

AGENDA



SUPPORTING PEOPLE IN KENT COMMISSIONING BODY

Thursday, 26th June, 2008, at 12.00 pm

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

Darent Room, Sessions House, County Hall, Maidstone

Telephone **(01622) 694289/69497**

1. Apologies
2. Introductions
3. Declaration of Interest
4. Minutes of meeting - 20 March 2008 and matters arising (Pages 1 - 6)
5. Performance Management - (Melanie Anthony) (Pages 7 - 18)
6. Floating Support Data Analysis - (Melanie Anthony) (Pages 19 - 44)
7. Updated Needs Analysis - (Ute Vann) (Pages 45 - 90)
8. Refreshing the Five Year Strategy 2005-2010 - (Ute Vann) (Pages 91 - 96)
9. Update on 2007-08 Annual Plan and Annual Plan 2008-09 - (Ute Vann) (Pages 97 - 102)
10. Supporting People in Kent Workplan 2008-09 - (Melanie Anthony) (Pages 103 - 106)
11. Supporting People in Kent Induction - (Melanie Anthony) (Pages 107 - 110)
12. Growth Bid Dartford - (Kevin Prior) (Pages 111 - 126)
13. Growth Bid Sevenoaks - (Kevin Prior) (Pages 127 - 136)
14. Unit Cost of Community Alarms - (Kevin Prior) (Pages 137 - 142)
15. Supporting People Budget - (Claire Martin) (Pages 143 - 148)
16. Glossary
17. Any other business
18. Date for Next Meeting - Thursday 18 September 2008, 2pm, Darent Room, Sessions House, County Hall, Maidstone, ME14 1XQ
19. Any other business

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

This page is intentionally left blank

KENT COUNTY COUNCIL

SUPPORTING PEOPLE IN KENT COMMISSIONING BODY

MINUTES of a meeting of the Supporting People In Kent Commissioning Body held in the Darent Room, Sessions House, County Hall, Maidstone on Thursday, 20 March 2008.

PRESENT:

Ashford Borough Council	- Mrs T Kerly
Canterbury City Council	- Cllr Mr T Austin and Mrs V Coffey
Dover District Council	- Cllr Mrs S Nicholas and Ms J Walton
Kent County Council	Mr K G Lynes
Maidstone Borough Council	- Mr J Littlemore
Sevenoaks District Council	- Mrs P Smith
Shepway District Council	- Cllr Mrs K Belcourt and Mr B Porter
Swale Borough Council	- Mrs A Bunce
Thanet District Council	- Mrs A Christou
Tonbridge & Malling Borough Council	- Cllr Mrs J Anderson and Mr L Dey
Tunbridge Wells Borough Council	- Mr D Crosby
Eastern and Coastal Kent Primary Care Trust	- Miss C Davis
Kent Probation	- Mr R Clark

KCC Officers:

Mr O Mills, Managing Director, Kent Adult Social Services; Miss C Highwood, Director – Resources, Kent Adult Social Services; Ms C Martin, Head of Supporting People Unit; Ms A Slaven, Director for YOS and KDAAT; Mr D Martinez, Children’s Social Services; Ms M Anthony, Performance and Review Manager, Supporting People Unit; Mrs A Coleman, Supporting People Unit; and Mr G K Mills, Secretary.

UNRESTRICTED ITEMS

1. Apologies

(Item 1)

Cllr Mr P Wood, Ashford Borough Council; Cllr Mrs C Mayhew, Mr A Chequers, Gravesham Borough Council; Mr A Kemp, Swale Borough Council; Mr P Dosad, Dartford Borough Council and Mr D Miekkel, Eastern and Coastal Kent PCT.

2. Minutes of meeting - 20 December 2007 and matters arising

(Item 3)

- (1) The Minutes of the meeting held on 20 December 2007 were agreed as a true record.
- (2) Cllr. Mrs Anderson referred to paragraph 9 (3) of the Minutes and re-stated her view that the Commissioning Body should look to encouraging having more elected members serving on it.

Declarations of Interests. (item 3)

There were no declarations of interests made but Cllr. Mrs Anderson stated her view that the Commissioning Body should have more elected members serving on it.

3. Performance Management - (Melanie Anthony)

(Item 4– Report by Director – Resources, Kent Adult Social Services)

- (1) This report provided data on all aspects of Performance Management in the Kent Supporting People Programme.
- (2) During the course of discussion, it was agreed that in future an explanation of the way client groups are put into the bands A, B and C would be included within the glossary.
- (3) Following further discussion, the Commissioning Body noted the contents of the report and agreed the target for Kent Performance Indicator 1 at 98% for the forthcoming year.

4. Response to the Audit Commission Inspection Report - (Claire Martin)

(Item 5– Report by Director – Resources, Kent Adult Social Services)

- (1) This report provided information regarding the response of the Administering Authority to the Audit Commission report on Inspection of the Supporting People programme which was undertaken in September 2007.
- (2) In order to ensure that the response to the Audit Commission fully reflected the views of the programme's partners, an extraordinary meeting of the Core Strategy Development Group was convened on 15 January 2008, to which Members of the Commissioning Body were also invited. The discussion from that meeting formed the basis of a draft action plan upon which the response to the Audit

Commission was based. The grading from the Audit Commission, of good with promising prospects, is seen as a success for the programme in Kent and compares very favourably with like authorities, particularly when taking into account that the programme was reviewed at the end of the audit process during which the bar had been raised as the Audit Commission developed its understanding of the programme. Achieving the action plan would require the continued support of both the Core Strategy Development Group and the Commissioning Body.

(3) Following discussion, the Commissioning Body:-

- (i) noted the contents of the report to the Audit Commission;
- (ii) agreed to support the delivery of the Action Plan and therefore the Audit Commission's recommendations; and
- (iii) that the Supporting People Team report to the Commissioning Body on a quarterly basis on progress against the targets.

5. Budget and Growth - (Claire Martin)

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

(1) Following notification of grant allocations from the Department of Communities and Local Government, the Supporting People team had revised the five year forecast. Previous indications were that the implementation of the proposed Supporting People Distribution Formula could have resulted in a reduction in funding from £32m to £28m over a period of time. However, the indicative figures for the current Comprehensive Spending Review period indicated that Kent would receive £32m in each of the next three years.

(2) During the course of discussion, the Commissioning Body discussed in particular a proposal that the Supporting People Programme should match fund the Handyperson services in West Kent over the next three years. Caroline Davis said that the East Kent and Coastal Primary Care Trust has put in a bid to fund the Handyperson services in East Kent over the next three years. That bid would need further development which would be undertaken in discussion with Supporting People colleagues.

(3) Some Members of the Commissioning Body said that it was difficult to determine funding provision for a Handyperson service in West Kent without knowing whether that was going to be matched by a similar service in East Kent. Following discussion on this point it was agreed that the recommendation in respect of this matter should be amended, on the basis that both PCT's should be approached about funding Handyperson schemes.

(4) During further discussion, Caroline Davis said that she had recently attended the meeting of the Kent Public Service Board at which papers relating to LAA Governance was submitted and said she would arrange for these to be forwarded for information to Members of the Commission Body.

(5) Caroline Highwood said that the cumulative value of the recommendations detailed in the report was some £4m in 2008/09. By far the biggest proportion of that money was for floating support services across the county.

(6) Subject to the proposed amendment to the recommendations put forward during the course of discussion on this item, the Commissioning Body agreed as follows:-

- (a) additional floating support be commissioned to impact on waiting lists in the A,B and C bands;
 - (b) the PCT's be approached to provide funding towards Handyperson schemes; and should this not be agreed, the Commissioning Body support direct funding to enhance these;
 - (c) that the funding identified for accommodation-based services should be tendered for as floating support and converted into accommodation-based services as the services come on stream;
 - (d) that service user qualifications and involvement in monitoring and review should be funded via the main grant; and
 - (e) that an approximate figure of just over £4m be applied to achieving this in 2008/09 and subsequently in 2009/10 this being subject to tendering where relevant and appropriate and further financial scoping of the recommendations.
- (f) In agreeing to these recommendations, Members of the Commissioning Body noted that the figures given in Appendix 1 of the report did not include the impact of the one-off bid reported under item 11 of the agenda.

6. Local Area Agreement 2 - (Melanie Anthony)

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

This report gave information regarding the involvement of the Kent Supporting People Programme in the second Local Area Agreement. Following discussion, the Commissioning Body agreed that the target negotiated with the Government Office for the South East on National Improvement Indicator 141 be a 5% stretch applied to available base line data.

7. Draft Specification for Community Alarm Services - (Kevin Prior)

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

(1) At the meeting of the Commissioning Body held on 10 September 2007 it was agreed that the Supporting People Team would carry out a market testing exercise across the county on current community/social alarm services for older people. A consultative group consisting of local Emerging Role of Sheltered Housing Members was formed to aid discussion. This group met on three occasions to assist in the putting together of the Alarm Service Specification, a copy of which was attached to the Commissioning Body report. Further negotiations would be undertaken with

providers to better understand and isolate the true cost of alarm provision to inform the work of the Commissioning Body in determining an appropriate cost. But that was not to make any change to any services currently relied upon by current recipients but to allow clarity for future provision and for the Supporting People Programme to pay for legitimate costs of providing a community alarm. It was agreed that the Commissioning Body would form a subgroup of members who were not contracted to provide alarms to determine the appropriate cost of funding alarms, and that a recommendation would be taken back to the Commissioning Body in June relating to the appropriate unit cost that would be applied to all providers.

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

8. Mental Health Growth Bid - (Kevin Prior)

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

(1) This report detailed a Private Finance Initiative Bid to provide a seven unit accommodation based service in Thanet for people with a diagnosed mental health problem.

(2) Following discussion the Commissioning Body agreed with a statement made by Oliver Mills that in agreeing to support this scheme, the Commissioning Body should place on record that this decision was not to be seen as setting a precedent and this should be made clear to the Mental Health Commissioners.

(3) Subject to the Mental Health Commissioners being advised that agreement to this proposal was not to be seen as setting a precedent, the scheme be funded at a guide price of £87k per annum.

