSG Member responsible for action</b></p>
<p><b>7.</b></p>	<p><b>Strategic Review of Home Improvement Agencies and Handypersons Services</b></p>	

	<ul style="list-style-type: none"> <li>• Summary of report provided and proposal for Home Improvement Agencies and Handypersons services to be tendered.</li> <li>• There was discussion around the funding figures provided in Table 2 and future funding options from PCTs and Districts/boroughs.</li> <li>• Districts &amp; Boroughs and PCTs to advise Supporting People what funding would be available and over what period of time.</li> <li>• TUPE may apply</li> </ul> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>• A report will be submitted to the Commissioning Body in October 2011 following confirmation from the Districts &amp; Boroughs relating to funding and the geographical areas that they wish to see the HIA/Handyperson operating in.</li> </ul>	
<p><b>8.</b></p>	<p><b>Financial expenditure 2010/2011</b></p> <ul style="list-style-type: none"> <li>• Summary of 2010/2011 provided.</li> <li>• Reports will be made to future CSG meetings.</li> </ul>	
<p><b>9.</b></p>	<p><b>Any Other Business</b></p> <p>There was no other business.</p>	

## CSG Action List – 23 May 2011

Item No	Title	Actions	Person responsible for action	Notes	Completed
4	Performance Management	Establish a Task and Finish Group to evaluate current performance management data and to recommend to the Core Strategy Group and Commissioning Body a dataset for usage in 2012/2013.	Melanie Anthony		
5	Payment by Results	<ul style="list-style-type: none"> <li>Report to Commissioning Body to include an analysis of the impact of payment by results on the existing services commissioned by this method.</li> <li>There will be 2 Task and Finish Groups, one to look at the performance management framework and the other to look at a payment by results model.</li> <li>Floating Support will be tendered without payment by results being included.</li> </ul>	Supporting People team		
6	Commissioning of Floating Support	Floating support will be tendered without the payment by results model being included in July 2011 subject to the agreement of the Commissioning Body.	Supporting People team		
7	Strategic Review of Home Improvement Agencies and Handypersons Services	<ul style="list-style-type: none"> <li>A report will be submitted to the Commissioning Body in October 2011 following confirmation from the Districts &amp; Boroughs relating to funding and the geographical areas that they wish to see the HIA/Handyperson operating in.</li> </ul>	Supporting People team		



**By:** Angela Slaven, Customer and Communities Directorate,  
Director - Service Improvement

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

**Subject:** Performance Management

**Classification:** Unrestricted

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### **Summary**

This report provides a summary of the performance of the programme to date against targets set by the Commissioning Body and recommends a task and finish group to evaluate the current performance management framework and to recommend the basis for a performance management framework for 2012/13.

## **1. Introduction**

(1) The performance management framework for Kent Supporting People aims to ensure that the programme has an integrated approach to planning, reviewing and continuously improving its services for vulnerable people. The framework comprises;

- Quarterly workbook data - giving information on those maintaining or achieving independence, the percentage of planned move on, the number of evictions from supported housing, and the utilisation and throughput of all services.
- Outcomes data – gives information on the outcomes that the service has been able to assist service users to achieve.
- Quality Assessment Framework – sets core objectives for housing related support services and the standards anticipated within them

(2) Additional information is collated from client record forms, reconnection returns and from the floating support database in relation to pending cases and duration of service.

## **2. Quarterly Workbook data.**

(1) The data from quarterly workbooks is submitted to and published by the Communities and Local Government Department. At the time of writing, the Department had only published data to Quarter 2 (July-October). This has not interrupted the performance monitoring and management of local services however, which has continued using local data.

(2) The Commissioning Body set targets of 98% and 71% respectively for Key Performance Indicators 1 and 2 and its performance against these targets over the last 4 months is shown in **Appendix 1**.

(3) The Programme has not met its target for **Key Performance Indicator 1** (KPI1) – achieving or maintaining independence - over the last four quarters (figure 1 in **Appendix 1**). This is explained by the poor performance of a small number of district/borough based floating support services. Furthermore, one accommodation based service achieved only 0% in Quarter 3. The contracts for these services have not been renewed for 2011/12 and it is anticipated that the Programme's performance against KPI1 will correspondingly improve.

(4) The Programme's performance against the target for **Key Performance Indicator 2** (KPI2) - the percentage of planned departures from short term services - has continued to improve still further on 2009/10 figures

(5) Performance has improved across all service types and the Commissioning Body's target of 71% has been exceeded in each of the last four quarters (figure 2 in **Appendix 1**)

### **3. Quality Assessment Framework**

(1) Validation visits to 154 Supporting People services have been conducted and concluded during the current contracting cycle. Figure 1 in **Appendix 2** shows the grades awarded as a result of these visits

(2) The visits have lead to an improvement in quality grade in 18 services, 17 of these to grade A. A total of 61 services have retained their previous grade, 50 of these at grade B or above. In new or ungraded services, 17 services were awarded the highest grade.

(3) There were 7 services found not to meet the minimum standards of the quality framework. Failings included inadequate arrangements in adult safeguarding and managing risk. Two of these services were removed from the Programme and the contracts for three were not renewed. These services were retendered. The final service was decommissioned as a support service and a contract awarded for the community alarm component of the service in its stead.

(4) Figure 2 in **Appendix 2** illustrates how services are currently graded, with 75% now operating above the minimum grade. The greatest concentration of C grades is in long term supported housing services (33%). Over half of all current floating support services are operating at grade A.

(5) There are 98 services that are yet to be visited and graded before the end of the current contract period in 2011/12.

### **4. Outcomes**

(1) The Communities and Local Government Department announced that it would no longer fund data collection by the Centre for Housing Research at

the University of St Andrews in February 2011. The Centre for Housing Research suggested that it could continue to provide the service to Supporting People Programmes across the country providing that enough administering authorities agreed to participate. The Centre for Housing Research have stated that they do not intend to make a profit from the continuance of the service, but rather to benefit from the information that they receive for research purposes. Therefore the cost of the service to each administering authority has been kept at a remarkably competitive rate of £2,000 per administering authority. The development of a similar system locally has been considered in the past. For example, the quotation received for the development of a floating support database was £40,000 and with ongoing service costs, payable annually. The Supporting People Team requested permission within KCC to invest £2,000 in the continuance of the tried and tested service from the Centre for Housing Research as the most cost effective way of continuing to receive a key component of the performance management information utilised by the authority.

There may be an opportunity for the participating authorities to work with the Centre for Housing Research to further refine the parameters that are used in order to establish the outcomes relating to the programme. The CLG were unable to continue to fund the Centre for Housing research to produce the outcomes data but they are still very interested in the information provided. There have also been discussions between administering authorities, the CLG and the Chartered Institute of Housing about the further development of a national approach to outcomes with the Centre for Housing Research.

(2) Data from the outcome returns made by providers is received in arrears from the Centre for Housing Research (CHR) at St Andrews. At the time of writing, data from short term supported housing schemes has been received for Quarters 1-3 of 2010/11. However, data for long term supported housing schemes had been received only to quarter 2. Due to the sampling processes used, a greater number of returns for long term services are received in the latter half of the year than the former. The closing date for all outcome submissions for 2010/11 was Friday 6 May. The data is expected from the CHR approximately 8 weeks later.

(2) A summary of returns received is provided in Figure 1 of **Appendix 3**. Returns for quarter 4 had yet to be received at the time of writing, however, the Programme's target of a 70 % return rate and is expected to be exceeded.

(3) The target set for percentage success rate (60%) has been exceeded (Figure 2, **Appendix 3**) with services demonstrating an 82.3% success rate thus far in 2010/11. However, with many outcome returns yet to be submitted, it is unlikely that this rate will be maintained precisely by the time all returns have been received.

(4) An analysis of the outcomes achieved in 2010/11 **in long term supported housing services** in quarters 1 and 2 is provided in Figure 3 of Appendix 3. The percentage success rates across the outcome families have remained largely consistent in long term services from 2008/9 to present. However, the

individual outcome with the most improved performance since 2008/09 is “participate in work-like activities” (increase of 20% since 2008/09). Furthermore “achievement of “Finding Paid Work” has increased by 10% in 2010 compared with 2008/09 levels. Further analysis of success rates by primary client group and service type is provided in **Appendix 3**, Figures 4 and 5.

(5) A summary of the outcomes achieved in **short term supported housing services** during quarters 1, 2 & 3 is supplied in Figure 6. Although the achievement of “obtaining paid work” remains a challenge (41% successful in quarter 1 2 and 3 of 2010/11) this represents an improvement of 10% on 2008/09 levels. Further analysis of success rates by primary client group and service type are provided in Figures 7 and 8.

## **5. Supporting People Performance Management Criteria**

(1) The Core Strategy Group has recommended to the Commissioning Body that there should be a task and finish group to evaluate the current performance management criteria and satisfy themselves that it meets their requirements and those of the Commissioning Body in relation to the performance management of the programme.

## **6. Conclusion**

(1) The Kent Supporting People Programme has performed well against Key Performance Indicator 2 and the targets set for outcomes. Action taken recently is anticipated to improve performance against Key Performance Indicator 1.

### **Recommendations**

1. The Kent Supporting People Programme Commissioning Body is asked to note the content of this report.
2. To agree to the establishment of a task and finish group comprising volunteers from the Core Strategy Group to recommend to the Commissioning Body a performance management framework for 2012/13
3. To confirm their acceptance of the expenditure of £2,000 per annum to the Centre of Housing Research until and unless a suitable and more cost effective solution is found.

### **Background Documents**

None



## Contact details -

**Claire Martin**  
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**Melanie Anthony**  
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## Appendices

**Appendix One:** Programme performance against Key Performance Indicators

**Appendix Two:** Programme Performance against the Quality Assessment Framework

**Appendix Three:** Performance against the Outcomes Framework 2010/11

## Appendix One: Quarterly Performance Workbooks

### Programme performance against Key performance indicators

**Figure 1 Key Performance indicator 1 – Achieving or maintaining independence**

KPI 1	Q4 2009/10	Q1 2010/11	Q2 2010/11	Q3 * 2010/11
Accommodation	97.47	98.8	98.1	97.4
Floating Support	95.17	95.2	94.06	94.4
Kent	96.54	97.2	96.32	96.1
Regional	98.13	98.7	98.18	<i>Not available</i>
National	98.44	98.6	98.57	<i>Not Available</i>

\* Local data only CLG data not yet published

**Figure 2 Key Performance indicator 2 - Percentage of planned move ons from short term services**

KPI2	Q4 2009/10	Q1 2010/11	Q2 2010/11	Q3 * 2010/11
Accommodation	79.01	75.3	81	80.7
Floating Support	79.79	82.3	85.7	80.6
Kent	79.19	77.3	82.33	80.7
Regional	75.30	74.47	76.85	<i>Not available</i>
National	76.9	77.59	81.21	<i>Not available</i>

\* Local data only CLG data not yet published

**Appendix Two: Programme Performance against the Quality Assessment Framework**

**Fig 1 Grades awarded following validation visits 2009/present**

Visits conducted in current contracting cycle 2009/11	A	B	C	D	Not graded	Total
Existing Grade	46	51	13	~	44	154
Self assessed grade	57	44	16	~	37	154
Final grade Awarded	67	40	40	7	~	154

**Fig 2 Current grades of live services**

Service Type	A		B		C		Total
Short term Accommodation	33	44(%)	21	28(%)	21	28(%)	75
Long term Accommodation	36	37(%)	29	30(%)	32	33(%)	97
Floating Support	18	51(%)	16	46(%)	1	3(%)	35
<b>Total</b>	<b>87</b>	<b>42%</b>	<b>66</b>	<b>32%</b>	<b>54</b>	<b>26(%)</b>	<b>207</b>

*Live services as at 19 April 2011*

## Appendix Three Performance against the Outcomes Framework 2010/11

Fig 1 Number of returns submitted – target 70%

	Short Term			Long Term			Total		
	Received	Anticipated	Percentage returned	Received	Anticipated	Percentage received	Received	Anticipated	Percentage received
<b>2008/2009</b>	1999	~	~	786	~	~			
<b>2009/2010</b>	3188	~	~	1410	~	~			
<b>2010/2011</b>	3041*	4053*	75%	206**	616	33.4%	3247	4669	69.5%