9. Better Homes, Active Lives PFI- (Caroline Highwood)

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

(1) This report detailed an application to the Commissioning Body for one off funding from the Supporting People Grant to aid the provision of Extra Care and Supported Housing under the Better Homes – Active Lives Housing Primary Finance Initiative.

(2) Whilst during the course of discussion on this item, support was expressed for the development of this accommodation, concerns were expressed that the Commissioning Body was not legally empowered to approve any contributing expenditure. It was therefore agreed that any approved expenditure would be subject to clarification of the legal position.

(3) The Commissioning Body therefore agreed to approve the expenditure of £355k to facilitate the Supported Housing Project as detailed in the report, but this was to be subject to clarification of the legal position.

10. Self-Directed Support - (Kevin Prior)

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

(1) In 2005 the Government's policy "Improving the Life Chances of Disabled People" set out a new vision for the services that support disabled people. It proposed that by 2012 all disabled people would control their own individual budget. A Self-Directed Support steering group has been set up within Kent Adult Social Services with the purpose of overseeing the development and to advise on the implementation of the Self-Directed Support in Kent Adult Social Services. Self-Directed Support was a key principle that was supported by Central Government and Kent Adult Social Services and, if individual budgets are to be implemented they would have strategic and operational implications for the Supporting People Programme. Because of this, a further report would be presented to a future meeting once the national evaluation of the pilot sites have been published.

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

Item No: 5**REPORT**

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

To: Supporting People in Kent Commissioning Body

26 June 2008

Subject: Performance Management

Classification: Unrestricted

For Information

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

1.0 Introduction

The Supporting People Team monitors both the performance of schemes within the programme in Kent and the performance within the Team itself. The data source for much of this report is the workbook returns made by providers.

2.0 Programme Monitoring**2.1 Quarterly Workbook Returns**

Table 2 shows an analysis of workbook returns from quarters 14 to 20. The increase in workbooks expected this quarter is due to the commissioning of two new services agreed by Commissioning Body in its December meeting; namely the countywide Outreach/Resettlement and Rough Sleepers service and the mental health floating support service in Dartford. The data shows a fall in the number of workbooks returned by the initial deadline.

In the past, reminders were not sent to providers who have failed to return their workbooks by the initial deadline, and a further rise in the number of defaults due to be issued was noted. A total of 24 organisations failed to return their workbooks on time for 52 services.

Members of the Commissioning Body will be aware that the fall in workbook returns impairs the team’s ability to return full and accurate performance data to the department of Communities and Local Government (CLG) as required in grant conditions. The team is currently reviewing its procedures and examining how best to improve workbook return rates among providers. At its May meeting, the Core Strategy Development Group expressed concern about the falling return rates and asked if there were any common factors among those providers or services where returns failed to be made. The Group was advised there were some providers who repeatedly fail to submit their workbooks either to timescale or at all. These providers are being visited by officers from the Supporting People Team and advised that in accordance with the terms and conditions of their contract with Supporting People, their contract could be terminated and retendered if future submissions were not made appropriately. In recent quarters, there has been a much greater spread of non-returns across provider types and client groups. Representatives of the east and west Provider Forums and Executive Board of Providers agreed to raise the issue of non-return of workbooks at future meetings.

The team has already made a number of changes to decrease the administrative burden that the workbook places upon providers in a bid to improve return rates. Steps taken include the introduction of the streamlined one page workbook, which not only diminishes the amount of management data required of providers regarding their services but simplifies the means by which that data is supplied. In addition, the use of fixed capacity contracts has reduced the number of workbooks that need to be submitted to the team. Fixed capacity contracts are of most benefit to those providers who have more than one service and were required to send in a workbook for each individual service under the non-capped arrangements.

Table 2: Workbook return monitoring

	Qtr 15 Oct-Dec 06	Qtr 16 Jan-Mar 07	Qtr 17 Apr-Jun 07	Qtr 18 Jul-Sep 07	Qtr 19 Oct-Dec 07	Qtr 20 Jan-Mar 08
Number of workbooks expected	444	430	388	386	376	378
Number of workbooks returned by deadline	377 (85%)	352 (82%)	279 (72%)	335 (87%)	317 (84%)	267 (71%)
Number of reminders sent	78	60	107	50	0	0
Number of workbooks received by end of default period	426 (96%)	412 (96%)	380 (98%)	378 (98%)	342 (91%)	326 (86%)
No. Defaults issued	10	17	8	8	34	52

(Source: CLG)

2.2 Key Performance Indicators (KPIs)

The department of Communities and Local Government (CLG) set two Key Performance Indicators for Supporting People programmes. The indicators are calculated from quarterly returns made by the Supporting People Team to the CLG. The source data for these returns is derived from the detailed information submitted by providers in their quarterly workbooks. The CLG publish the performance of all programmes nationally against these indicators on the SPKweb www.spkweb.org.uk

The CLG indicators are as follows

- KPI 1** - Service users who are supported to establish and maintain independent living as a percentage of the total number of users who have departed
- KPI 2** - Service users who have moved on in a planned way from short term Services as a percentage of all who have moved on

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

Workbook data for quarter 20 has not yet been publicised by the CLG. The following analysis is provided on data from the last full quarter, quarter 19. Comparisons with the previous quarter are contained in Appendix 1.

Table 3 shows that the proportion of those maintaining independent living (KPI 1) fell slightly below the target in quarter 19. Table 1.1 in Appendix 1 shows that this is also a fall on the previous quarter.

Table 3: Analysis of Quarter 19 KPI 1 data by service type

	KPI1 (%)	Target	Comparison with Target
Accommodation based services	97.79	98%	↓
Floating Support Services	97.38	98%	↓
Overall KPI 1 for Q19	97.68	98%	↓

(Source: CLG)

Services for young people leaving care show the lowest proportion of those maintaining independent living at 86.67% in quarter 19 (Table 4) as in quarter 18 (Appendix 1 Table 1.2). Services for people with drug problems, those for older people with mental health problems, people with HIV/ AIDS and people with physical/sensory disabilities all achieved the highest proportion of those maintaining independent living at 100% in quarter 19.

Table 4: Analysis of Quarter 19 KPI 1 data by primary client group

Primary Client group	KPI 1	Comparison with Target
People with alcohol problems	92	↓
People with drug problems	100	↑
Frail Elderly	92.82	↓
Generic	97.17	↓
Homeless families with support needs	95	↓
Learning disability	99.47	↑
Mental health	98.37	↑
Ex Offenders	92.77	↓
Older people with mental health problems	100	↑
Older people with support needs	97.86	↓
People with HIV/AIDS	100	↑
Physical/ sensory disabilities	100	↑
Rough sleepers	98.46	↑
Single homeless with support needs	94.62	↓
Teenage parents	98.88	↑
Those at risk of domestic abuse	98.21	↑
Young people at risk	97.96	↓
Young people leaving care	86.67	↓
Total	97.68%	↓

(Source: CLG)

Of those in short term services, the lowest proportion of those moving on in a planned way (KPI 2) in quarter 19 are those moving on from services for people with learning disabilities at 0% (Table 5). This is a substantial fall on the previous quarter (Appendix 1, Table 1.3).

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

**Table 5: Analysis of Quarter 19 KPI 2 data by primary client group
All services with departures**

Primary Client group	KPI 2 (%)	Comparison with Target (71%)
Generic	100	↑
People with alcohol problems	33	↓
People with drug problems	50	↓
Homeless family with support needs	84.6	↑
Learning disability	0	↓
Mental health	92.91	↑
Ex Offenders	63.6	↓
Older people with support needs	100	↑
People with physical/sensory disability	100	↑
Rough sleepers	73.9	↑
Single homeless with support needs	71.6	↑
Teenage parents	75	↑
Those at risk of domestic abuse	60.7	↓
Young people at risk	80.9	↑
Young people leaving care	100	↑
Total	73.7%	↑

(Source: CLG)

Table 6 shows all services with no departures in quarter 19.

**Table 6: Analysis of Quarter 19 KPI 2 data by primary client group
All services with no departures**

Primary Client group	Numbers of services
Generic	1
Learning disability	2
Mental health	14
Offender	1
Single homeless with support needs	7
Young people at risk	1
Young people leaving care	2
Total	28

(Source: Supporting People Team Quarterly Workbook Monitoring System PIAMIDS)

2.2 Contractual data

At the time of reporting, contracts are held with 128 providers who deliver 422 services. Of these 75% are accommodation based services and 25% are floating support services.

Further information on contracts, providers and services are included within Appendix 1.

2.3 Measuring Quality

Officers of the Supporting People team visit services in order to monitor contract compliance and quality. Table 7 shows an analysis of the outcomes of those visits which took place in quarter 20.

Table 7: Analysis of all contract monitoring visits in quarter 20

Number of Visits conducted	49					
Number of visits completed	28					
	A	B	C	D	Not graded	Total
Existing grade	5	16	25	1	2*	49
Self Assessed Grade	9	14	23		3	49
Awarded Grade	15	9	2	2	21	49

**reflects new services not previously graded*

Number of services with higher grade following contract monitoring visit <i>(As percentage of all completed)</i>	13 <i>(46.4%)</i>
Number of services with no change following contract monitoring visit <i>(As percentage of all completed)</i>	13 <i>(46.4%)</i>
Number of services with lower grade following contract monitoring visit <i>(As percentage of all completed)</i>	2 <i>(7.2%)</i>

Visits to 49 services were begun during the quarter leading to improved grades in 46% of all services where visits were completed. Of all those visits begun in the quarter, 21 were not completed by quarter close. Reasons for this include services needing to work to an action plan, or that the scheduling of the visit was close to quarter close.

2.4 Floating Support Referral Data

As agreed in the last Commissioning Body and Core Strategy Development Group meetings, a detailed analysis of floating support referral data has been included as a separate item on this agenda.

3.0 Complaints

The Supporting People Team collect and log details of all complaints received and a nominated Manager within the Team has responsibility for the management of complaints. Table 8 provides a summary of the nature and status of complaints received since January 2008.

Table 8: Complaints received January 2008 to date

Nature of Complaint	Quarter 2008 Jan - Mar 08		
	No. of complaints	No. currently under investigation	No. resolved
Quality of support received	2	0	2
Mishandling of Floating Support referral	1	0	1
Quality of repairs	2	0	2
Other	0	0	0

The team also collects and logs adult protection alerts in grant-funded schemes (Table 9). The team's responsibilities in this regard are limited to ensuring that all such alerts are processed appropriately to an Adult Protection Co-ordinator.