\* Only 3 quarters data available currently

\*\* Only April 10 – Oct 10 published so far by CHR

Fig 2 Outcome Success rate – target 60 %

	Short Term*			Long Term**			Total		
	Outcome Sought	Outcome Achieved	Percentage Achieved	Outcome Sought	Outcome Achieved	Percentage Achieved	Total outcomes sought	Total Outcomes achieved	Percentage successful
2008/2009	10900	7891	72.4%	3602	3435	95.4%	14502	11326	78.1%
2009/2010	22944	14688	64.0%	6462	6026	93.3%	29406	20714	70.4%
2010/2011*	18713	15270	81.6%	1046	998	95.4%	19759	16268	82.3%

\*\* Only April 10 – Oct 10 published so far by CHR

\* Only 3 quarters data available currently

### Appendix 3 Outcome returns

Figure 3 Long Term Outcomes Summary Quarter 1 and 2 2010/11

Total returns made 206	Was Support need identified
Type of Support	Yes
<b>Achieving Economic Wellbeing</b>	<b>Total Needing support 187</b>
To maximise Income	152
To reduce debt	21
To obtain paid work	14
<b>Enjoy and Achieve</b>	<b>Total Needing support 238</b>
To participate in training/education	27
To participate in informal learning	70
To participate in work-like activities	29
To establish contact with external groups	112
<b>Be Healthy</b>	<b>Total Needing support 329</b>
Manage physical health	132
Manage mental health	42
Manage substance misuse issues	3
Technology helping to maintain independence	152
<b>Stay Safe</b>	<b>Total Needing support 183</b>
To maintain their accommodation	109
To secure/obtain settled accommodation	34
To comply with statutory orders	2
To better manage self harm	6
To avoid causing harm to others	8
To minimise risk of harm from others	24
<b>Make a positive Contribution</b>	<b>Total Needing support 109</b>
To develop confidence and choice	109

Was the Outcome Achieved				Needs Ongoing Support
Yes	As a % of those needing support	No	As a % of those needing support	
<b>Total successful 171 (91.4%)</b>				
149	98%	3	2%	130
18	86%	3	14%	18
4	29%	10	71%	4
<b>Total successful 219 (92.0%)</b>				
19	70%	8	30%	17
65	93%	5	7%	63
24	83%	5	17%	23
111	99%	1	1%	108
<b>Total successful 320 (97.3%)</b>				
126	95%	6	5%	126
41	98%	1	2%	39
3	100%	0	0%	3
150	99%	2	1%	120
<b>Total successful 182 (99.5%)</b>				
109	100%	0	0%	107
34	100%	0	0%	23
2	100%	0	0%	2
6	100%	0	0%	6
8	100%	0	0%	8
23	96%	1	4%	23
<b>Total successful 106 (97.2%)</b>				
106	97%	3	3%	104

### Appendix 3 - Outcome returns

**Fig 4 Outcomes Success in Long term schemes by Primary Client group Quarters 1 and 2 2010/11**

Primary Client Group	Outcome Returns Received	Outcomes Sought	Outcomes Achieved	% Success
Frail elderly	5	17	17	100%
Learning disabilities	40	341	308	90%
Mental health problems	10	60	54	90%
Older people with support needs	143	578	570	99%
Physical or sensory disability	8	50	49	98%
<b>Total</b>	<b>206</b>	<b>1046</b>	<b>998</b>	<b>95%</b>

**Figure 5 Outcomes achieved in Long term services by Service type quarters 1 and 2 2010/11**

Service Type	Outcomes Returns Received	Outcomes Sought	Outcomes Achieved	% Success
Floating support	42	305	304	99.7%
Sheltered housing with warden	104	353	345	97.7%
Supported housing	50	362	323	89.2%
Very sheltered housing	10	26	26	100.0%
	<b>206</b>	<b>1046</b>	<b>998</b>	<b>95.4%</b>

## Appendix 3 Outcome Returns

### Figure 6 Short term outcomes Summary quarters 1, 2 and 3 2010/11

Total 3041 returns made

Type of Support	Was Support need identified
	Yes
<b>Achieving Economic Wellbeing</b>	<b>Total Needing support 4366</b>
To maximise Income	2339
To reduce debt	1338
To obtain paid work	689
<b>Enjoy and Achieve</b>	<b>Total Needing support 3946</b>
To participate in training/education	1002
To participate in informal learning	661
To participate in work-like activities	537
To establish contact with external groups	1746
<b>Be Healthy</b>	<b>Total Needing support 3637</b>
Manage physical health	1180
Manage mental health	1394
Manage substance misuse issues	873
Technology helping to maintain independence	190
<b>Stay Safe</b>	<b>Total Needing support 4976</b>
To maintain their accommodation	1573
To secure/obtain settled accommodation	1893
To comply with statutory orders	406
To better manage self harm	269
To avoid causing harm to others	223
To minimise risk of harm from others	612
<b>Make a positive Contribution</b>	<b>Total Needing support 1788</b>
To develop confidence and choice	1788

Was the Outcome Achieved			
Yes	As a % of those needing support	No	As a % of those needing support
<b>Total successful 3494 (80%)</b>			
2152	92%	187	8%
1059	79%	279	21%
283	41%	406	59%
<b>Total successful 3209 (81.3%)</b>			
673	67%	329	33%
569	86%	92	14%
335	62%	202	38%
1632	93%	114	7%
<b>Total successful 2999 (82.5%)</b>			
1021	87%	159	13%
1148	82%	246	18%
653	75%	220	25%
177	93%	13	7%
<b>Total successful 3985 (80.1%)</b>			
1294	68%	599	32%
1433	76%	460	24%
325	80%	81	20%
218	81%	51	19%
185	83%	38	17%
530	87%	82	13%
<b>Total successful 1583 (88.5%)</b>			
1583	89%	205	11%

### Appendix 3 Outcome returns

#### Figure 7 and 8 Outcomes Success in Short term schemes by Primary Client Group and Service Type 2010/11

**Figure 7 by Primary Client Group**

Primary Client Group	Outcomes Received	Outcomes Sought	Outcomes Achieved	% Success
Alcohol problems	93	756	619	82%
Drug problems	66	511	386	76%
Frail elderly	2	15	11	73%
Generic/Complex needs	524	2969	2514	85%
Homeless families with support needs	67	348	314	90%
Learning disabilities	68	395	330	84%
Mental health problems	344	2146	1837	86%
Mentally disordered offenders	1	7	5	71%
Offenders/at risk of offending	129	1105	814	74%
Older people mental health	10	64	61	95%
Older people with support needs	139	534	475	89%
People at risk of domestic violence	251	1619	1358	84%
People with HIV/AIDS	16	36	34	94%
Physical or sensory disability	70	455	389	85%
Refugees	2	8	7	88%
Rough Sleeper	190	977	835	85%
Single homeless with support needs	731	4663	3713	80%
Teenage parents	74	459	362	79%
Traveller	1	5	5	100%
Young people at risk	217	1302	896	69%
Young people leaving care	46	339	305	90%
<b>Total</b>	<b>3041</b>	<b>18713</b>	<b>15270</b>	<b>82%</b>

**Figure 8 by service type**

Service Type	Outcomes Received	Outcomes Sought	Outcomes Achieved	% Success
Direct access	169	1228	943	76.8%
Floating support	1655	9626	8149	84.7%
Foyer	99	668	487	72.9%
Outreach service	444	2162	1974	91.3%
Resettlement Services	18	146	91	62.3%
Supported housing	498	3817	2709	71.0%
Supported lodgings	34	281	263	93.6%
Teenage parent accommodation	17	113	93	82.3%
Women's refuge	107	672	561	83.5%
	<b>3041</b>	<b>18713</b>	<b>15270</b>	<b>81.6%</b>



**By:** Angela Slaven, Customer and Communities Directorate,  
Director - Service Improvement

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

**Subject:** Payment By Results Pilot

**Classification:** Unrestricted

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### **Summary**

The Communities and Local Government Department has asked Kent County Council to be the Supporting People Programme Payment By Results pilot authority in the South East. This report seeks agreement for the Commissioning Body to participate in a Payment By Results pilot in Quarters 3 and 4 of 2011/12 (October 2011 to March 2012).

It recommends the establishment of a task and finish group comprising of members of the Core Strategy Group to look at the proposed model that could be adopted in supported housing in April 2013 subject to Core Strategy Group recommendation, and Commissioning Body approval.

### **1. Introduction**

(1) The Communities and Local Government Department has selected a small number of local authorities to participate in a Payment by Results pilot, in which Kent would be the only nominated authority in the South East. The Kent Programme would take part in the evaluation and monitoring of the national pilot in partnership with the CLG and other pilot authorities.

### **2. A Kent Pilot**

(1) The Kent Supporting People Programme is proposing to introduce a pilot in quarters three and four of 2011/12 to consider the opportunity for developing a model within supported housing. There will be no monetary implications for providers who wish to participate in the pilot and they have expressed a wish to be involved to help inform and shape the development of any proposed model in Kent.

### **3. Task and Finish Group**

(1) It is proposed that a Core Strategy Task and Finish Group is set up to develop a potential Payment by Results model for supported housing and this work will run in conjunction with a process of consultation with providers, and the Service User Panel.

#### **4. Consultation and Communication**

(1) The Programme will work with the Core Strategy Task and Finish Group, the Service User Involvement Panel, and a volunteer group of providers. The outcomes of the task and finish group, and the group of providers will be reviewed by the Core Strategy Group and conclude with a report to the Commissioning Body outlining the findings and recommendations.

#### **5. Equality Impact Assessment**

(1) Following the pilot, an Equality Impact Assessment will be conducted against any final proposals to be submitted to the Core Strategy Group and the Commissioning Body.

#### **6. Risk and Business Continuity Management**

(1) The Task and Finish Group, providers, and the Service User Panel will inform a risk and business continuity management impact assessment.

#### **7. Financial Implications**

(1) The Payment by Results pilot will be cost neutral in 2011/12.

#### **8. Legal implications**

(1) The Programme will take legal advice about the implementation of a Payment by Results model as appropriate.

#### **9. Sustainability Implications**

(1) The Programme will work to ensure that any payment by results model that is developed ensures the viability of services, and does not breach the funding that has been allocated to the Programme.

#### **10. Conclusion**

(1) The CLG has asked Kent Supporting People Programme to be part of a Payment by Results pilot. The Programme is proposing to run a pilot in quarters three and four of 2011/12, and set up a task and finish group comprising members of the Core Strategy Group, together with providers, and the Service User Panel to develop a model and report to the Commissioning Body outlining the findings and recommendations.

### **Recommendations**

1. The Kent Supporting People Programme Commissioning Body is asked to agree to the proposal set out in this report to participate in the CLG Payment by Results pilot.
2. The Kent Supporting People Programme Commissioning Body is asked to agree to the establishment of a Core Strategy Task and Finish Group to develop a model for consideration by the Commissioning Body.
3. The Kent Supporting People Programme Commissioning Body is asked to agree that the Programme will work with providers and service users to help develop a model for consideration by the Commissioning Body.

### **Background Documents**

None

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**By:** Angela Slaven, Customer and Communities Directorate,  
Director - Service Improvement

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

**Subject:** The Commissioning of Floating Support

**Classification:** Unrestricted

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### **Summary**

The report proposes the tendering of floating support services to reflect the revised schedule of Supporting People Programme spend in the forthcoming year. The paper proposes the tendering of a total of 1,685 units of specialist and generic floating support services to start to deliver a service in the last quarter of 2011/12.

New processes and procedures for floating support will be implemented. It is proposed to commission specialist services on an east/west Kent basis and generic services on an east/west/north and south basis.

## **1. Introduction**

(1) The Supporting People Programme has extended all floating support contracts by a year in anticipation of the intended tendering of these services in 2011/12 so that they fit within the revised schedule of spend in 2012/13. The Programme requests that the Commissioning Body consider the proposal to commence the procurement of floating support services in July 2011, with the intention to let the contracts following a tendering process in the last quarter of 2011/12. This is in order to ensure that services are fully operational by April 2012.

(2) The annual spend on floating support will reduce from just over £5.5m to around £3.3m per year. The Supporting People Programme proposes, subject to funding allocation that investment in floating support will continue at the same level in 2013/14. Legal advice has been sought to establish a two-year contract with a break clause of 6 months.