Table 9: Adult Protection Alerts received in quarter 20 by service type

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

4.0 Recommendation

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

Melanie Anthony

Performance and Review Manager

01622 694937

With contributions from Kevin Prior, Contracts and Finance Manager

Appendix 1 Performance against key performance indicators

Appendix 2 Contractual data as at end of Quarter 19

APPENDIX 1

Performance against key performance indicators

TABLE 1.1 ANALYSIS of LOCAL PERFORMANCE – KPI 1
Quarterly performance comparison by service type

	Quarter 18 KPI 1 (%)	Quarter 19 KPI 1 (%)	Target	Direction of Travel*
Accommodation based services	98	97.79	98%	↓
Floating Support Services	97.7	97.38	98%	↓
Overall KPI 1 for Q19	97.9	97.68	98%	↓

**based on previous quarter*

Source: CLG

TABLE 1.2 ANALYSIS of LOCAL PERFORMANCE – KPI 1
Quarterly performance by primary client group

Primary Client group	Quarter 18 KPI 1 (%)	Quarter 19 KPI 1 (%)	Direction of Travel*
People with alcohol problems	97.2	92	↓
People with drug problems	90.9	100	↑
Frail Elderly	94.9	92.82	↓
Generic	97.5	97.17	↓
Homeless families with support needs	100	95	↓
Learning disability	98.6	99.47	↑
Mental health	98.4	98.37	↓
Ex Offenders	97	92.77	↓
Older people with mental health problems	100	100	→
Older people with support needs	98	97.86	↓
People with HIV/AIDS	97	100	↑
Physical/ sensory disabilities	99.5	100	↑
Rough sleepers		98.46	↑
Single homeless with support needs	100	94.62	↓
Teenage parents	96.8	98.88	↑
Those at risk of domestic abuse	95.6	98.21	↑
Young people at risk	90.7	97.96	↑
Young people leaving care	86.2	86.67	↑
Total	97.9%	97.68%	↓

**based on previous quarter*

Source: CLG

APPENDIX 1 – cont'd

TABLE 1.3 ANALYSIS OF LOCAL PERFORMANCE – KPI 2
Quarterly performance comparison by primary client group

Primary Client group	Quarter 18 KPI 2 (%)	Quarter 19 KPI 2 (%)	Direction of Travel
Generic	66.7	100	↑
People with alcohol problems	0	33	↑
People with drug problems	88.9	50	↓
Homeless family with support needs	75	84.6	↑
Learning disability	100	0	↓
Mental health	87.5	92.91	↑
Ex Offenders	69.2	63.6	↓
Older people with support needs	100	100	↑
People with physical/sensory disability	0	100	↑
Rough sleepers	71.4	73.9	↑
Single homeless with support needs	69.1	71.6	↑
Teenage parents	100	75	↓
Those at risk of domestic abuse	95.8	60.7	↓
Young people at risk	90.8	80.9	↓
Young people leaving care	44.4	100	↑
Total (Target 71%)	78.2%	73.7%	↓

Source: CLG

TABLE 1.4 REGIONAL and NATIONAL COMPARISON of LOCAL PERFORMANCE INDICATORS – KPI 1

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

KPI1

	2006/07		2007/08		
	Q15	Q16	Q17	Q18	Q19
Kent	96.8%	98.6%	99%	97.9%	97.68%
Regional	97.7%	98.4%	98.8%	98.2%	98.13%
National	98.3%	98.4%	98.7%	98%	98.34%

Source: CLG

APPENDIX 1 cont'd

TABLE 1.5 REGIONAL and NATIONAL COMPARISON of LOCAL PERFORMANCE INDICATORS – KPI 2

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

KPI2

	2006/07		2007/08		
	Q15	Q16	Q17	Q18	Q19
Kent	66.7%	65.3%	47.1%	78.2%	73.7%
Regional	64.5%	66.1%	66.3%	62.1%	66.7%
National	64.8%	64.1%	63.3%	71.3%	66.5%

Source: CLG

APPENDIX 2

Contractual data as at end of Quarter 20

TABLE 1.1: CONTRACTUAL DATA as at Close of Quarter 20

	Quarter 16 Jan - Mar 07	Quarter 20 Jan - Mar 08
Number of Providers	158	128
Number of Services	481	422
Number of Household Units	23149	22205
Number of Leaseholders	142	76
Total Number of Units	23291	22281

TABLE 1.2: BREAKDOWN OF UNITS

	Quarter 16 Jan - Mar 07	Quarter 20 Jan - Mar 08
Number of Floating Support Units	9058	4506
Number of HIA Units	1619	1619
Number of Sheltered Units	10416	12824
Number of Other Acc. Based Units	2112	3332
Total	23205	22281

TABLE 1.3: CONTRACTS

	Quarter 16 Jan - Mar 07	Quarter 20 Jan - Mar 08
Number of Block Gross Units	4453	9711
Number of Block Subsidy Units	18411	12570
<u>Of which</u> Capped	12453	9522
Not Capped	5958	3048
All contracts capped	-	14466
All contracts not capped	-	7815

TABLE 1.4: CONTRACT VALUES at 31 March 08*

	Quarter 16 Jan - Mar 07	Quarter 20 Jan - Mar 08
Grant from CLG	£31,947,395	£32,024,915
Contract £	£29,199,030	£29,177,973.27
% FS	26%	25%
% Accommodation Based	74%	75%

* financial data for 2007/08

Item No: 6**REPORT**

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

To: Supporting People in Kent Commissioning Body

26 June 2008

Subject: Floating Support Data Analysis

Classification: Unrestricted

For Information

Summary: This report provides aspects of data analysis on floating support services funded by the Kent Supporting People Programme.

1.0 Introduction

This report is included for the first time on the Commissioning Body agenda. It has been written in response to increasing demand for information regarding floating support provision and utilisation, reflecting an increase in floating support activity across the county.

The report examines provision, allocation and referrals into floating support services and includes analyses by primary client group, referring agency and district/borough. Where previous analysis has taken place, trend or direction of travel information is supplied. Where district/borough comparisons have been provided, they are organised in order of the revised Indices of Multiple Deprivation (2007).

Data is taken from the centrally held countywide referral waiting list, which is administered by the Supporting People Team. At the time of writing it was not possible to analyse data from the five services whose waiting lists are held outside the team due to data incompatibility issues. These services comprise over 2800 units for client groups which include older people, people with HIV/AIDS, rough sleepers and people with mental health problems. It is hoped that with the resolution of these issues, such data could be included in future reports.

This report will be revised and presented quarterly to the Core Strategy Development Group and Commissioning Body.

2.0 Current Provision

2.1 Distribution of Services

An analysis of the distribution of provision at the end of quarter 20 is given in Table 1.1 of Appendix 1. The Commissioning Body will note that specialist services do not exist for every individual client group that has been referred for floating support in the quarter. Rather, generic services are used in order that demand can be met.

By far the greatest number of units is provided to older people with support needs. This group, along with older people with mental health problems, accounts for just under 61% of all floating support provision in the programme. There is a concentration of these services in the west as a result of two unusually large contracts. Any examination of service distribution across the east and west of the county should discount countywide services. Even so, such an analysis shows that the majority of provision is in the west if the two large older person's services are included. With all services for older people also removed from the analysis, the weight of distribution is in the east of the county.

Excluding services for older people, generic services (730) and those for people with mental health problems (251) make up the highest number of units of floating support across the county.

Again if both older person's services and countywide services are excluded, it is possible to analyse the proportion of generic or client specific services in the east and west of the county. In the east the majority of the provision is client group specific (66.9%) with a smaller proportion of services being generic (33.1%). In the west, the picture is reversed and the majority of provision (64.2%) is generic with a smaller proportion (38.8%) specialist or client group specific (Table 1.2)

2.2 Number of services and service providers

Table 1.3 in Appendix 1 shows by primary client group the numbers of floating support services within the programme at the end of quarter 20. Table 1.4 provides an analysis of the services and the nature of the organisations providing them.

There are 67 floating support services in Kent, being provided by 19 organisations. The majority of these services are being provided by Registered Social Landlords (RSLs) Table 1.4 shows that the greatest numbers of units of support are being

provided by Large Scale Voluntary Transfer Registered Social Landlords (LSVT – RSLs)

3.0 Those in receipt of floating support

An analysis of those in receipt of floating support from the central waiting list at the close of quarter 20 is given in Table 2.1 of Appendix 2.

The table shows that 1830 people were in receipt of a floating support service at the end of the quarter. In all but three boroughs (Swale, Dartford and Tonbridge and Malling) the majority of people receiving floating support are those whose primary client group is people with mental health problems. Those with mental health problems account for the single largest proportion by client group – in excess of 20% of all recipients of floating support across the county.

The greatest proportion of those in receipt of floating support are in Thanet (11.6%), Shepway (11%) and Dover (10.2%) respectively. The fewest number of people in receipt of a service is in Dartford, accounting for 3.1% of all floating support recipients.

4.0 Referrals received on the central waiting list in Quarter 20

4.1 Numbers of referrals received

An analysis of the number of referrals received in the central waiting list in quarter 20 is given in Appendix 3. Table 3.1 shows a large increase in incoming referrals from last quarter. A total of 787 referrals were received compared to 642 the previous quarter; this is the highest number of referrals received in a single quarter since centralised records began. Across the county, referrals for floating support increased in all but two districts/boroughs. The greatest number were received from Thanet (97) Tunbridge Wells (86) and Shepway (84) respectively. Fewest were received from Dartford (23) where against the county trend, the number of referrals fell by 18% on the previous quarter.

4.2 Primary client groups of referrals received

Table 3.2 shows an analysis by client group of all referrals received to the central waiting list during quarter 20. The highest number of referrals (145) were received for those with mental health problems, representing 18.4% of all referrals received. Referrals for this client group were highest in Thanet (19), Ashford (16) and Tonbridge and Malling (15).

The Thanet district also received the highest number of referrals for domestic abuse, families with support needs and young people leaving care.