## **2. Future Commissioning of Floating Support**

(1) The Commissioning Body has agreed a budget of £3.3m for floating support in 2012/13 at its meeting in March 2011. The available funding equates to 1,685 units, and the service will be delivered on the basis of 2 hours per service user per week at a maximum hourly rate of £19. The opportunity afforded from the tendering of floating support may enable the Programme to deliver more units at a reduced hourly rate. The Programme is requesting that the Commissioning Body agrees to additional units being commissioned on this basis.

(2) The Commissioning Body within its strategy recognises the importance of the Floating Support Service and should the Programme achieve greater savings elsewhere, a further proposal will be put to the Commissioning Body to increase the number of floating support units commissioned.

(3) The services are intended to be split between generic and specialist floating support as they are now. However the client groups for specialist floating support is proposed to be marginally different;

- Offenders or people at risk of offending (CLG definition)
- People fleeing domestic abuse
- People with mental health problems (including older people)
- Rough sleepers (delivering a service to people living on the streets)
- Deaf People
- Young people at risk (including teenage parents and young offenders)

All other client groups will be supported through generic floating support (see Appendix 1 for client groups).

(4) The specifications will ensure that the needs of all service user groups are met including those with very specific needs e.g. lesbian, gay, bisexual and transgender communities or people with specific language requirements. The specifications will give clarity to the exact nature of the service user groups and the needs to be addressed. This will be further reinforced by a performance management framework which seeks to ensure that outcomes for services and service users are achieved.

(5) Geographical Distributions.

The Supporting People Programme has traditionally tendered all specialist services on an east/west Kent basis. It is proposed that specialist floating support continues to be commissioned on an east/west Kent basis. and the Programme is proposing a different approach to the commissioning of generic floating support suggesting a configuration that will be north, east, south and west. The Programme seeks to encourage tenders from local organisations or a consortium approach to service delivery. This does not preclude the opportunity for organisations outside of Kent to tender to provide a service that has a more localised focus. The four proposed configurations are as follows:

North - Dartford, Gravesham, Swale

East – Canterbury, Dover, Thanet

South – Ashford, Maidstone, Shepway

West – Sevenoaks, Tonbridge and Malling, Tunbridge Wells

It is acknowledged that these areas do not necessarily reflect the geographical boundaries of key stakeholders. However it would be difficult to meet the disparate requirements of housing, health, probation and social care as well as others such as the police.

### **3. Managing the Transitional Period April 2011- March 2012**

(1) The Commissioning Body requested that there should be a regular impact assessment which details the number of people who are waiting for a floating support service during the financial year 2011/12. The first assessment is included within item 9 on this agenda, 'The Floating Support Impact Assessment'.

(2) There will be new processes and procedures for floating support to be implemented at the beginning of 2012/13. These will reflect the newly commissioned services and will include the automation of the floating support referral mechanism.

### **4. Consultation and Communication**

(1) The Programme has consulted service users by making two presentations (one in east and one in west Kent) and via a survey. Service users requested a specialist floating support for deaf people to be retained. The Supporting People Programme is proposing that this service should be retained as requested. It will be tendered together with all other services if the Commissioning Body agrees. There was broad consensus in relation to the commissioning of floating support services apart from the retention or otherwise of a service specific to deaf people.

(2) The Supporting People Programme met with the Executive Forum of Providers in May 2011 to discuss the decisions made by the Commissioning Body in relation to the commissioning of floating support. There was broad acceptance of the proposed measures. The Supporting People Programme is currently meeting providers individually to ascertain the financial impact on currently commissioned services.

### **5. Equality Impact Assessment**

(1) The commissioning of floating support has been subject to an EIA and this is attached as an appendix to this report.

### **6. Risk and Business Continuity Management**

(1) The Supporting People Programme will work with key stakeholders, providers and service users to monitor and evaluate the viability of services relating to any impact of the proposed changes. The Supporting People Programme has set up a risk and business continuity issues log for the implementation of the proposed changes. The log is attached as an appendix. The log identifies specific risks relating to finance, the market place, local service provision and the tendering process. The Supporting People Programme believes that the risks identified can be mitigated.

### **7. Financial Implications**

(1) The Programme is currently funding 1,786 units at a cost of just above £5.5m. A reduction to 1,685 units will be achieved at a cost of £3.3m. Whilst

there will be a reduction in spending on floating support by approximately 40%, actual unit numbers will only be reduced by 6%.

(2) The differential in investment between 2011/12 and 2012/13 in floating support is explained by slight variances in the hourly rates and the number of hours being delivered to service users that need specialist floating support. This allows for reductions in unit numbers to be kept to a minimum. The reduction in support hours represents a reduction of support to service users from an average of 2.85 hours per week to 2 hours per week.

## **8. Legal implications**

(1) The Supporting People Programme will tender for new floating support services in accordance with European Union procurement regulations. Providers will need to seek their own legal advice in relation to the transfer of undertakings of protection of employment (TUPE) in order to resolve whether or not they are able to transfer employees from current floating support contracts into newly configured floating support contracts.

## **9. Sustainability Implications**

(1) Kent County Council, in its Medium Term Plan, agreed an allocation to the Supporting People Programme for the period 2011/13. All commissioning proposals are within the current budget.

## **10 Conclusion**

(1) The Supporting People Programme is proposing to commission new floating support services with a marginally reduced number of units achieved by a reduction in the hours delivered per service user and a cap on the maximum hourly rate. The processes and procedures will ensure that floating support is targeted in an open and transparent way for the people who need the service most.

(2) The services will be commissioned on the basis of a full consultation with service users, providers and other key stakeholders.

## **Recommendations**

1. The Kent Supporting People Programme Commissioning Body is asked to agree the proposals set out in this report to tender floating support services in 2011/12.
2. Retain the specialist service for the deaf as outlined in section 4.
3. That any additional savings that are achieved within the Programme could be allocated to floating support services and brought back to the Commissioning Body for agreement.
4. The Commissioning Body will receive an updated report on the outcome of the tender process.

## **Background Documents**

Delivering the Savings Report, 20 January 2011



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## Appendices

**Appendix One:** Client groups for generic floating support services

**Appendix Two:** Floating support services to be commissioned

**Appendix Three:** Risk and business issues continuity log

**Appendix Four:** Equality Impact Assessment

## **Appendix One – Client Groups for Generic Floating Support**

Single homeless people with support needs

Families with support needs

People with physical disabilities

People with learning disabilities

People with alcohol problems

People with drug problems

Older people with support needs

Frail elderly

Gypsies and travellers

Refugees (Asylum seekers are excluded)

People living with HIV/Aids

Note:- The CLG has never designated a specific client group for Autism/Aspergers within the Programme

**Appendix 2 – Floating Support Units to be Commissioned**

Generic Services		Specialist Services							
Area	Generic Units	Specialist Units	Mental Health	Domestic Abuse	Young People	Black and Minority Ethnic	d/Deaf Service	Offenders	Rough Sleepers
North	242								
South	268								
East	280	<b>342</b>	100	84	75	17	0	32	34
West	225	<b>308</b>	80	80	63	25	0	26	34
County	N/A	<b>20</b>					20		
<b>Total</b>	<b>1015</b>	<b>670</b>							

Area – Generic		Area - Specialist	
<b>North</b>	Dartford, Gravesham, Swale	<b>North</b>	N/A
<b>South</b>	Maidstone, Ashford, Shepway	<b>South</b>	N/A
<b>East</b>	Thanet, Canterbury, Dover	<b>East</b>	Thanet, Shepway, Dover, Canterbury, Swale, Ashford
<b>West</b>	Tonbridge and Malling, Tunbridge Wells, Sevenoaks	<b>West</b>	Tonbridge, Tunbridge Wells, Sevenoaks, Maidstone, Dartford, Gravesham

	Number of Units	hrs/unit	hours	Hourly rate (£)	weeks	cost	%
<b>Specialist Unit</b>	<b>670</b>	<b>2</b>	<b>1340</b>	19	52.14	£1,327,484	40
<b>Generic</b>	<b>1015</b>	<b>2</b>	<b>2030</b>	19	52.14	£2,011,040	60
<b>Totals</b>	<b>1685</b>				<b>Total</b>	<b>£3,338,524</b>	

### Commissioning Floating Support, Appendix 3 - Risk and Business Issues Continuity Log

Impact & Probability - 1 = Low 3 = High

Risk Description	Impact 1-3	Probability 1-3	Risk Profile	Risk Owner	Countermeasure	Date Identified
FS funding cut as KCC not able to resource the funding allocation for the Programme as anticipated	3	1	<b>Medium</b>	KCC	The county council's medium term plan has already been agreed by full council in January 2011	04/04/2011
Insufficient providers can be found to run the FS services at the cost required	3	1	<b>Medium</b>	KCC	The programme already has a market of 14 providers who operate within the county at similar benchmarked rates. It is anticipated that the programme will attract further providers from outside its current market place.	04/04/2011
The geographical distribution of FS will limit the range of providers able to deliver the services	2	1	<b>Low</b>	KCC	There is already a strong field of providers who are currently operating across some of the current geographical distributions. Further, the programme will be encouraging consortia of smaller providers such as voluntary sector organisations, charities and social enterprises.	04/04/2011
The geographical distribution of floating support is currently commissioned on an east and west Kent basis and it is arguable that local services have been lost due to the non renewal of district/borough based floating support.	2	1	<b>Green</b>	KCC	The Programme will be commissioning generic floating support on a more localised basis. Further, the programme will be encouraging consortia of smaller providers such as voluntary sector organisations, charities and social enterprises.	04/04/2011

Risk Description	Impact 1-3	Probability 1-3	Risk Profile	Risk Owner	Countermeasure	Date Identified
The geographical distribution will give rise to a distortion of allocations between the districts/boroughs.	1	1	Low	KCC	The allocations process will be based on individual need in date order rather than volume of referrals in a particular district/borough.	04/04/2011
The level of reduction in volume of the services means that there will be a rise in demand which is unlikely to be met	3	2	High	KCC	The programme will focus on those who are in greatest need and deliver targeted time limited support, specific to the outcomes required. Applications from those whose needs are not housing related or can be met elsewhere will be signposted. The Commissioning Body has been asked to agree that any future savings can be utilised to increase floating support capacity.	04/04/2011
Smaller organisation, charities and voluntary organisations will be disproportionately affected by the change in geographical distribution.	2	1	Low	KCC	These organisations are being assisted to act as consortia, or act under the umbrella of a less specialised provider to offer expert services	04/04/2011
The new floating support services might not be ready to operate in time	1	1	Low	KCC	A tender timetable has been drawn up that will enable plenty of time for the new provider to recruit, and be fully operational by 1st April 2012	04/04/2011

Risk Description	Impact 1-3	Probability 1-3	Risk Profile	Risk Owner	Countermeasure	Date Identified
Specialist services for particular service user groups are proposed to be discontinued and services are proposed to be provided by generic services, e.g. substance misuse. This could lead to a fall in service quality, the meeting of specific needs and accessibility.	1	1	Low	KCC	Specifications will clarify the exact requirements of the services and eligibility. All new services will be subject to performance monitoring and management.	04/04/2011
A smaller constituency of providers could lead to a monopoly situation or a more limited choice of service providers for service users e.g. should a provider decide to leave the programme in Kent or go into liquidation.	1	1	Low	KCC	There will be a robust tender process which will set out the financial accreditation requirements of each organisation should they be successful. Monitoring and management arrangements will mitigate any risk. There is a sufficient pool of qualified providers to draw upon in any emergency and the number of services proposed and their distribution will reduce the impact of any such event.	04/04/2011

## **Appendix 4**

# **KENT COUNTY COUNCIL EQUALITY IMPACT ASSESSMENT**

Please read the EIA GUIDANCE and the EIA flow chart available on KNet.  
**This form dated 17/12/2010 supersedes all previous EIA/ CIA forms**

### **Directorate:**

Customers and Communities

### **Name of policy, procedure, project or service**

Commissioning Floating Support

### **Type**

The strategic level document sets out the way the Kent Supporting People Programme intends to commission floating support services which will replace currently delivered services as from 1 April 2012. The newly commissioned services will incorporate savings asked for by the reduction in grant allocation and agreed by the Commissioning Body in March 2011.