The comparatively high level of referrals for teenage parents in Swale (13 of 47 referrals countywide) and single homeless with support needs in Tunbridge Wells (14 of 57 countywide) is also worthy of note.

4.3 Numbers and distribution of re-referrals received

An analysis of all those re-referred to a floating support service via the central waiting list is included in Table 3.3. All re-referrals are processed in accordance with countywide floating support protocols and are made on behalf of those individuals who have previously received a period of floating support which has ended and have been referred to receive a service once again.

Re-referrals accounted for 10% of all referrals received this quarter. Of the 78 re-referrals received 17 (21.8%) were from those whose primary needs relate to mental health and 12 (15.4%) to those whose needs relate to learning disability.

The greatest numbers of re-referrals were received in Shepway 14 (18%), Dover 11 (14.1%) and Tunbridge Wells 10 (12.8%).

4.4 Source of referrals received in quarter 20

Table 3.4 in Appendix 3 details the source of all referrals made to the central waiting list in quarter 20.

Referrals from the housing sector, either Registered Social Landlords or local authority housing teams, account for the greatest number of referrals received in all but two districts/boroughs. Countywide, these referrals amount to almost half of all of those made in the quarter.

In both Canterbury and Dartford, the highest number of referrals were received from Adult Social Services. Self referrals were highest in Canterbury (11.7% of all self referrals), Shepway (10.7% of all self referrals) and Thanet (10.3% of all self referrals).

No referrals from the health sector were received in either Dartford, or Tonbridge and Malling during the quarter.

5.0 Numbers of users allocated to services in quarter 20

Table 4.1 of Appendix 4 shows an analysis of all of those who were allocated to a floating support service from the central waiting list during quarter 20.

The table shows a significant rise in the numbers of people allocated to a service in the last quarter (667) when compared with last quarter (393) as Table 4.2 displays.

Over 20% of all allocations were made to people with mental health problems – almost double that made to any other client group. The majority of these were made in Dover (21) and Maidstone (19).

This is reflective of the countywide pattern of all allocations which saw the highest number made for those living in Maidstone 94 (14.1%) Dover 81 (12.1%) and Shepway 65 (9.7%).

6.0 Numbers of allocations closed during quarter 20.

Table 5.1 of Appendix 5 shows an analysis of all of those cases closed in the quarter. At the time of writing, it had not been possible to distil the reasons for closure into consistent descriptors for meaningful analysis, but is hoped that this can be achieved in future reports.

7.0 Potential service users waiting to receive a service

Despite localised increases in Canterbury and Tunbridge Wells, and the unprecedented rise in referrals received, the number of people countywide waiting on the centralised list to receive a support service fell this quarter to 515. (Table 6.1, Appendix 6)

Table 6.2 shows that this quarter the highest proportion of those waiting are in Thanet (16.1% of all waiting), Tunbridge Wells (14% of all waiting) and Ashford (10.7% of all waiting).

Table 6.2 also shows that the highest percentage of those waiting are those who have mental health problems (17.8%), learning disability (11.8%), are escaping domestic abuse (11.5%), or are families with support needs (11.5%).

8.0 Length of wait for band A

An examination of all those banded A on the waiting list (Table 7.1, Appendix 7) shows a fall of 7% in the numbers waiting in comparison to last quarter, despite the rise in referrals received overall.

Further, waiting times have improved countywide so that no individual is waiting more than 9 months for a service. Table 7.1 shows that 73% of those banded A have waited less than 2 months, in quarter 20 compared with 51% in quarter 19. The mode waiting time in quarter 20 has been reduced by a month in comparison to the previous quarter.

The attention of the Commissioning Body is drawn to the high percentage of those who are waiting and are escaping domestic abuse. Whilst waiting times are falling overall, there were still 32 people waiting for over a month for such a service at the close of quarter 20 (Table 7.2)

In its March meeting Commissioning Body that a large proportion of the £4 million spend proposed in the latest forecast should be spent on floating support to reduce waiting times. It is expected that the first impact on the waiting list of this time-limited decision will be effected by October 2008.

9.0 SP08 project

In December 2007, the Performance Management report to the Supporting People Commissioning Body highlighted a small but significant number of individuals who were banded at B and C and who had been waiting extensive periods for a service. For many, the wait pre-dated the centralisation of the waiting list.

The Commissioning Body agreed to allow the temporary extension of floating support services to enable the programme to respond to the needs of these individuals and clear this part of the waiting list.

Together with partners, this time-limited project (SP08) began in February 2008 and Table 8.1 of Appendix 8 shows some of the early progress made so far.

10.0 Conclusions

Demand for floating support has increased substantially overall this quarter, and is high for mental health services throughout the county. There are areas in the county where demand is static and this is worthy of further investigation. Despite the increase in demand the number of people waiting to receive a service has fallen. Although waiting times have also fallen, there is a need to reduce this further, particularly for those who are escaping domestic abuse.

There is a need to include the waiting lists for all floating support services in Kent in the analysis to enable a thorough examination of floating support performance and this will require further work to ensure data compatibility.

11.0 Recommendation

The Commissioning Body is asked to

- (i) note the contents of the report.
- (ii) recommend any changes to the format of this report that would provide additional useful information.

Melanie Anthony
Performance and Review Manager
01622 694937

Background Documents:
Indices of Multiple Deprivation (2007)

Appendix 1 Analysis of current provision at end of quarter 20

Appendix 2 Analysis of all those in receipt of a floating support service at the close of quarter 20

Appendix 3 Analysis of all referrals received during quarter 20

Appendix 4 Analysis of those allocated to a service during quarter 20

Appendix 5 Analysis of cases closed during quarter 20

Appendix 6 Analysis of those waiting at the close of quarter 20

Appendix 7 Analysis of the length of wait for all band A referrals.

This page is intentionally left blank

APPENDIX 1 Analysis of current provision at end of quarter 20

Table 1.1 All contracted floating support units by primary client group

District or Borough	IMD rank	Total contracted units	Generic	Domestic Abuse	Ex Offender	Family with Support Needs	Homeless Family with Support Needs	Learning Disability	Mental Health	Older People with Mental Health	Older People with Support Needs	People with HIV/Aids	Physical/Sensory Disability	Refugee	Single Homeless with Support Needs	Substance Misuse	Teenage Parent	Young Person at Risk	Young Person Leaving Care	Rough Sleeper	Total	As percentage of all contracted floating support units
Thanet	65	88	18	20	30												13	7			88	2%
Swale	116	81	68														13				81	1.8%
Shepway	123	90	15					8	22		30							15			90	2.0%
Gravesham	142	57	39														18				57	1.3%
Dover	153	106	30	14				12	35										15		106	2.4%
Dartford	186	39	3					36													39	0.9%
Canterbury	198	91	49						17		25										91	2%
Ashford	227	39	15					11									13				39	0.9%
Maidstone	248	831	59							4	768										831	18.4%
Tunbridge Wells	273	70	70																		70	1.6%
Tonbridge and Malling	281	1956	86								1870										1956	43.4%
Sevenoaks	295	72	54			18															72	1.6%
Dartford & Gravesham	~	17							17												17	0.4%
West Kent	~	232	95	30	27				50						3	27					232	5.1%
East Kent	~	342	64	35	19				25						129	39	24		7		342	7.6%
Kent	~	395	65						85		45	20	36							144	395	8.8%
Total		4506	730	99	76	18	0	67	251	4	2738	20	36	0	132	66	81	22	22	144	4506	
<i>Percentage of all receiving a service at the end of Q20</i>		100%	16.2%	2.2%	1.7%	0.4%	0	1.5%	5.6%	0.1%	60.8%	0.4%	0.8%	0	2.9%	1.5%	1.8%	0.5%	0.5%	3.2%		

APPENDIX 1 Analysis of current provision at end of quarter 20 cont'd

Table 1.2 Distribution of floating support provision

	All Contracted units	Older persons units only	All units excluding older persons	All generic units	All specialist or client group specific
East	837	55	782	259	523
West	3274	2642	632	406	226
Kent-wide	395	45	350	65	285
Total	4506	2742	1764	730	1034

APPENDIX 1 Analysis of current provision at end of quarter 20 cont'd
Table 1.3 Number of services and service providers by primary client group

Primary Client Group	No. of services	As percentage of all services	No. of providers	As percentage of all providers
Generic	21	31.3%	10	25.6%
Domestic Abuse	4	6%	3	7.6%
Ex Offender	3	4.5%	2	5.1%
Homeless Family with Support Needs	1	1.5%	1	2.6%
Learning Disability	4	6%	1	2.6%
Mental Health	9	13.4%	6	15.4%
Older People with Mental Health Problems	1	1.5%	1	2.6%
Older People with Support Needs	8	11.9%	4	10.2%
People with HIV/AIDS	1	1.5%	1	2.6%
Physical Sensory Disability	1	1.5%	1	2.6%
Rough Sleeper	1	1.5%	1	2.6%
Single Homeless with Support Needs	2	3%	2	5.1%
Substance Misuse	2	3%	1	2.6%
Teenage Parent	5	7.4%	3	7.6%
Young Person at Risk	2	3%	1	2.6%
Young Person leaving Care	2	3%	1	2.6%
Grand Total	67	100%	39	100%

N.B. Some providers supply services to more than one primary client group. The grand total of providers above is greater than the actual number of providers of floating support services, which is 19

APPENDIX 1 Analysis of current provision at end of quarter 20 cont'd

Table 1.4 Number of services and service providers by organisation type

Organisation Type	No. of Household Units	As percentage of all Household Units	No. of services	As percentage of all services	No. of Providers	As percentage of all providers
Charitable Organisation	510	11.3%	15	22.4	6	31.6%
Local Authority – Social Services Dept	208	4.6%	7	10.4	1	5.3%
LSVT - RSL	3181	70.6%	19	28.4	4	21%
RSL	581	12.9%	24	35.8	6	31.6%
Private Company	26	0.6%	2	3	2	10.5%
Grand Total	4506	100%	67	100%	19	100%

APPENDIX 2 Analysis of all those in receipt of floating support services from the central waiting list at the close of quarter 20

Table 2.1 Analysis of all those in receipt of floating support by primary client group