### **Responsible Owner/ Senior Officer**

Claire Martin, Head of Supporting People

### **Date of Initial Screening**

18 April 2011

### Screening Grid

Characteristic	Could this policy, procedure, project or service affect this group differently from others in Kent? YES/NO	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO	Assessment of potential impact HIGH/MEDIUM/LOW/ NONE/UNKNOWN		Provide details: a) Is internal action required? If yes, why? b) Is further assessment required? If yes, why? c) Explain how good practice can promote equal opportunities
			Positive	Negative	
Age	<p>No – The Quality Assessment Framework requires providers to meet equality &amp; diversity in services, including fair access. SP funding depends on continuous improvement in this area which is regularly reviewed through service reviews and contract monitoring.</p> <p>Yes – Reducing funding for floating support services could lead to less support being available to vulnerable people</p>	<p>Yes – by identifying specific support needs and ensuring that services use best practice to meet the needs as well as identifying gaps in services</p> <p>Yes - Commissioning of specific floating support services for young people at risk will prevent homelessness and enable more of them to stay in their areas of origin and near to their existing social networks.</p> <p>Yes – By retaining as far as possible the current level of floating support services means that the Supporting People Programme will continue to enable as many vulnerable people as possible to have choice and live independently in the community.</p>	High	Low	<p>c) The Supporting People programme is required to mitigate the reduction in funding for floating support services. Reduction in numbers can be kept to a minimum through limiting the number of support hours per service user for all floating support to two hours per service user per week.</p> <p>c) Supporting People will continue to monitor and review services, including the age of those accessing them to ensure that older people with support needs and young people at risk can access the services they need.</p>



Characteristic	Could this policy, procedure, project or service affect this group differently from others in Kent? YES/NO	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO	Assessment of potential impact HIGH/MEDIUM/LOW/ NONE/UNKNOWN		Provide details: a) Is internal action required? If yes, why? b) Is further assessment required? If yes, why? c) Explain how good practice can promote equal opportunities
			Positive	Negative	
<b>Disability</b>	See Above	Yes – by identifying specific support needs and ensuring that services use best practice to meet them as well as identifying gaps in services Yes – By retaining as far as possible the current level of floating support services means that the Supporting People Programme will continue to enable as many vulnerable people as possible to have choice and live independently in the community.	High	Low	a) Internal action has already been taken following service user consultation. It was initially proposed to incorporate the specialist floating support service for deaf people into generic floating support. However, following consultation the Supporting People Programme proposes to continue commissioning a specialist service. c) The Supporting People Programme is required to mitigate the reduction in funding for floating support services. This can be achieved through limiting the number of support hours per service user for all floating support including services for rough sleepers to two hours per service user per week. c) Supporting People will continue to monitor and review services, including any disabilities that those accessing them may have to ensure that vulnerable people can access the services they need.
<b>Gender</b>	See above	See above and Yes – The Programme will continue commissioning a specialist floating support service for people fleeing domestic abuse which is open to both women and men.	High	None	a) The Supporting People Programme is required to mitigate the reduction in funding for floating support services. This can be achieved through limiting the number of support hours per service user for all floating support including services for rough sleepers to two hours per service user per week. c) Supporting People will continue to monitor and review services, including the age of those accessing them to ensure that vulnerable people can access the services they need.
<b>Gender identity</b>	See above	See above	High	None	See above

Characteristic	Could this policy, procedure, project or service affect this group differently from others in Kent? YES/NO	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO	Assessment of potential impact HIGH/MEDIUM/LOW/ NONE/UNKNOWN		Provide details: a) Is internal action required? If yes, why? b) Is further assessment required? If yes, why? c) Explain how good practice can promote equal opportunities
			Positive	Negative	
<b>Race</b>	See above	See above and Yes – The Programme will continue commissioning a specialist floating support service for people from Black and Minority Ethnic communities whose particular cultural needs and backgrounds make it difficult for them to access mainstream services.	High	Low	See above
<b>Religion or belief</b>	See above	See above	High	None	See above
<b>Sexual orientation</b>	See above	See above	High	None	See above
<b>Pregnancy and maternity</b>	See above	See above and Yes – The Programme will retain specialist floating support services for teenage parents by incorporating those services into a specialist services for young people at risk	High	Low	See above

## **Part 1: INITIAL SCREENING**

### **Context**

The Supporting People Programme commissions the provision of non-statutory housing related support in a range of services including sheltered accommodation, short and long term accommodation based services, Home Improvement Agencies and handyperson services, community alarms and floating support services for vulnerable people living within the community. The programme is required to make savings of £7 million over the next two years in response to the adjustment of investment and the impact of the Comprehensive Spending Review 2010.

At the same time, the Programme is implementing the priorities as set out in the Kent Supporting People Strategy 2010-2015 and prioritising services that focus on prevention and help people to stay in their own accommodation. Floating support is the most flexible way to support vulnerable people. Floating support is aimed at providing very focused, practical and time limited housing related support to vulnerable people.

However, in order to contribute to making the required savings, it is proposed to commission floating support from 1 April 2012 in a different way. Some of the measures proposed were already agreed in the strategy, e.g. limiting the duration of housing related support to one year and not renewing the contracts for district/borough based floating support services. The latter measure has resulted in a reduction of unit numbers of floating support from 5,343 units in 2010/11 to 1,736 in the current financial year 2011/12.

The current annual investment in floating support services stands at £5,444,345. Under savings proposals agreed by the Commissioning Body in March 2011, this funding is to reduce to £3,338,554 by April 2012.

### **Aims and Objectives**

The overall aim of the proposals is to ensure that as many vulnerable people as possible can benefit from floating support to benefit whilst at the same time reducing expenditure on the services in order to meet the savings target.

The level of reduction in the numbers of floating support units can be minimised to an overall level of 1,685 units to be commissioned for April 2012. The objectives guiding the proposals can be summed up as follows:

- To target funding at the most vulnerable and those at greatest risk
- To focus service provision on the most vulnerable and those at greatest risk. In specialist floating support services criteria will be tightened to focus on those most at risk of maintaining their housing situations.
- To maximise value for money including reducing provider cost and weekly support hours delivered;

In order to achieve this, the following measures are proposed:

- Reduction in hourly rates to a maximum of £19 per hour
- Reduction in weekly number of support hours to two hours per service user per week in all floating support services
- Specialist floating support services for people with mental health problems, deaf people, offenders, rough sleepers, people fleeing domestic abuse, young people at risk

(including teenage parents and young offenders) and people from BME communities will be commissioned but be more targeted through applying more prescribed service criteria. All other client groups/vulnerable people in need of support services will be supported through generic floating support.

- Specific services for outreach and specialist floating support services for people with alcohol or drug services will not be commissioned. In the latter service this will prevent duplication as other agencies deliver similar specialist services. Outreach clients and people with alcohol or drug problems will be catered for through generic services.

A full impact assessment on the Supporting People Strategy 2010-2015 was carried out in 2010/11 and was signed off by the directorate lead for equalities. The proposed measures of reducing unit cost and incorporating particular specialist floating support services such as HIV/Aids into generic support provision have already been consulted upon and agreed.

### **Beneficiaries**

The beneficiaries of the Programme are vulnerable people in need of housing related support services in Kent as defined in the Kent Supporting People Eligibility Policy. They include:

- single homeless people with support needs and rough sleepers
- older people with support needs
- people with physical/sensory disabilities and learning disabilities
- people with mental health problems
- families with support needs and teenage parents
- young people at risk and care leavers
- offenders
- people at risk of domestic abuse
- people with alcohol and/or drug problems

Any provider commissioned by the Supporting People Programme to provide one or more of the proposed services will be awarded a contract which is monitored through the Quality Assessment Framework (QAF). The QAF has clear and explicit standards to ensure that all Supporting People funded services are inclusive to all members of the community. All contracts have clauses requiring providers to work within the Equality Act 2010 and the Human Rights Act 1998. Providers must all have an equal opportunities policy that complies with all statutory obligations as stipulated by the Equality and Human Rights Commission as far as possible.

### **Consultation and data**

The proposals for commissioning new floating support services are based on:

- Incorporation of the most recent needs analysis undertaken by the Supporting People Programme in September 2010 which included:
  - Demographic data
  - Prevalence data of certain conditions, e.g. learning disabilities and mental health
  - 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 homelessness data collated by the districts/ boroughs

- Data obtained from providers and commissioners about the needs of client groups
- Analysis of the supply and demand for floating support services (which are centrally administered by the Supporting People Programme)
- Analysis of service reviews and performance indicators and strategic review of outreach services

As part of the impact assessment, the Supporting People team engaged with service users themselves as well as providers of services as representatives of diverse communities. Providers were consulted with through the Executive Forum of Providers. Further consultations are being held with providers on the basis of individual meetings in May and June 2011.

Consultation focused on the proposals for the commissioning of new floating support services commencing April 2012 on the basis of two hours per week per service users, the commissioning of specialist and generic floating support and the geographic distribution of the services.

Engagement with service users included:

- Feedback from the Service User Panel
- Consultation with service users through two consultation events held in east and west Kent which involved face to face discussions with 55 service users
- Application of a questionnaire which was returned by 427 current recipients of floating support services (and represents 25% of current recipients).

A summary of those consultations is attached as appendix.

### **Potential Impact**

The Supporting People Programme monitors and reviews the services it commissions to ensure that they are accessible to the vulnerable people who need them irrespective of race, religion, gender identity, and sexual orientation. Therefore, potential adverse impacts could only affect the protected characteristics of age, disability, race (where services are focused on particular BME groups) and gender (where services are focused on those fleeing domestic abuse and teenage parents).

In general, floating support services will be retendered in 2011/12 and will need to be reduced within the funding available in 2012/13. The proposed reductions in hourly rates, delivering all services on the basis of two hours of housing related support per service user per week will affect all client groups equally and will not affect groups of people with the protected characteristics more than others.

### **Adverse Impact:**

The savings proposals indicate a reduction in funding of floating support services. However, reductions have been kept to an absolute minimum through the measures described above. With regard to the minority strands, any negative impact is low and will not affect the groups with protected characteristics disproportionate to other groups.

With specific targets incorporated into contracts regarding Equality and Diversity, particularly monitoring arrangements around fair access, this will increase knowledge and ensures that the specific needs of minority groups are constantly reviewed.

**Positive Impact:**

The proposals for commissioning new floating support services include retaining specialist floating support services for young people at risk including teenage parents, people fleeing domestic abuse, deaf people and people from Black and Minority Ethnic communities.

This ensures that people with particular cultural needs and backgrounds that make it difficult for them to access mainstream services have access to support. In addition, the specialist service for people fleeing domestic abuse is open to all who need it irrespective of gender and retaining a specific service for young people contributes to preventing young people from becoming homeless and losing supportive networks at a crucial time in their lives.

Supporting People continues to monitor and review services through the Quality Assessment Framework and contractual obligations which oblige providers to ensure that services are accessible to all who need them and do not discriminate against minorities such as people from Ethnic Minorities or lesbian, gay, bisexual or transgender (LBGT) people.

**JUDGEMENT**

**Option 1 – Screening Sufficient                      YES**

Following this initial screening our judgement is that no further action is required.

**Justification:**

Due to the significant reduction in the overall budget for Supporting People services, the Commissioning Body agreed proposals for a range of measures to reduce funding for certain aspects of the Programme, including a reduction in the funding of floating support services. Despite keeping the reduction in the level of floating support services delivered to a minimum, the Supporting People Programme is mindful that there will be existing and future service users who might no longer be able to access services that are currently available to them or might have been available in the future. However, the assessment has not identified any differential impact of the proposals for commissioning floating support on the groups with the protected characteristics and service users with the highest needs will continue to receive services if they meet the eligibility criteria for Supporting People services.

Using a combination of measures the Programme has maximised the use of available funding to ensure that as many people as possible can access services and to keep the overall level of reduction in service provision to a minimum. Whilst the Programme proposes to maintain specialist floating support services, the majority of funding will be targeted at commissioning generic services to help meet the needs of a range of different client groups.

Where specialist services will be commissioned, this will in part meet the identified particular needs of groups with identified protected characteristics, such as women and men fleeing domestic abuse, deaf people and people from Black and Minority Ethnic groups with particular cultural and communication needs.