District or Borough	IMD rank	Currently allocated	Complex Needs	Domestic Abuse	Ex Offender	Family with Support Needs	Homeless Family with Support Needs	Learning Disability	Mental Health	Older People with Support Needs	People with HIV/Aids	Physical/Sensory Disability	Refugee	Single Homeless with Support Needs	Substance Misuse	Teenage Parent	Young Person at Risk	Young Person Leaving Care	Not Given	Total	As percentage of all receiving a service
Thanet	65	212	11	25	26	35	1	5	32	5	10	2	12	18	14	10	6			212	11.6%
Swale	116	116	6	8	2	23		13	20	10	5		8	11	9		1			116	6.3%
Shepway	123	201	7	18	1	22		13	57	26	6		12	8	18	12	1			201	11%
Gravesham	142	123	13	6		6		15	34	9	1	8	6	1	18	5	1			123	6.7%
Dover	153	187	24	11	2	21	1	22	38	4	14		11	9	5	21	4			187	10.2%
Dartford	186	57	5	4	2	5		17	12	5			4	3						57	3.1%
Canterbury	198	165	11	5	1	8		7	41	42	9	9	11	13	5	7	5			165	9%
Ashford	227	174	19	11	1	23		17	55	7		9	11	4	11	6				174	9.5%
Maidstone	248	184	17	9	6	24	1	18	32	10	13	4	18	12	14	5	1			184	10.1%
Tunbridge Wells	273	114	13	5	2	6	1	26	26	6		5	7	10	4	2	1			114	6.2%
Tonbridge and Malling	281	176	25	12	2	30	2	12	19	4		15	19	10	4	2		20		176	9.6%
Sevenoaks	295	121	10	9	6	7		10	44	10		12	3	6	1	3				121	6.6%
Total		1830	161	123	51	210	6	175	410	138	1	106	6	122	105	103	73	20	20	1830	100%
<i>Percentage of all receiving a service at the end of Q20</i>		<i>100%</i>	<i>8.8%</i>	<i>6.7%</i>	<i>2.8%</i>	<i>11.5%</i>	<i>0.3%</i>	<i>9.6%</i>	<i>22.4%</i>	<i>7.5%</i>	<i>0.1%</i>	<i>5.8%</i>	<i>0.3%</i>	<i>6.7%</i>	<i>5.7%</i>	<i>5.6%</i>	<i>4%</i>	<i>1.1%</i>	<i>1.1%</i>	<i>100%</i>	

APPENDIX 3 Analysis of all referrals received on the central waiting list in quarter 20

Table 3.1 Number of referrals received

District or Borough	IMD rank	Qtr 15	Qtr 16	Qtr 17	Qtr 18	Qtr 19	Qtr 20	Percentage of all referrals received	Direction of travel*
Thanet	65	74	57	55	93	72	97	(12.3%)	↑ +35%
Swale	116	54	45	62	81	51	71	(9%)	↑ +39%
Shepway	123	65	67	65	92	64	84	(10.7%)	↑ +31%
Gravesham	142	28	26	38	49	39	55	(7%)	↑ +41%
Dover	153	60	57	51	61	75	75	(9.5%)	↔
Dartford	186	18	9	17	23	28	23	(3%)	↓ -18%
Canterbury	198	48	40	26	54	47	60	(7.6%)	↑ +28%
Ashford	227	52	29	37	75	54	63	(8%)	↑ +17%
Maidstone	248	52	42	31	57	58	77	(9.8%)	↑ +35%
Tunbridge Wells	273	40	38	73	60	75	86	(10.9%)	↑ +15%
Tonbridge and Malling	281	80	53	50	55	49	53	(6.7%)	↑ +8%
Sevenoaks	295	28	23	33	38	30	43	(5.5%)	↑ +43%
Total		599	486	538	738	642	787	(100%)	

* Percentage increase on number of referrals received in Quarter 19

APPENDIX 3 Analysis of all referrals received on the central waiting list in quarter 20 cont'd

Table 3.2 Primary client groups of referrals received

District or Borough	IMD rank	Complex Needs	Domestic Abuse	Ex Offender	Family with Support Needs	Homeless Family with Support Needs	Learning Disability	Mental Health	Older People with Support Needs	People with HIV/Aids	Physical/Sensory Disability	Refugee	Single Homeless with Support Needs	Substance Misuse	Teenage Parent	Young Person at Risk	Young Person Leaving Care	Total	Percentage of all referrals received
Thanet	65	6	14	9	13	1	6	19	2		4		3	6	5	5	4	97	(12.3%)
Swale	116	12	6	1	9		11	8	2		9			3	6	2	2	71	(9%)
Shepway	123	3	9	1	7	1	8	10	9		10		7	4	13	1	1	84	(10.7%)
Gravesham	142	4	9	1	4	3	3	12	1		3		8	4	1	2		55	(7%)
Dover	153	10	13	2			8	14	3		2		6	5	5	7		75	(9.5%)
Dartford	186	3	6		2		3	6	1		1				1			23	(2.9%)
Canterbury	198	6	2	1	5		10	10	12		3	1		4	3	1	2	60	(7.6%)
Ashford	227	7	6		12		4	16	2		1		7	1	5	1	1	63	(8%)
Maidstone	248	10	10		11	3	3	12	2		3	1	9	5	2	5	1	77	(9.8%)
Tunbridge Wells	273	4	4	5	8		11	9	4		8	1	14	6	5	6	1	86	(10.9%)
Tonbridge and Malling	281	9	1	1	10		7	15			2		2	2	1	3		53	(6.7%)
Sevenoaks	295	9	2		1	1	2	14	2		4		1	6		1		43	(5.5%)
Total		83	82	21	82	9	76	145	40	0	50	3	57	46	47	34	12	787	100%
<i>Percentage of all referrals received during Quarter 20</i>		10.5%	10.4%	2.7%	10.4%	1.1%	9.7%	18.4%	5.1%	0	6.4%	0.4%	7.2%	5.8%	6%	4.3%	1.5%		

APPENDIX 3 Analysis of all referrals received on the central waiting list in quarter 20 cont'd

Table 3.3 Numbers and distribution of re-referrals received on the central waiting list in quarter 20

District or Borough	IMD rank	All referrals received Q20	All re-referrals received Q20	Complex Needs	Domestic Abuse	Ex Offender	Family with Support Needs	Homeless Family with Support Needs	Learning Disability	Mental Health	Older People with Support Needs	People with HIV/Aids	Physical/Sensory Disability	Refugee	Single Homeless with Support Needs	Substance Misuse	Teenage Parent	Young Person at Risk	Young Person Leaving Care	Not Given	Total	As percentage of all re-referred
Thanet	65	97	7	1	2	1							1				1	1			7	9.0%
Swale	116	71	4	1						1							1	1			4	5.1%
Shepway	123	84	14		1		2		2	1			3		3	1	1				14	18%
Gravesham	142	75	5		1		1		1	2											5	6.4%
Dover	153	55	11	1	2				1	3	2		1					1			11	14.1%
Dartford	186	23	1						1												1	1.3%
Canterbury	198	60	9						3	3	2		1								9	11.5%
Ashford	227	63	5		1				1	1							2				5	6.4%
Maidstone	248	77	3	2					1												3	3.8%
Tunbridge Wells	273	86	10	1					2	3						3		1			10	12.8%
Tonbridge and Malling	281	53	2				1									1					2	2.6%
Sevenoaks	295	43	7	1						3	1		1			1					7	9%
Total		787	78	7	7	1	4	0	12	17	5	0	7	0	3	6	5	4	0	0	78	100%
<i>Percentage of all re-referred</i>			100%	9%	9%	1.3%	5.1%	0	15.4%	21.8%	6.4%	0	9%	0	3.8%	7.7%	6.4%	5.1%	0	0	100%	

Appendix 3 Analysis of all referrals received on the central waiting list in quarter 20 cont'd

Table 3.4 Source of referrals received on the central waiting list in quarter 20

District or Borough	IMD rank	Adult Social services	Carer / Advocate	Children, Families, Education	Health	LA / Housing	Probation	RSL	Self	Voluntary Org	Youth Offending Service	Not Given / Other	Total
Thanet	65	7		9	5	20	11	16	10	16	3		97
		(7.2%)		(9.3%)	(5.2%)	(20.6%)	(11.3%)	(16.5%)	(10.3%)	(16.5%)	(3.1%)		100%
Swale	116	8	1	6	1	15	1	30	2	7			71
		(11.3%)	(1.4%)	(8.5%)	(1.4%)	(21.1%)	(1.4%)	(42.3%)	(2.8%)	(9.8%)			100%
Shepway	123	16	1	3	7	24	6	3	9	13	2		84
		(19%)	(1.2%)	(3.5%)	(8.3%)	(28.6%)	(7.2%)	(3.6%)	(10.7%)	(15.5%)	(2.4%)		100%
Gravesham	142	12			2	26	1	1	4	9			55
		(21.9%)			(3.6%)	(47.3%)	(1.8%)	(1.8%)	(7.2%)	(16.4%)			100%
Dover	153	7		2	13	27	8	3	7	8			75
		(9.3%)		(2.7%)	(17.3%)	(36%)	(10.7%)	(4%)	(9.3%)	(10.7%)			100%
Dartford	186	6		1	0	4	0	4	2	5		1	23
		(26.1%)		(4.4%)	(0%)	(17.4%)	(0%)	(17.4%)	(8.6%)	(21.7%)		(4.4%)	100%
Canterbury	198	16	2	7	4	6	2	2	7	14			60
		(26.7%)	(3.2%)	(11.7%)	(7%)	(10%)	(3.2%)	(3.2%)	(11.7%)	(23.3%)			100%
Ashford	227	9	2	6	14	11	0	8	6	7			63
		(14.3%)	(3.2%)	(9.5%)	(22.2%)	(17.5%)	(0%)	(12.7%)	(9.5%)	(11.1%)			100%
Maidstone	248	5	1	0	6	30	2	25	4	4			77
		(6.4%)	(1.3%)	(0%)	(7.8%)	(39%)	(2.6%)	(32.5%)	(5.2%)	(5.2%)			100%
Tunbridge Wells	273	1	2	0	4	31	4	31	6	6	1		86
		(1.1%)	(2.4%)	(0%)	(4.7%)	(36%)	(4.7%)	(36%)	(7%)	(7%)	(1.1%)		100%
Tonbridge and Malling	281	5	0	4	0	4		34	2	4			53
		(9.4%)	(0%)	(7.6%)	(0%)	(7.6%)		(64.1%)	(3.7%)	(7.6%)			100%
Sevenoaks	295	7	0	1	4	1		25	2	3			43
		(16.3%)	(0%)	(2.3%)	(9.3%)	(2.3%)		(58.1%)	(4.7%)	(7%)			100%
Total		99	9	39	60	199	35	182	61	96	6	1	787
<i>Percentage of all referrals received in Q20 (%)</i>		12.6	1.1	5.0	7.6	25.3	4.4	23.1	7.8	12.2	0.8	0.1	
Direction of Travel (as compared with Q19)		↓	↓	↑	↓	↑	↓	↑	↓	↓	↓	↓	
		(-1.6%)	(-0.1%)	(+2.4%)	(-3.3%)	(+3.6%)	(-0.4%)	(+1.2%)	(-1.1%)	(-0.1%)	(-0.2%)	(-0.8%)	

APPENDIX 4 Analysis of those allocated to a floating support service from the central waiting list in quarter 20

Table 4.1 Number of allocations made from the central waiting list in quarter 20

District or Borough	IMD Rank	Qtr 15	Qtr 16	Qtr 17	Qtr 18	Qtr 19	Qtr 20	Percentage of all allocations made in Q20	Direction of travel*
		Oct - Dec 06	Jan - Mar 07	Apr - Jun 07	Jul - Sep 07	Oct - Dec 07	Jan - Mar 08		
Thanet	65	26	39	64	61	57	60	9%	↑ +5%
Swale	116	26	42	31	64	37	55	8.2%	↑ +49%
Shepway	123	33	35	49	89	51	65	9.8%	↑ +27%
Gravesham	142	13	23	8	52	18	58	8.8%	↑ +222%
Dover	153	17	31	13	51	33	81	12.2%	↑ +145%
Dartford	186	12	5	11	27	19	21	3.1%	↑ +10%
Canterbury	198	19	31	12	57	24	41	6.1%	↑ +71%
Ashford	227	17	23	18	49	28	43	6.4%	↑ +54%
Maidstone	248	12	27	21	80	36	94	14.2%	↑ +161%
Tunbridge Wells	273	25	25	29	58	22	53	7.9%	↑ +141%
Tonbridge and Malling	281	17	34	115	50	36	51	7.6%	↑ +42%
Sevenoaks	295	4	16	50	56	32	45	6.7%	↑ +41%
TOTAL		221	331	422	694	393	667	100%	

* Percentage increase in the number of allocations in the same district/borough in Q19

APPENDIX 4 Analysis of those allocated to a floating support service from the central waiting list in quarter 20

Table 4.2 Allocations made from the central waiting list during quarter 20 by primary client group

District or Borough	IMD rank	Allocated during Q20	Complex Needs	Domestic Abuse	Ex Offender	Family with Support Needs	Homeless Family with Support Needs	Learning Disability	Mental Health	Older People with Support Needs	People with HIV/Aids	Physical/Sensory Disability	Refugee	Single Homeless with Support Needs	Substance Misuse	Teenage Parent	Young Person at Risk	Young Person Leaving Care	Not Given	Total	As percentage of all allocated to a service during Q20
Thanet	65	60	2	10	16	4		1	3	2		4		4	3	3	6	2		60	9.0%
Swale	116	55	11	2	4	5		7	7	4		4		3	1	5		2		55	8.2%
Shepway	123	65	3	3	4	10		3	8	11		3		5	2	12	1			65	9.7%
Gravesham	142	58	7	6		2	1	2	13	2		3		13	3	4	1	1		58	3.2%
Dover	153	81	13	8		10		8	21			4		4	4	4	5			81	12.1%
Dartford	186	21	5	2		2		3	4	2				2	1					21	3.1%
Canterbury	198	41	4	1	2	2		4	11	11		3				2		1		41	6.1%
Ashford	227	43	5	4	3	8		2	8	3				6			3	1		43	6.4%
Maidstone	248	94	10	10		15	2	5	19	4		1	1	12	2	6	6	1		94	14.1%
Tunbridge Wells	273	53	4	4		2	1	5	12	2		2		8	9		3	1		53	7.9%
Tonbridge and Malling	281	51	11	1	1	7		3	13	1		2		8	2		2			51	7.6%
Sevenoaks	295	45	5	5		2	1	5	15	2		2			5	1	1	1		45	6.7%
Total		667	80	56	30	69	5	48	134	44	0	28	1	65	32	37	28	10	0	667	100%
<i>Percentage of all allocated to a service in Quarter 20</i>		100%	12%	8.4%	4.5%	10.3%	0.7%	7.2%	20.1%	6.6%	0	4.2%	0.1%	9.7%	4.8%	5.5%	4.2%	1.5%	0		

APPENDIX 5 Analysis of cases closed during quarter 20

Table 5.1 All cases closed during quarter 20 by primary client group

District or Borough	IMD rank	Closed during Q20	Complex Needs	Domestic Abuse	Ex Offender	Family with Support Needs	Homeless Family with Support Needs	Learning Disability	Mental Health	Older People with Support Needs	People with HIV/Aids	Physical/Sensory Disability	Refugee	Single Homeless with Support Needs	Substance Misuse	Teenage Parent	Young Person at Risk	Young Person Leaving Care	Not Given	Total	As percentage of all closed during Q20
Thanet	65	24	1	3	7			1	3	2		1		2	1	2	1			24	8.3%
Swale	116	32	5	1	1	5		3	1	1		3		2	1	8		1		32	11.1%
Shepway	123	34	1	3	3	3			4	11				1	1	4			3	34	11.8%
Gravesham	142	18		3		3		1	4	1		1		4	1					18	6.2%
Dover	153	25	4	1	1	2		3	5	1		4		1		1	2			25	8.7%
Dartford	186	16		2	1	3			2	4					2	1	1			16	5.5%
Canterbury	198	8		1					4	2		1								8	2.8%
Ashford	227	25		3	2	6		2	2			2		2		1	4	1		25	8.7%
Maidstone	248	30	3	3	2	2	1	2	4	1		2		4	2	2	2			30	10.4%
Tunbridge Wells	273	25	2			1		4	5	1		1		5	5		1			25	8.7%
Tonbridge and Malling	281	20	15	1		2		1	1	1		2		4			1	2		20	6.9%
Sevenoaks	295	32	6	6	1	1		2	9	1		3		1	1			1		32	11.1%
Total		289	27	27	18	28	1	19	44	26	0	20		26	14	19	12	3	5	289	100%
<i>Percentage of all closed in Quarter 20</i>		100%	9.3%	9.3%	6.2%	9.7%	.3%	6.6%	15.2%	9%		6.9%		9%	4.8%	6.6%	4.2%	1%	1.7%		

APPENDIX 6 Analysis of all those on the central list waiting to receive a service at the close of quarter 20

Table 6.1 Analysis of all those waiting for a service

District or Borough	IMD Rank	Qtr 15 Oct - Dec 06	Qtr 16 Jan - Mar 07	Qtr 17 Apr - Jun 07	Qtr 18 Jul - Sep 07	Qtr 19 Oct - Dec 07	Qtr 20 Jan - Mar 08	Percentage of all waiting at close of Q20	Direction of travel*
Thanet	65	44	81	64	70	87	83	16.1	↓ -5%
Swale	116	28	12	31	39	51	49	9.5	↓ -4%
Shepway	123	30	54	49	43	56	47	9.1	↓ -16%
Gravesham	142	13	6	8	5	23	23	4.5	
Dover	153	39	39	13	19	65	40	7.8	↓ -38%
Dartford	186	6	5	11	6	17	14	2.7	↓ -18%
Canterbury	198	28	11	12	5	25	38	7.4	↑ +52%
Ashford	227	33	24	18	48	70	55	10.7	↓ -26%
Maidstone	248	23	38	21	19	35	30	5.8	↓ -14%
Tunbridge Wells	273	26	46	29	22	57	72	14	↑ +26%
Tonbridge and Malling	281	58	125	115	60	56	35	6.8	↓ -38%
Sevenoaks	295	22	45	50	5	46	29	5.6	↓ -37%
TOTAL		350	486	422	346	588	515	100%	

APPENDIX 6 Analysis of all those on the central list waiting to receive a service at the close of quarter 20

Table 6.2 Analysis of all those waiting by primary client group

District or Borough	IMD rank	Waiting at Q20 Close	Complex Needs	Domestic Abuse	Ex Offender	Family with Support Needs	Homeless Family with Support Needs	Learning Disability	Mental Health	Older People with Support Needs	People with HIV/Aids	Physical/Sensory Disability	Refugee	Single Homeless with Support Needs	Substance Misuse	Teenage Parent	Young Person at Risk	Young Person Leaving Care	Not Given	Total	As percentage of all waiting at Q20 close
Thanet	65	83	6	13		12	2	7	22	4		3		1	5	5	1	2		83	16.1%
Swale	116	49	5	3		8		7	8	1		8			4	2	2	1		49	9.5%
Shepway	123	47	2	6		4	1	6	8			8		5	3	4				47	9.1%
Gravesham	142	23		6	1	1	2	3	4			1		2	2			1		23	1.3%
Dover	153	40	5	9		1		5	5	2		1		3	5	2	2			40	7.8%
Dartford	186	14	1	4		1		2	3			2				1				14	2.7%
Canterbury	198	38	4	2		3		10	5	2		3	1	1	4	1	1	1		38	7.4%
Ashford	227	55	8	5		12		4	12			1		4	1	6	2			55	10.7%
Maidstone	248	30	3	3		2	2		5			3		6	4	1		1		30	5.8%
Tunbridge Wells	273	72	3	3	5	7		9	5	3		10	1	12	4	5	5			72	14.0%
Tonbridge and Malling	281	35	8	3		8		6	3			2		2	1	1	1			35	6.8%
Sevenoaks	295	29	6	2				2	9			4		1	4			1		29	5.6%
Total		515	51	59	6	59	7	61	89	12	0	46	2	37	37	28	14	7	0	515	100%
<i>Percentage of all allocated to a service in Quarter 20</i>		100%	9.9%	11.5%	1.2%	11.5%	1.4%	11.8%	17.8%	2.3%	0	8.9%	0.4%	7.2%	7.2%	5.4%	2.7%	1.4%	0		