The level of specialist provision will be decreased and the specialist services will be more targeted at those who meet the highest priority within the Programme. Some specialist services currently delivered will not be commissioned, for example the services for people with alcohol or drug problems and people living with HIV/Aids. Those client groups will still be able to access floating support but will in future be provided with a generic service (as

many service users with such issues already are). The Supporting People Programme is aiming, within limited resources, to deliver housing related support to the most possible number of individuals in need of such support.

The specifications for floating support services will continue to ensure that the needs of all service user groups are met including those with very specific needs e.g. lesbian, gay, bisexual and transgender communities or specific language requirements. The specifications will give clarity to the exact nature of the service user groups and their needs which will be addressed.

This will be further reinforced by a performance management framework with robust monitoring arrangements which seeks to ensure that the appropriate outcomes for services and service users are achieved.

In further mitigation, the Commissioning Body has been asked to accept the principle that any additional funding that might become available should be utilised to meet the strategic priorities enshrined within the strategy but also to increase the capacity within floating support contracts should this prove possible.

**Sign Off**

*I have noted the content of the equality impact assessment and agree the actions to mitigate the adverse impact(s) that have been identified.*

**Senior Officer**

Signed:

A handwritten signature in black ink, appearing to read 'Claire Martin', written in a cursive style.

Date: 10 May 2011

Name: Claire Martin

Job Title: Head of Supporting People

**Directorate Equality Lead**

A handwritten signature in black ink, appearing to read 'Fiona Gaffney', written in a cursive style.

Signed:

Date: 10 May 2011

Name: Fiona Gaffney, Acting Directorate Equality Lead



## SUMMARY OF SERVICE USER CONSULTATIONS

### 1. Survey 1 March 2011-15 April 2011

#### Demographic Details

##### Age, by recipient floating support service

Current floating support	Gender		TOTAL	Age Groups						TOTAL
	Male	Female		16-17	18-25	26-44	45-54	55-64	65+	
People with mental health problems	11	12	23		2	12	8	1		23
People with drug/alcohol problems	21	12	33		3	16	12	2		33
Offenders	10	2	12		3	6	3			12
Young people at risk	28	34	62	2	60					62
Teenage parents	1	20	21	3	18					21
People fleeing domestic abuse		28	28		10	13	3	2		28
Rough sleepers and outreach	5	2	7			2	3	1	1	7
Deaf People	6	13	19		1	8	6	1	3	19
People living with HIV/Aids										
People from Black and Minority Ethnic Communities	1	10	11		1	7	2	1		11
Older people	6	8	14					11	3	14
Generic	84	113	197		41	89	51	15	1	197
<b>TOTAL</b>	<b>173</b>	<b>254</b>	<b>427</b>	<b>5</b>	<b>139</b>	<b>153</b>	<b>88</b>	<b>34</b>	<b>8</b>	<b>427</b>

Ethnicity, by recipient of floating support

<b>Current floating support</b>	<b>White British</b>	<b>White-Other</b>	<b>White-Irish</b>	<b>Mixed-White and Black Caribbean</b>	<b>Mixed-White and Black African</b>	<b>Black/Black British-Black Caribbean</b>	<b>Black/Black British-Black African</b>	<b>Black-Other</b>	<b>Mixed – White and Asian</b>	<b>Asian/Asian British-Indian</b>	<b>Asian/Asian British-Chinese</b>	<b>Gypsy/Traveller</b>	<b>Other</b>	<b>Not identified</b>
People with mental health problems	21												1	1
People with drug/alcohol problems	33													
Offenders	11													1
Young people at risk	56			2									3	1
Teenage parents	21													
People fleeing domestic abuse	22	1		1	1		1					1	1	
Rough sleepers and Outreach	1													6
Deaf People	17												1	1
People living with HIV/Aids														
People from Black and Minority Ethnic Communities					1	1			1	5	1	1		1
Older people	14													
Generic	178	4	3					1				1	2	8

## Response to Questions

Questions	Agree	Disagree	Don't Know enough about it
1) Commission specialist floating support for people with mental health problems – targeted at people with severe problems that have diagnosed conditions or are supported by their GP in the community	362	20	45
2) Commission specialist floating support for women and men who are fleeing domestic abuse, with a focus on practical measures to stay safe	382	9	36
3) Commission specialist floating support for offenders, to be targeted on those who are going to be homeless when released from prison, or are subject to supervision by Probation or are serving community sentences	260	92	75
4) Commission specialist floating support for young people at risk which will also be available to teenage parents, young offenders and young people leaving care	354	28	45
5) Commission specialist floating support for people who have a habit of sleeping rough on the streets or are developing such a habit and who are willing to engage with support to move away from this lifestyle	327	42	58
6) Commission specialist floating support for people from Black and Minority Ethnic communities who have particular cultural needs and backgrounds that make it difficult for them to use mainstream services	222	109	96
7) Commission generic floating support for a wider group of people to include people with drug/alcohol issues, single homeless including people who are sofa surfing and families with support needs, older people with support needs, people with learning disabilities, people with lower levels of mental health problems, people living with HIV/Aids and people with physical/sensory disabilities including deaf people	308	77	42
8) <i>This question invited comments on generic/specialist floating (see summary below)</i>			
9) Of all new floating support to be commissioned, about a third will be for specialist services and two thirds for generic services	166	134	127
10) From records we know there is more demand for floating support in East Kent than West Kent and the amount of floating support to be commissioned should reflect that.	227	61	139

## Summary

- A large majority of respondents agreed with the proposals to commission specialist floating support for people with mental health problems, people fleeing domestic abuse, young people at risk and rough sleepers.
- There was similar support for specialist floating support for rough sleepers but this was markedly lower in responses from teenage parents, deaf people, and people from Black and Minority Ethnic groups and to some extent from young people at risk and people fleeing domestic abuse.
- A much smaller majority of respondents agreed with the proposals to commission specialist floating support for offenders and people from Black and Minority Ethnic communities.
- With regard to offenders, many respondents questioned the ‘vulnerability’ of offenders and wanted to link the provision of housing related support to severity of crime committed, or proof that offenders had changed. Disagreement with the proposal was marked across all client groups but particularly so amongst older people, teenage parents and young people at risk and deaf people.
- With regard to specialist floating support for people from Black and Minority Ethnic communities, many respondents across all client groups perceived this proposal as ‘special’ treatment and commented that everybody should be treated the same. Respondents from such communities, on the other hand, referred to language and cultural barriers exerting a powerful sense of isolation from communities and making it difficult to accessing mainstream services.
- A large majority of respondents (with the exception of deaf people) agreed to the proposal to commission generic floating support services for a range of client groups. However, a number of respondents expressed the view that support workers need to have good and extensive training to meet the needs of all groups.
- When proposing the proportions of specialist and generic floating support services to be commissioned, only a third of respondents agreed with the proposal. Opinions between those disagreeing were more or less evenly divided between those wanting more specialist services, those wanting more generic services and those wanting an even split. However, a sizeable percentage of respondents did not comment because of a lack of knowledge.
- A small majority of respondents agreed to more units to be commissioned in east Kent than west Kent. A third of respondents did not comment because of a lack of knowledge.
- Many respondents added further comments about floating support services: floating support was described as lifeline and safety net, as helping people to find their way, as pushing people not to give up, as saving people from homelessness, as helping people coping and addressing issues to improve their lives. Many respondents commented about the cuts in services in general and posed the question where vulnerable people are to go when there are no services available.

## **2. Service User Consultation Events**

The consultation events were held in Maidstone and Canterbury in April 2011 and involved meeting an overall total of 58 service users from a range of client groups. Following a presentation, service users expressed understanding that Supporting People have limited resources but voiced the following concerns:

- Possible duplication of support in that some client groups have volunteers also supporting individuals. Therefore such groups do not need so much floating support. Service users named offenders as such a group.
- With some specialist services not being commissioned, some client groups might not be provided with support anymore, for example people with drug or alcohol problems.
- Certain client groups should not have specialist support
- Limiting support to 2 hours per week per service user
- Floating support is not widely enough promoted

Many service users expressed particular concerns about limiting duration of support to one year and cuts in services in general:

- Many people need more than 2 years to sort issues out, for example it can take up to a year to get disability benefits or learn the skills to stand on one's own two feet. It can also take months to get people with problems such as mental health issues referred from GPs to specialist services.
- Perception that many referrals are made by statutory services. Such services have been cut and service users have come to rely on Supporting People services. Once Supporting People services start, many statutory agencies walk away from clients.
- Concerns around losing preventative element of services and people sliding back into crisis once the service floats off.
- Many service users have on going or permanent need for support because they have long standing and on going issues, for example mental health problems. But sometimes people are not unwell enough, eligibility criteria for statutory services are too high and support workers are unable to refer people to those services. Supporting People plugs the gaps.
- The most vulnerable people in Kent will suffer most in the cuts. Councils should not cut services and use their reserves.

Many service users queried why social services and health were not present to respond to some of the questions/concerns raised and expressed a wish to meet the people who make the funding/ making savings decisions.

Deaf people made powerful presentation of their issues and why they need specialist support:

- Many deaf people have poor life skills and severe communication problems, in part caused by being unable to read English. This causes problems, for example they cannot read text phones
- Mainstream services are inaccessible to deaf people, for example job centres are supposed to make special provision but do not do so and are not aware of deaf people's support needs. Even CABs have no interpreters.
- Deaf people need speedy access to support because their needs are different
- Many deaf people need ongoing support but do not meet the criteria of statutory services

### **3. Service User Panel 10.3.2011**

The Service User Panel was given a presentation and the following is a summary of the ensuing discussions:

- The panel agreed with the proposals for commissioning specialist floating support for certain client groups and that the support should be more focused on those with the highest need/issues.
- There was concern about what would happen to people who have more long term support needs.
- Service specifications for generic floating support need to clarify what knowledge and training support staff must have in order to link vulnerable people to other more specialist services.
- Agreement that there should be specialist floating support for people from Black and Minority Ethnic. However, there was concern that this might be perceived by some people as 'special' or 'better' treatment.
- Agreement to the proposals for proportions suggested between commissioning specialist and generic floating support services. There was also agreement to the proposal to commission slightly more units in east Kent than west Kent in order to reflect the current level of demand.

**By:** Angela Slaven, Customer and Communities Directorate,  
Director - Service Improvement

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

**Subject:** Floating Support Impact Assessment

**Classification:** Unrestricted

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### **Summary**

The Kent Supporting People Commissioning Body asked for a quarterly assessment of the impact of the reduction in capacity of floating support services following the non-renewal of district and borough based floating support contracts. This report provides information about the demand for and pressures on floating support services within the Kent Supporting People Programme.

### **1. Introduction**

(1) The Kent Supporting People Programme currently commissions 40 services across the county. These services operate on an east, west or county-wide basis. Referrals to these services are managed via a centralised floating support referral mechanism, which has enabled the Programme to improve access and efficiency. The mechanism also enables the Programme to monitor demand and inform commissioning decisions.

(2) In recent years demand for floating support has increased considerably, and the Commissioning Body responded by increasing the expenditure on floating support accordingly, utilising reserves within the Programme. In order to deliver the priorities set out in the Supporting People Strategy 2010 -15 and the reduction in reserves, and the savings required the Programme has needed to reduce and refocus provision. The Commissioning Body requested that there should be a quarterly report to evaluate the impact of the changes and this is the first of these reports.

### **2. Context**

(1) In October 2010, the forwarding of new referrals to providers was temporarily suspended, whilst those services whose contracts were to expire in March 2011 were steadily emptied. The vacancies in those services that were to be renewed were used to transfer existing service users, to ensure that their service was not discontinued prematurely.

### **3. Applications**

(1) The applications and referral process including Banding is described in Appendix 5. Appendix 1.0 shows the number of units of floating support being

commissioned as at 23.05.11. There are marginally more units available in the east than the west of the county.

(2) There were 1251 applications registered between January and April 2011. Appendix 2.0 shows an analysis of the 1251 applications registered between January and April 2011. The majority of referrals (78%) were found to be in highest priority (Band A). The greatest demand across the county came from those who were identified as Single Homeless with Support Needs (20% of all applications). There were 250 referrals received from those identified as Single Homeless with Support Needs, of whom 246 were found to be Band A.

(3) There were more applications received from east Kent than west Kent (59%) as shown in Appendix 2.1. More applications came from Thanet than any other district, the greatest proportion of Band A referrals came from Shepway.

#### **4. Referrals to Providers**

(1) Applications can be referred to providers when vacancies arise. Appendix 3.0 shows that between January – April 2011 1250 applications were referred on to providers for service delivery to begin. A total of 94% of these were from the highest priority Band A.

(2) The greatest number of referrals were passed to providers to begin supporting people from the generic, single homeless and mental health client groups.

(3) The majority of referrals passed to providers were from Thanet, Shepway, Gravesham and Tunbridge Wells.

#### **5. The Waiting List**

(1) Those living in supported housing who are anticipated to need floating support when they move on may apply for floating support in advance. The applications are registered on the waiting list and Banded as the highest priority, but their application is held in abeyance until they have confirmed a new address and their application is flagged “not ready”. When the new address is received, the flag is removed and the application can be referred to a provider. The applications are dated when received and this can give the appearance that they have been waiting a long time, even though in fact, they have not been able to receive a floating support service if offered as they have been living in supported housing.

(2) At 11 May 2011, 1973 people were waiting to receive a floating support service (Appendix 4.0). More people are waiting in East Kent (1144) than in the west of the county (829) Thanet has the highest number of people waiting in any one district (223 people, 11.3%) (Appendix 4.1)



(3) There are marginally more Band A applicants waiting (46.5%) than Band B (46%). In Dartford, Dover, Gravesham, Shepway, Thanet, the number of Band A applications waiting was greater than those in Band B. In all remaining districts or boroughs, waiting applications mostly comprised Band B

(4) There are 411 people across the county waiting for a generic floating support service. The greatest concentrations of demand for generic services are in Ashford, Tonbridge and Malling, and Tunbridge Wells. Canterbury, Swale, and Thanet have the highest numbers waiting for a specialist mental health service. (Appendix 4.2)

(5) At the point of the analysis, most Band A referrals had been waiting for between 1 and 3 months to receive a service (Appendix 4.3) though 35% had been waiting between 6 and 12 months. Those in Band B can typically experience waits of between 6 to 18 months. There are disproportionately longer waits for mental health services in both east and west Kent which are being addressed contractually with the providers concerned.

## **6. Conclusion**

(1) The Kent Supporting People Programme continues to experience high numbers of applications for floating support. The Programme has been able to ensure that the number of referrals made to providers is largely keeping pace with the number of applications received in the last quarter of 2010/11, despite the recent reduction in capacity. However, the Programme has been unable to reduce the number of people waiting for a service to any large degree. The Programme has maintained a focus on prioritising those most in need but this has led to longer waiting times for those in lower priority Bands. The centralised mechanism has been utilised to good effect in ensuring the reduced number of units are able to be accessed fairly, to improve utilisation and throughput.

### **Recommendations**

1. The Kent Supporting People Programme Commissioning Body is asked to note the contents of the report.

### **Background Documents**

None

### **Contact details –**

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## **Appendices**

**Appendix One Analysis of current commissioned services as at 23.05.11**  
**Appendix Two Analysis of Applications Received**  
**Appendix Three Applications Referred to Providers**  
**Appendix Four Analysis of Waiting List**  
**Appendix Five The Application Process**

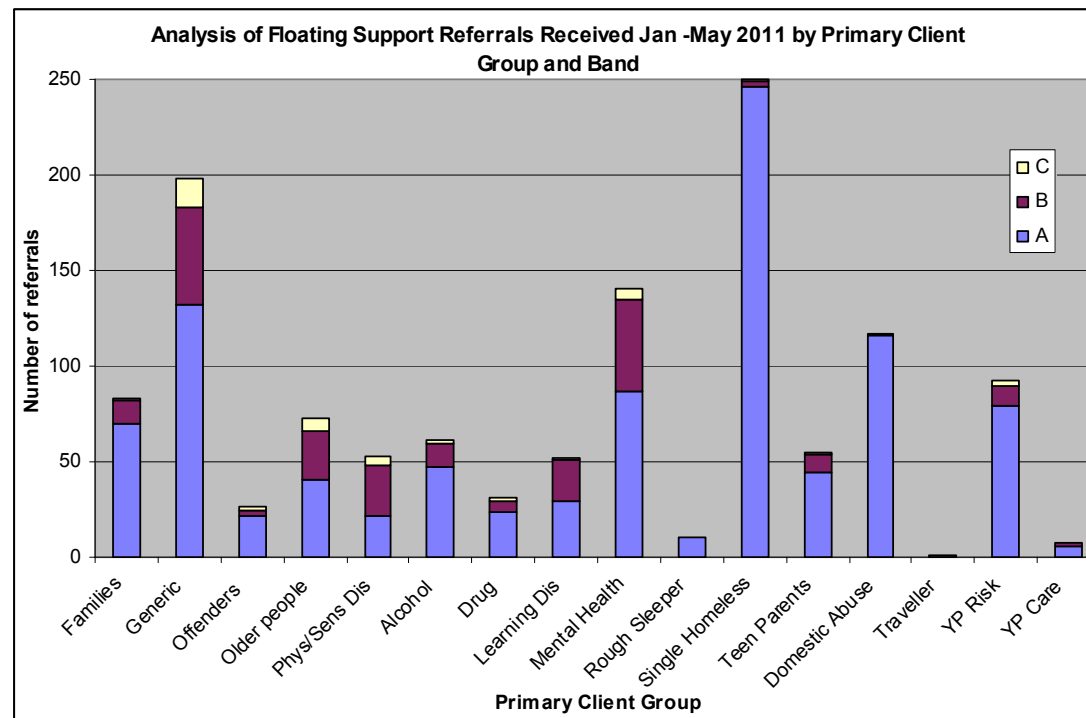
**Appendix 1.0 Analysis of current commissioned services as at 23.05.11**

<b>Primary Client Group</b>	<b>West</b>	<b>East</b>	<b>Kent</b>	<b>Grand Total</b>
<b>Alcohol Problems</b>	50			50
<b>Domestic Abuse</b>	108	88		196
<b>Drug Problems</b>	53	66		119
<b>Generic</b>	267	347	87	701
<b>HIV / AIDS</b>			22	22
<b>Homeless Families</b>	78	91		169
<b>Mental Health</b>	82	148	85	315
<b>Offenders</b>	30	25		55
<b>Older people</b>			168	168
<b>Phys/Sens Dis</b>			36	36
<b>Rough Sleeper</b>	32	47		79
<b>Teen Parents</b>	47	69		116
<b>Young People at Risk</b>	24	134		158
<b>Total</b>	<b>771</b>	<b>1015</b>	<b>398</b>	<b>2184</b>

(35.3%) (46.47%) (18.22%)

**Appendix Two Analysis of Applications Received**  
**2.0 Applications Received January – April 2011 by Primary Client Group**

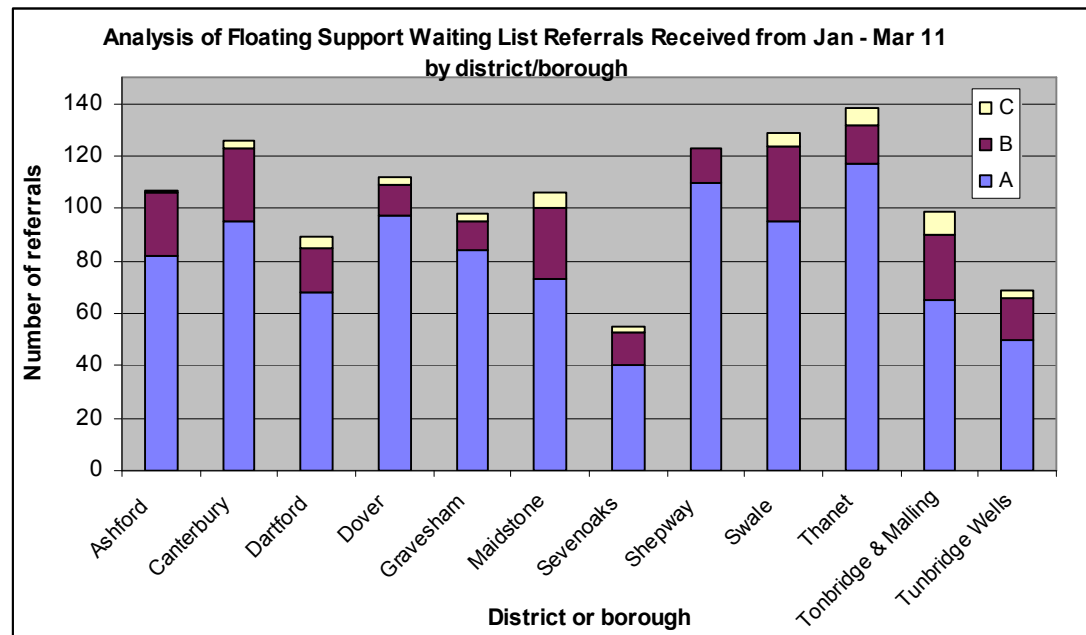
Primary Client Group	A	B	C	Total	As percentage of all received
Families	70	12	1	<b>83</b>	(6.6%)
Generic	132	51	15	<b>198</b>	(15.8%)
Offenders	22	3	1	<b>26</b>	(2%)
Older people	41	25	7	<b>73</b>	(5.8%)
Phys/Sens. Dis.	22	26	5	<b>53</b>	(4.2%)
Alcohol Problems	47	12	2	<b>61</b>	(4.9%)
Drug Problems	24	5	2	<b>31</b>	(2.5%)
Learning Dis.	29	22	1	<b>52</b>	(4.2%)
Mental Health	87	48	6	<b>141</b>	(11.2%)
Rough Sleeper	10			<b>10</b>	(0.8%)
Single Homeless	246	3	1	<b>250</b>	(20%)
Teen Parents	44	10	1	<b>55</b>	(4.4%)
Domestic Abuse	116		1	<b>117</b>	(9.4%)
Traveller	1			<b>1</b>	(0.07%)
Young People at Risk	79	11	2	<b>92</b>	(7.4%)
Young People Leaving Care	6	2		<b>8</b>	(0.6%)
<b>Grand Total</b>	<b>976</b>	<b>230</b>	<b>45</b>	<b>1251</b>	<b>100%</b>



Appendix Two cont'd

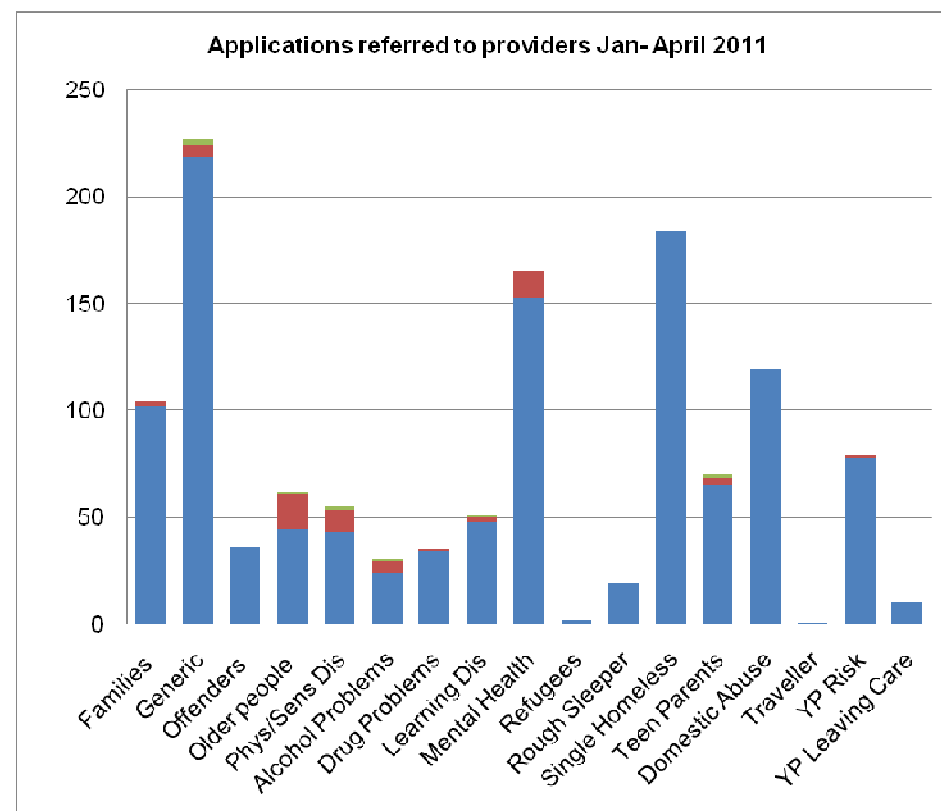
2.1 Referrals Received January – April 2011 by district/borough

District/Borough	A	B	C	Grand Total
Ashford	82	24	1	107
Canterbury	95	28	3	126
Dartford	68	17	4	89
Dover	97	12	3	112
Gravesham	84	11	3	98
Maidstone	73	27	6	106
Sevenoaks	40	13	2	55
Shepway	110	13		123
Swale	95	29	5	129
Thanet	117	15	6	138
Tonbridge & Malling	65	25	9	99
Tunbridge Wells	50	16	3	69
<b>Grand Total</b>	<b>976</b>	<b>230</b>	<b>45</b>	<b>1251</b>



### Appendix Three 3.0 Applications Referred to Providers January – April 2011

District/Borough	A	B	C	Total
Ashford	84	4		88
Canterbury	102	4	2	108
Dartford	72	2		74
Dover	99		1	100
Gravesham	113	6		119
Maidstone	88	4	2	94
Sevenoaks	84	5		89
Shepway	140	4	1	145
Swale	72	1	1	74
Thanet	148	8	3	159
Tonbridge & Malling	74	10		84
Tunbridge Wells	105	10	1	116
<b>Total</b>	<b>1181</b>	<b>58</b>	<b>11</b>	<b>1250</b>

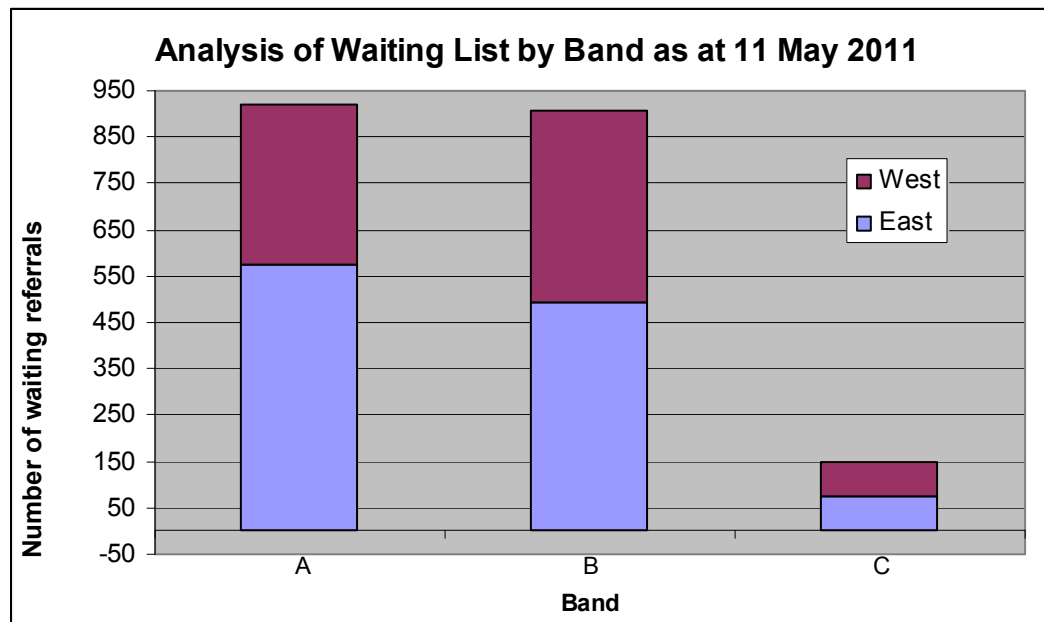


Primary Client group	A	B	C	Total
Families	102	2		104
Generic	219	5	3	227
Offenders	36			36
Older people	44	17	1	62
Phys/Sens Dis	43	10	2	55
Alcohol Problems	24	5	2	31
Drug Problems	34	1		35
Learning Dis	48	2	1	51
Mental Health	153	12		165
Refugees	2			2
Rough Sleeper	19			19
Single Homeless	184			184
Teen Parents	65	3	2	70
Domestic Abuse	119			119
Traveller	1			1
YP Risk	78	1		79
YP Care	10			10
<b>Grand Total</b>	<b>1181</b>	<b>58</b>	<b>11</b>	<b>1250</b>

## Appendix Four Analysis of Waiting List

### 4.0 Analysis of Applications waiting by band and geographical distribution

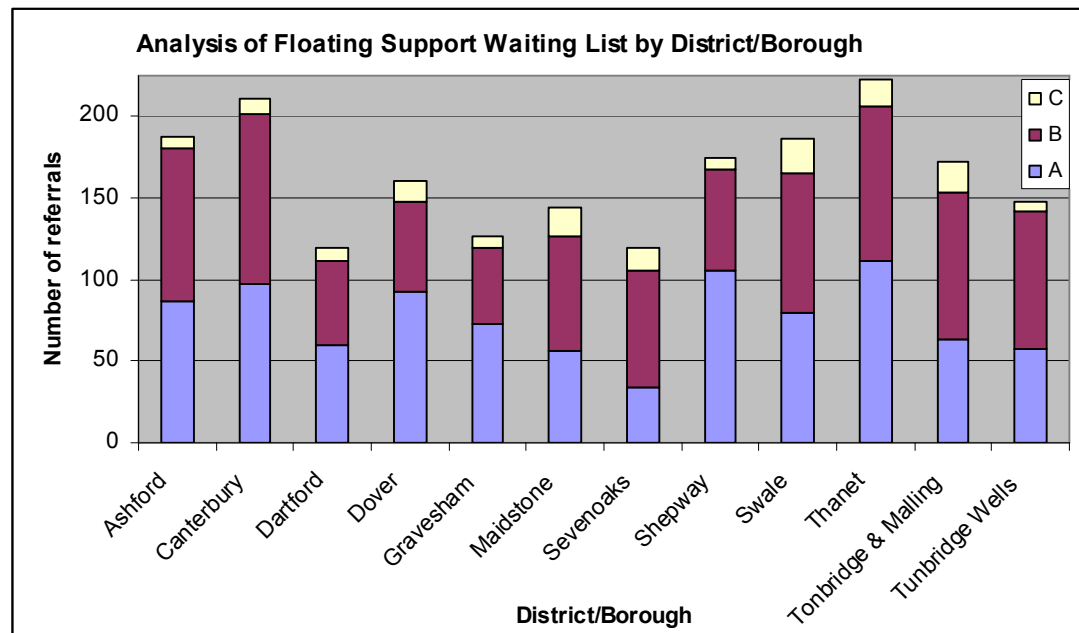
Area	A	B	C	Total
East	574	494	76	1144
West	344	414	71	829
Grand Total	918	908	147	1973



## Appendix Four cont'd

### 4.1 Analysis of referrals waiting by district/borough and band at 11.05.11

District/Borough	A	B	C	Total
Ashford	87	93	8	188
Canterbury	97	105	9	211
Dartford	60	51	9	120
Dover	93	55	13	161
Gravesham	73	47	6	126
Maidstone	56	70	18	144
Sevenoaks	34	72	13	119
Shepway	106	61	8	175
Swale	80	85	21	186
Thanet	111	95	17	223
Tonbridge & Malling	63	90	19	172
Tunbridge Wells	58	84	6	148
<b>Total</b>	<b>918</b>	<b>908</b>	<b>147</b>	<b>1973</b>





Appendix Four

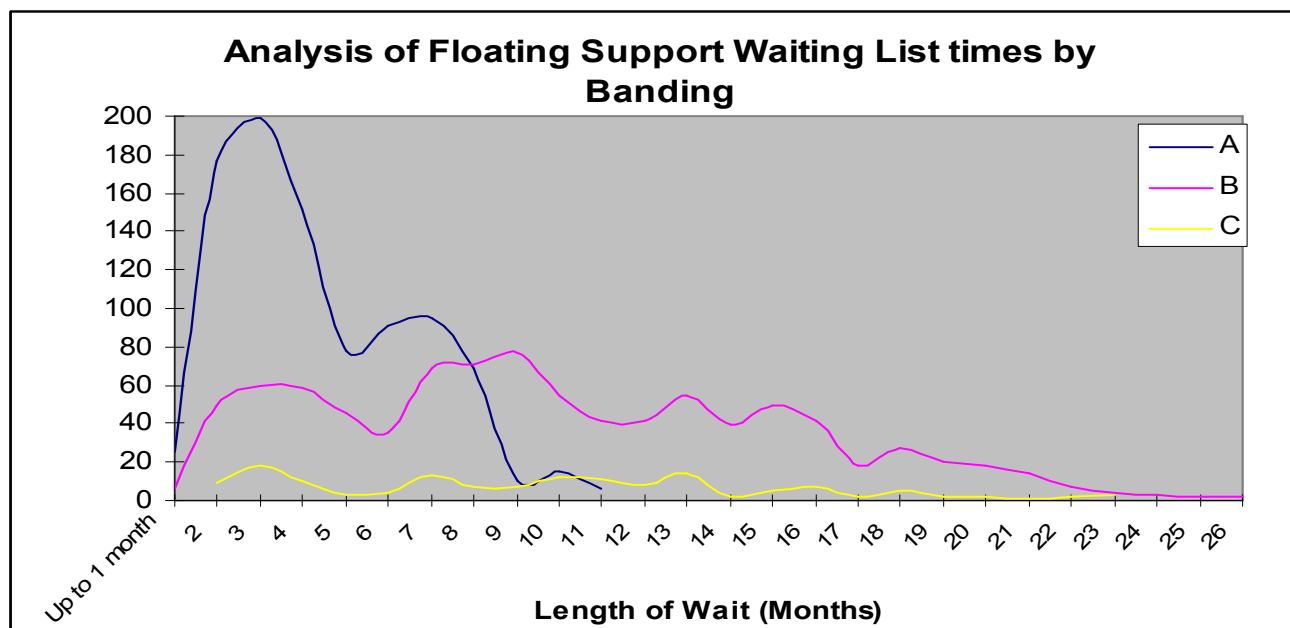
4.2 Analysis of the Floating Support Waiting list by Primary Client Group and district/borough

District/Borough	Alcohol Problems	Domestic Abuse	Drug Problems	Families	Generic	Learning Dis	Mental Health	Offenders	Older people	Phys/Sens Dis	Rough Sleeper	Single Homeless	Teen Parents	Traveller	YP Leaving Care	YP Risk	Grand Total
Ashford	3	19	2	24	46	5	19	1	3	11		11	35		1	8	188
Canterbury	9	20	6	9	41	9	43	7	13	16		16	14		2	6	211
Dartford	4	1	8	10	16	12	25	4	2	5	1	10	1		2	19	120
Dover	7	28	14	7	37	6	15	6	6	7		15	10			3	161
Gravesham	1	1	9	7	27	4	16	1	6	5	1	15	10		1	22	126
Maidstone	5	2	3	7	33	12	37	4	11	10	1	8			2	9	144
Sevenoaks		4	1	5	33	8	24	2	4	18		8	6	1		5	119
Shepway	9	38	4	14	29	12	14	5	3	3		18	19			7	175
Swale	8	15	6	6	28	15	45	10	12	10		11	15		3	2	186
Thanet	17	23	8	15	37	14	41	15	4	8		20	15			6	223
Tonbridge & Malling	2	2		12	41	23	34	1	17	22		2	8			8	172
Tunbridge Wells			1	3	43	12	33	1	6	18		5	9			17	148
<b>Grand Total</b>	65	153	62	119	411	132	346	57	87	133	3	139	142	1	11	112	1973

## Appendix Four cont'd

### 4.3 Analysis of Floating Support Waiting Times by banding as at 11.05.11

Length of wait	A	B	C	Total
1 month or less	25	6		31
1 - 3 months	376	109	27	512
3 - 6 months	321	139	17	477
6 - 12 months	195	354	58	607
12 -18 months	1	230	35	266
18 - 24 months	0	66	10	76
over 24 months	0	4		4
<b>Grand Total</b>	<b>918</b>	<b>908</b>	<b>147</b>	<b>1973</b>



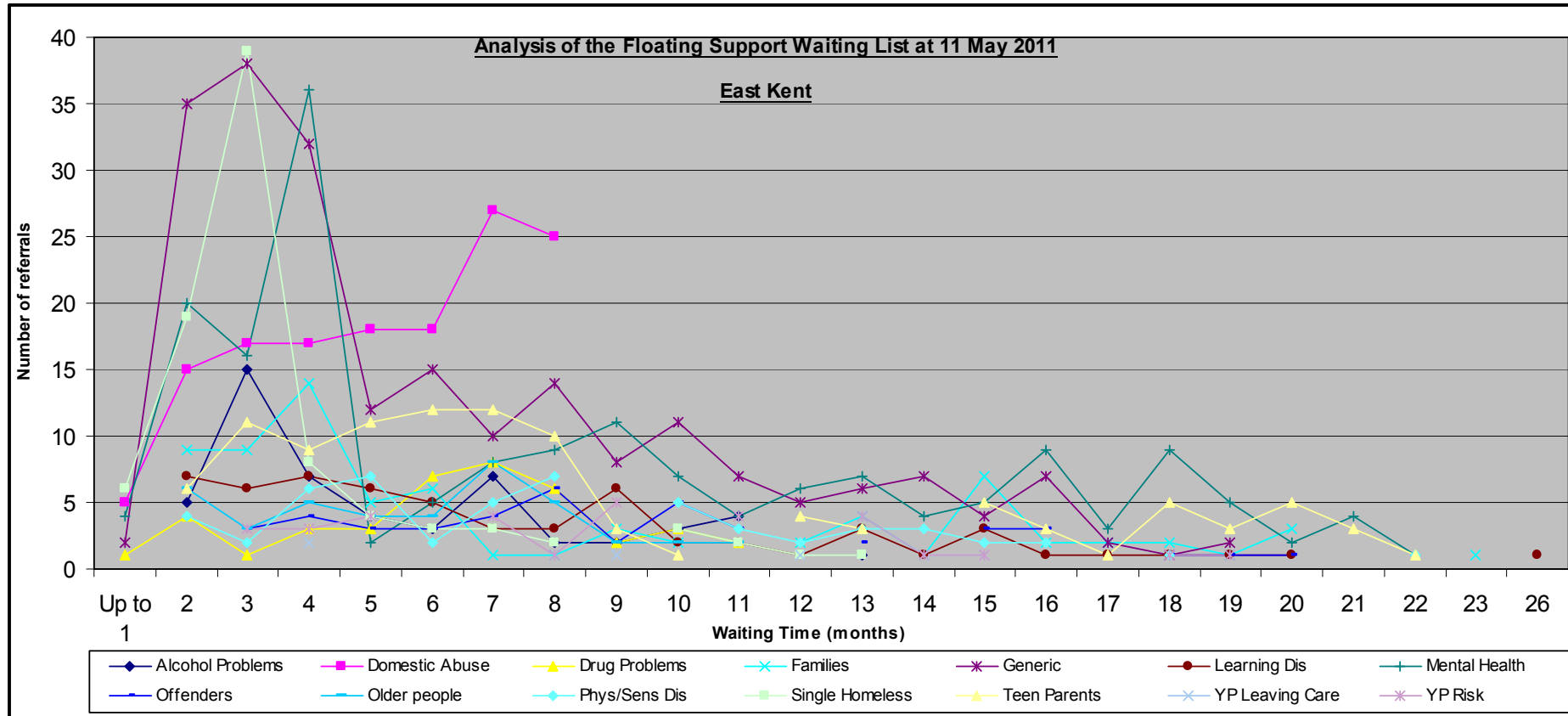
Appendix Four cont'd

4.3 Analysis of the Floating Support Waiting list by Primary Client Group – East as at 11.05.11

Waiting Time (months)	Alcohol Problems	Domestic Abuse	Drug Problems	Families	Generic	Learning Dis	Mental Health	Offenders	Older people	Phys/Sens Dis	Single Homeless	Teen Parents	YP Leaving Care	YP Risk	Grand Total
<b>Up to 1</b>		5	1		2		4				6				<b>18</b>
<b>3</b>	20	32	5	18	73	13	36	3	9	6	58	17		3	<b>293</b>
<b>6</b>	14	53	13	25	59	18	43	10	13	15	15	32	2	7	<b>319</b>
<b>12</b>	18	53	21	9	55	17	45	20	19	22	11	30	2	14	<b>335</b>
<b>18</b>	1			18	27	10	37	9		11	1	17	2	7	<b>140</b>
<b>23</b>				5	2	2	12	2		1		12		1	<b>37</b>
<b>over 23 mths</b>						1									<b>1</b>
<b>Grand Total</b>	53	143	40	75	218	61	177	44	41	55	91	108	6	32	<b>1144</b>

Appendix Four cont'd

4.3 Analysis of the Floating Support Waiting list by Primary Client Group – East as at 11.05.11



Appendix Four cont'd

4.3 Analysis of the Floating Support Waiting Times by Primary Client Group – West as at 11.05.11

Waiting Time (months)	Alcohol Problems	Domestic Abuse	Drug Problems	Families	Generic	Learning Dis	Mental Health	Offenders	Older people	Phys/Sens Dis	Rough Sleeper	Single Homeless	Teen Parents	Traveller	YP Leaving Care	YP Risk	Grand Total
Up to 1	2	1	1		2	1		1				3				2	13
3	8	9	7	21	37	10	24	7	18	20	3	35	3			17	219
6	2		3	8	48	18	35	1	5	6		8	4			20	158
12			7	5	68	22	59	3	18	26		2	22		4	35	271
18			4	6	36	15	27		4	22			4	1	1	6	126
24				4	1	5	22	1	1	4			1				39
Over 24 mths					1		2										3
Grand Total	12	10	22	44	193	71	169	13	46	78	3	48	34	1	5	80	829



## **Appendix Five The application and referral process**

Applications for floating support are submitted on a standardized form and submitted to the Supporting People Team. Once received, the applications are registered and banded in priority according to the floating support protocols.

### **Band A Those individuals who are in highest need of floating support including those**

- under threat of eviction
- experiencing domestic abuse or harassment
- 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
- vulnerable due to having been institutionalized

### **Band B Those individuals who are in medium need of floating support including those**

- Needing help managing finances
- Lacking parenting skills or life skills

### **Band C Those individuals who are in lowest need of floating**

Including those

- Needing advocacy, advice and assistance with liaison
- Unable to maintain themselves or their property

Vacancies in services arise as existing service users' programmes of support are completed and outcomes met. When such vacancies occur, applications from the waiting list are referred to the provider according to priority, service specialism where required and area of service delivery.

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**By:** Angela Slaven, Customer and Communities Director – Service Improvement

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

**Subject:** Financial Expenditure Outturn 2010/11

**Classification:** Unrestricted

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### **Summary**

To report to members of the Supporting People Commissioning Body the Supporting People commissioning team financial outturn for 2010/11 and the balance held on reserves at 31 March 2011.

### **1. Report**

For 2010/11 the expenditure on Supporting People commissioned services totalled £35.3m. This was funded through KCC area based grant and HIA funding streams totalling £32.3m and a transfer from reserves of £3.0m. The gross cost of the commissioning support team was £674k, slightly lower than previously reported due to staff turnover and funded in full through reserves.

The total drawdown on reserves for 2010/11 is £3.7m and the balance of £3.2m has been carried forward to 2011/12. This will be used to support commissioned services prior to the implementation of the Supporting People Strategic Commissioning Plan from 2012/13.

The attached appendices (1) and (2) provide a summary of the expenditure and funding for 2010/11, Supporting People reserve balances, and an overview of commissioned services expenditure by district and service type

### **2. Recommendations**

The Supporting People Commissioning Body is asked to note:

- The outturn expenditure of Supporting People Services in 2010/11 and the respective funding streams
- The balances on reserves at 31 March 2011, and amount to be carried forward to 2011/12.

**Contact details –**

Hud Manuel

Finance Manager, KDAAT, YOS, & Supporting People

KCC Customer and Communities Directorate

01622 694285/221676

**Supporting People 2010/11**  
**Finance Summary**

**1. Summary Outturn 2010/11**

	Commissioned Services £	Commissioning Team £	Total £
Gross Expenditure	35,306,141	673,702	35,979,843
<i>Income</i>			
KCC Area Base Grant	(32,094,000)		(32,094,000)
HIA Grant	(220,000)		(220,000)
Reserves	(2,992,141)	(673,702)	(3,665,843)
Net 2010/11	0	0	0

**2. Reserves Balances**

	2010/11 £	2011/12 £
Opening Balance	6,843,527	3,177,684
Drawdown 2010/11	(3,665,843)	
<i>Estimated commitments:</i>		
Commissioned Services		(2,548,437)
Closing Balance	3,177,684	629,247

**Appendix 2**

**Supporting People - Commissioned Services 2010/11**

District	Community Alarms	Extra Care	Floating Support Service	HIA	Long Term	Sheltered	Short Term Accom'dn	Grand Total
Ashford	71,030		62,123	114,891	206,497	237,479	372,825	1,064,845
Canterbury	71,947	283,918	227,167	114,907	121,535	200,322	1,499,166	2,518,963
County	105,244		978,259	200,430	272,533	575,426	2,551,732	4,683,625
Dartford	41,292		13,652		377,299	333,877	401,762	1,167,882
Dartford & Gravesham				229,781				229,781
Dartford, Gravesham & Sevenoaks			74,890					74,890
Dover	85,333		272,778	114,891	129,930	212,415	797,305	1,612,652
East Kent	1,330		3,490,804			9,076		3,501,210
Gravesham	85,405		77,347		84,185	252,393	395,277	894,607
Maidstone	99,288		499,752	114,891	1,099,587	561,516	1,548,358	3,923,392
Sevenoaks	60,378	300,977	178,307		287,027	402,896	453,512	1,683,098
Sevenoaks, Tonbridge and Malling							149,264	149,264
Sevenoaks, Tunbridge Wells, Tonbridge and Malling			227,117					227,117
Shepway	69,841		136,279	114,890	686,842	339,093	418,772	1,765,716
Swale	92,462		715,038	114,907	221,824	0	1,370,587	2,514,819
Thanet	23,229	42,567	181,495	114,891	884,386	154,783	786,628	2,187,979
Tonbridge and Malling	19,374		1,483,196	114,891	306,860	148,061	246,954	2,319,337
Tunbridge Wells	46,184		150,388		719,494	206,127	770,331	1,892,524
West Kent			1,688,323	229,781	511,214		465,125	2,894,442
<b>Grand Total</b>	<b>872,337</b>	<b>627,463</b>	<b>10,456,916</b>	<b>1,579,151</b>	<b>5,909,213</b>	<b>3,633,465</b>	<b>12,227,598</b>	<b>35,306,141</b>

## 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"> <li>• Are under threat of eviction</li> <li>• Experiencing domestic abuse or harassment</li> <li>• Are under 18</li> <li>• 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</li> <li>• Are vulnerable due to having been institutionalised</li> </ul>
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"> <li>• Need help managing finances</li> <li>• Lack parenting skills or life skills</li> </ul>
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"> <li>• Need advocacy, advice and assistance with liaison</li> <li>• Are unable to maintain themselves or their property</li> </ul>
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 <a href="http://www.spclientrecord.org.uk">www.spclientrecord.org.uk</a> 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 <a href="http://www.housing.org.uk">www.housing.org.uk</a>

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 <a href="http://www.spkweb.org.uk">www.spkweb.org.uk</a> 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"> <li>• The experience of the individual</li> <li>• The health of a defined population</li> <li>• Per capita cost for the population</li> </ul> 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](http://www.communities.gov.uk)
- [www.spkweb.org.uk](http://www.spkweb.org.uk)
- [www.spdirectory.org.uk/DirectoryServices](http://www.spdirectory.org.uk/DirectoryServices)
- [www.sitra.org.uk](http://www.sitra.org.uk)
- [www.housing.org.uk](http://www.housing.org.uk)
- [www.kent.gov.uk/supportingpeople](http://www.kent.gov.uk/supportingpeople)

Contact the Kent Supporting People team [supportingpeopleteam@kent.gov.uk](mailto:supportingpeopleteam@kent.gov.uk)

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