APPENDIX 7 Analysis of the length of wait for all band A referrals

Table 7.1 Analysis of band A waiting times by district/borough

District or Borough	IMD rank	Currently Waiting	Less than 1 week	Up to 1 month	Up to 2 months	Up to 3 months	Up to 6 months	Up to 9 months	Percentage of All A band waiting
Thanet	65	68	5	16	26	10	11	0	21.6%
Swale	116	22	2	10	2	6	2	0	7.0%
Shepway	123	31	3	10	11	7	0		9.8%
Gravesham	142	24	4	14	4	2	0		7.6%
Dover	153	16	1	9	4	1	1		5.1%
Dartford	186	7		2	2	2	0	1	2.2%
Canterbury	198	18	1	8	4	3	1	1	5.7%
Ashford	227	39	3	14	7	9	6		12.4%
Maidstone	248	13	2	6	2	2	1		4.1%
Tunbridge Wells	273	46	5	20	8	10	2	1	14.6%
Tonbridge and Malling	281	18	1	7	5	3	2		5.7%
Sevenoaks	295	13	2	6	4	1	0		4.1%
Total		315	29	122	79	56	26	3	100%

APPENDIX 7 Analysis of the length of wait for all band A referrals cont'd

Table 7.2 Length of wait for all band A referrals by primary client group

Primary Client Group	Currently Waiting	Less than 1 week	Up to 1 month	Up to 2 months	Up to 3 months	Up to 6 months	Up to 9 months	Percentage of All A band waiting
Complex Needs	25	4	10	7	2	2	0	7.9%
Domestic Abuse	58	6	20	19	11	2	0	18.4%
Ex Offender	6	1	4	1	0	0		1.9%
Family with Support Needs	39	4	17	5	9	4		12.4%
Homeless Family with Support Needs	4	0	2	0	1	1		1.3%
Learning Disability	24	1	7	5	8	3	0	7.6%
Mental Health	51	3	21	14	4	8	1	16.2%
Older People with Support Needs	3	0	1	0	0	2		1.0%
People with HIV/Aids	0	0	0	0	0	0		0.0
Physical/Sensory Disabilities	15	1	6	4	3	1	0	4.8%
Refugee	2	0	1	1	0	0		0.6%
Single Homeless with Support Needs	27	3	10	6	5	1	2	8.6%
Substance Misuse	25	4	8	7	5	1		7.9%
Teenage Parent	22	2	8	5	7	0		7.0%
Young Person at Risk	10		4	4	1	1		3.2%
Young Person Leaving Care	4	0	3	1	0	0		1.3%
Total	315	29	122	79	56	26	3	100%

APPENDIX 8 Analysis of SPO8 project progress

Table 8.1 Status of SPO8 referrals at close of quarter 20

Primary Client Group	No. referrals extracted from central waiting List	Status at close of quarter 20		
		Waiting	Allocated	Closed
Complex Needs	27	11	16	
Domestic Abuse	11	10	1	
Ex Offender	8	1	7	
Family with Support Needs	24	7	17	
Homeless Family with Support Needs				
Learning Disability	29	10	16	3
Mental Health	60	35	23	2
Older People with Support Needs	15	5	9	1
People with HIV/Aids				
Physical/Sensory Disabilities	21	7	14	
Refugee	1	1		
Single Homeless with Support Needs	11	1	10	
Substance Misuse	15	1	14	
Teenage Parent	17	4	13	
Young Person at Risk	8		7	1
Young Person Leaving Care	2		2	
Total	249	93	149	7

This page is intentionally left blank

Item No: 8**REPORT**

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

To: Supporting People in Kent Commissioning Body

26 June 2008

Subject: Kent Five-Year Supporting People Strategy 2005-2010, Refresh 2008

Classification: Unrestricted

For Decision

Summary: The report provides a summary of the Strategy Refresh which details progress against targets in the Five Year Strategy, newly emerging strategic contexts and priorities for the remainder of the Five Year Strategy.

1.0 Introduction

In March 2005, the Commissioning Body agreed the Kent five-year Supporting People Strategy 2005-2010 which set out where the programme in Kent was at that point and where the partnership wanted to get to by 2010. It contained strategic objectives and targets and detailed how the strategy would be delivered and monitored. The strategy was submitted to the then Office of the Deputy Prime Minister in April 2005. Subsequent annual plans detailed the various actions required for working towards meeting the targets and measured overall progress.

In September 2007, the Audit Commission inspected the Kent Supporting People Programme. The management of the programme by Kent County Council and its partners was judged as 'good' and as having 'promising' prospects for improvement. However, the Audit Commission Inspectors made certain recommendations, in order to improve services further. These recommendations were accepted and an action plan agreed by the Commissioning Body.

One of the recommendations concerned the need to refresh Kent's original five-year Strategy to list progress made and identify future priorities.

2.0 Key Achievements

The key achievements of performance and delivery 2005-2008 include:

- Establishment of effectively run governance bodies
- Strong partnership working with a wide range of stakeholders both at county and local levels, resulting for example in agreed countywide protocols for vulnerable young people, people with mental health problems, offenders and vulnerable families with dependent children
- Improved service user involvement in the programme through service reviews and establishment of the service user panel
- Agreed Eligibility and Reconnection Policies
- Strategic reviews of older persons services, floating support services and short-term accommodation based services and agreed recommendation and action plans resulting from the reviews
- Needs identified and new services commissioned, including specialist services
- Delivery of services within the grant, effective financial monitoring, and value for money and benchmarking exercises carried
- Regular performance reporting to the governance bodies, including data on the alignment of the programme with the Local Area Agreement 1
- All services reviewed by April 2007 and issuing of steady state contracts
- Improvements in the quality of services
- Regular promotion of the programme through a wide range of media and taking into account diversities

3.0 New Strategic Contexts

Since the implementation of the Kent Supporting People Strategy 2005-2010, certain government policies/strategies and other developments have acted as change drivers resulting in newly emerging strategic contexts within which the programme operates. Particular change drivers are:

- Recommendations arising from the Audit Commission aimed at improvements to be made with regard to performance management and governance of the programme, value for money approach, service user involvement and access to and information about services.
- Local Government White Paper 'Strong and Prosperous Communities' setting out the new focus on Local Area Agreements as route to 'place shaping', more citizen engagement and the importance of joint procurement of services.

- National Supporting People Strategy 'Independence and Opportunity' stressing the importance of service user involvement, choice and control at the heart of the programme, and improved partnership working with the third sector (voluntary organisations).

The key challenges to the Supporting People Programme arising from these strategic drivers are:

- 1) The Commissioning Body's voluntary decision to fund Supporting People as part of the area based grant and deliver on a specific target under the Local Area Agreement 2 as from this year (rather than wait for the formal implementation of this mechanism in April 2009)
- 2) The forthcoming evaluation of the national pilots of individual budgets

Clearly, some of the issues are of longer-term significance and will need to be incorporated into planning for the new Kent Supporting People Strategy 2010-2015.

4.0 Service User and Provider Consultation

The Kent five-year Supporting People Strategy was widely consulted on with service users and providers. So far, the service user panel and people bank could only be consulted with on a limited basis. The refreshed strategy was discussed at the last Core Strategy Development Group. All the key issues affecting the refresh have been presented in previous reports to the governance bodies, such as individual budgets and the Local Area Agreement. The Supporting People Team hopes to shortly recruit a service user involvement officer to ensure that service users are as closely and as widely as possible involved in shaping the Kent Supporting People Strategy 2010-2015.

The provider consultative bodies have been re-engineered into the Provider Executive Board and east and west Kent provider forum. Again, providers will be closely involved in shaping the new Kent Supporting People strategy.

5.0 Equality Impact Assessment

An initial screening of the strategy refresh analysis has been carried out and found that the Analysis has no adverse impact on the different groups of service users.

6.0 Financial Impact Assessment

The costs of meeting the gaps in short-term services identified in the strategic review of short-term accommodation-based services, meeting the gaps in

floating support services, agreed funding of the Thanet PFI Bid have been included in the five-year forecast which is attached as Appendix 1.

7.0 Conclusion

The Kent five-year Supporting People Strategy retains its overall strategic aims and priority client groups but the strategy refresh identifies additional areas to focus and move forward on. However, taking the identified change drivers into account, the priorities, for the remainder of the Supporting People Strategy 2005-2010 are:

- 1) Implement the recommendations of the Audit Commission to:
 - Strengthen the strategic approach to Supporting People
 - Improve performance management and governance of the programme
 - Improve value for money
 - Improve service user involvement
 - Improve access and information in relation to the Supporting People Programme
- 2) Implement the transition of the programme funding into the area-based grant and any new administrative measures accompanying this, including establishment of effective links with appropriate partnership groups
- 3) Continue to implement the outcomes of the strategic reviews of short-term accommodation-based services and older persons services
- 4) Incorporate the provisions of the National Supporting People Strategy into the Kent Supporting People Programme
- 5) Plan for and consult widely on the Kent Supporting People Strategy 2010-2015 and present a Draft Strategy to the governance bodies by March 2010

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

8.0 Recommendation

The Commissioning Body is asked to:

- (i) Note the contents of the report.
- (ii) Agree the Strategy Refresh 2008

Ute Vann
Policy&Strategy Officer
01622 694825

With contributions from Andrea Coleman, Senior Finance and IT Officer

Background Information:

Five-Year Kent Supporting People Strategy 2005-2010

Annual Plans 2003-2008

Audit Commission Inspection Report, December 2007

Audit Commissions Recommendations Action Plan

Appendix 1: Supporting People Five-Year Forecast 2008-2013

APPENDIX 1: Supporting People 5 Year Forecast 2008-2013

	2008/09	2009/10	2010/11	2011/12	2012/13
Grant £'000'	32,025	32,025	32,025	32,025	32,025
Contract Commitments	29,561	32,280	35,683	35,352	34,309
* Inflationary Uplift	30,153	33,086	36,575	36,236	35,167
FS/Accommodation Based Services Jan 09	204	631			
FS Clearance Jan 09	624	1,922	-649	-1,927	
HIA Handy Person East & West Kent	444				
FS Waiting List B/C	463		-474		
Service User Involvement	100				
Horizons Thanet FPI Bid from 1.11.2008 Full year 97K	37	62			
Dual Diagnosis MH Service Dover from 1.11.2008 Full year 131K	50	82			
Rent Deposit Scheme	100		-100		
PFI MH Legal Costs	300	-301			
Reclaim	-196	201			
Annual Total	32,280	35,683	35,352	34,309	35,167
Balance (Expected Grant less Expected Spend)	-255	-3,658	-3,327	-2,284	-3,142
Achieved Savings B/F	9,275	9,021	5,363	2,035	-248
Saving	9,021	5,363	2,035	-248	-3,390

* Future Rates estimated at 2.5%. Increase to be agreed by Commissioning Body

This page is intentionally left blank

**KENT SUPPORTING
PEOPLE STRATEGY 2005-2010
REFRESH 2008**

Introduction

The Kent Five-Year Supporting People Strategy was agreed in 2005. It set out where the programme in Kent was at that point and what were the strategic objectives and priorities of the programme under the overall vision of:

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

The document also contained an action plan. Subsequent Annual Plans detail the annual targets in order to work towards achieving the key strategic objectives, which were:

1. Services that deliver quality of life, promote independence and contribute to meeting the identified and crosscutting key objectives of Supporting People which are to prevent:
 - homelessness and repeat homelessness; or
 - unnecessary hospital admissions; or
 - unnecessary or premature admission to residential care; or
 - criminal or anti-social behaviour; or
 - people misusing substances, or reusing after treatment; or
 - will contribute to social inclusion and community cohesion
2. Services that demonstrate Value for Money and are of high quality, within a balanced Supporting People budget.
3. Services that meet locally identified needs, the Kent definition of housing related support and criteria for Floating Support as agreed by the partnership.
4. Services that are flexible, tenure neutral and widely promoted.
5. Services that provide a comprehensive range of services for all client groups wherever they may live across the county.
6. An effective working partnership of Housing, Social Services, Health, Probation, service providers and service users which will aim to increase overall the strategically planned supply of housing-related support units in the county. Also to promote new service developments for the prioritised client groups, choice and sustainable housing solutions for vulnerable people.

The strategy has been refreshed to reflect the progress made to date in implementation, the newly emerging strategic drivers within which it now operates, and the additional focus needed in some areas to move forward. The strategy refresh retains the same

overall strategic aims and priority client groups as the strategy 2005-2010 and must be read as a supplement to the existing document. It finalises actions within the remainder of the existing strategy which covers the period 2008 to end 2009.

1. Performance and Delivery 2005-2008

The Kent Supporting People Strategy 2005-2010 outlined the overall targets and actions /activities to be carried out over the lifetime of the strategy in order to meet the targets. Subsequent Annual Plans set annual targets in order for progress to be measured (see Appendix 1 for actions listed as planned in the original strategy and progress in those actions).

1.1 Audit Commission Inspection

The most significant assessment of the performance and delivery of the programme was the Audit Commission Inspection of the Kent Supporting People programme in 2007. The programme was assessed as 2-star providing a 'good service' with promising prospects for improvement for service users.

1.2 Key Achievements 2003/04-2007/08

Governance and partnerships

-
- Commissioning Body and Core Strategy Development Group are well established and effectively run
- Close involvement from Elected Members from across the county
- Strong links with a diverse range of stakeholders through partnership boards such as Multi-Agency Public Protection Arrangements, Local Strategic Partnerships, Joint Policy and Planning Board (Housing) and Teenage Pregnancy Partnership Board.
- Good integration and strategic links with a range of partners in the twelve districts and boroughs and with our partners in Adult Social Services
- Improved strategic involvement of providers in governance through establishment of a Provider Executive Board and two Provider Forums (with a more operational focus) in east and west Kent
- Improved involvement of service users in governance through participation in service reviews and establishment of a Service User Panel
- Supporting People contributing to close partnership working in developing countywide joint protocols for homeless young people, homeless families with dependent children, homeless people with mental health problems, and offenders.

Grant compliance, strategy and needs

- Clear Eligibility Policy in place which is reviewed on an annual basis
- Six-monthly updated needs analyses ensure that the Kent programme continues to be needs-led, that the commissioning of new services is evidence-based and needs-led and that the needs of hard-to-reach groups, such as vulnerable people from Minority Ethnic populations and Gypsies and Travellers, are investigated and documented

- Links to national and local strategies are documented and regularly reviewed as part of the needs analysis
- Annual Plans have been the focus of strategic planning each year 2005-2008/09 and as the means for checking on the progress of the plans.
- Strategic reviews of floating support services resulting in a needs-led redistribution of services across Kent, the commissioning of new services and improvement in access to services through the establishment of a centralised floating support referral system (see Appendix 2, redistribution of Services and Commissioning New Services).
- Strategic review of older persons services resulting in setting a clear direction of travel in terms of the future of sheltered housing and more effective use of community alarms (see Appendix 3, Recommendations)
- Strategic review of short-term accommodation-based services resulting in new services to be commissioned in districts/boroughs where a need has been established, a countywide Outreach and Resettlement Service being commissioned (see Appendix 4, Recommendations)

Delivery arrangements

- Efficient financial monitoring of the programme, work planning through unit business plans that is aligned with those in Adult Social Services, and risk management
- Managed the introduction of a new electronic system whilst continuing to pay providers one month in advance
- Alignment of the programme to the Local Area Agreement 1 (outcome 18 PSA) and alignment of the programme to the Local Area Agreement 2 in that a Supporting People target, NI 141, is included in one of the 35 agreed indicators. The indicator measures the number of people who have moved from short term supported accommodation in a planned way, as a percentage of all service users that have left such a service. The target to be reached is 71%.
- Strong links with relevant agencies such as 16+ service and Health Implementation Committee
- Improved the quality and timeliness of data returns such as workbooks

Performance Management

- Performance data used to identify poor value for money within the programme and to improve service performance

Commissioning and performance

- All services reviewed by April 2007, steady state contracts issued and a fresh monitoring procedure implemented to meet the needs of the steady state contract
- Establishment of good monitoring arrangements ensuring that service performance is appropriately evidenced and continues to improve as measured against the Quality Assessment Framework (see Appendix 5, QAF grades)
- Implementation of an effective complaints policy and regular reporting to the Commissioning Body
- Decommissioning of services strategically not relevant or not meeting minimum standards (see Appendix 6)
- Joint commissioning of services with Mental Health

- Commissioning of new services to meet unmet need (see Appendix 7)
- Effective cross-authority working which has, for example, resulted in joint reviews and sharing of accreditation
- Implementation of the Kent Reconnection Policy which improves access to services as well as ensuring that services comply with grant conditions

Value for money

- Continuous service improvement built into monitoring procedures
- Maintaining annual inflationary uplifts for service providers
- Efficient budget management and forecasting, ensuring that the Kent programme stays within its budget
- Following a comprehensive value for money exercise, successful implementation of management action to ensure that the grant only funds Supporting People eligible services
- Benchmarking undertaken to ensure consistency of unit price across districts/boroughs and client groups
- Competitive tendering of services in line with all council procedures and using e-tendering. This ensures that services are contracted on the basis of value for money

Service user involvement

- Service users involved in service reviews and strategic reviews of services
- Engagement of two service user involvement workers to attend reviews with Monitoring and Review Officers.
- Establishment of Service User Panel and other approaches, such as the People Bank, to promote service user involvement in shaping the programme
- Pending recruitment of a Service User Involvement Officer

Access to services and information

- Promotion of the programme through regular distribution of leaflets containing translation straplines in appropriate locations and a dedicated website/service directory
- Further improved availability of a variety of media e.g. hospital notice boards and links to common access points including websites of partners
- Production of quarterly newsletters which are distributed to providers and other stakeholders including Elected Members
- More information provision through locally based Monitoring and Review Officers maintaining close links with councils and other agencies
- Setting up of local Provider Forums for more operational staff

Diversity

- Leaflets available in a number of community languages as well as other formats such as Braille
- Service specifications and contracting reflect diversity
- Diversity central element of service reviewing procedures

- New services commissioned meet the needs of hard-to-reach groups such as offenders, rough sleepers and people living with HIV/Aids
- Research into and improved knowledge about the housing-related support needs of people from Minority Ethnic communities, Refugees and Gypsies and Travellers resulting in the commissioning of a service specifically for people from Asian Ethnic Minority groups in north Kent

Outcomes for service users

- New services commissioned for previously excluded groups such as people living with HIV/Aids and rough sleepers and offenders
- Expansion of specialist services across the county such as floating support for women fleeing domestic abuse
- Improvement in quality of services in that there has been a rise in services graded as A under the Quality Assessment Framework.
- The Local Area Agreement 1 target to increase the number of service users enabled to move on into independence has been exceeded with a total of 7,020 planned moves compared with a target of 5,588.

2. Emerging Issues/New Contexts

New contexts and emerging issues determine the focus and priorities for the remainder of the strategy and have, where appropriate, been incorporated in the action plan 2008-2009:

2.1 Recommendations from the Audit Commission Inspection

- Strengthen the strategic approach by refreshing the 5 Year Strategy, enhancing work related to the housing-related support needs of hard-to-reach-groups and contributing to the development of a countywide Move-On Strategy
- Improve and give a higher profile to performance management and governance of the programme by establishing suite of performance indicators measuring the impact of the programme on service users and and the wider community and providing trend information, and developing an induction pack providing comprehensive guidance to all members of the governance bodies and professionals new to Supporting People
- Improve the approach to value for money by developing benchmarking in partnership with other Administering Authorities and developing robust performance reports
- Improve service user involvement through developing and implementing a service user involvement strategy, careful planning of public consultation exercises and enabling service users to contribute to the shaping of the programme
- Improve access and information with a focus on better induction and training for frontline staff, reviewing all information and handbooks to ensure clarity and to enable providers to understand and benefit from existing financial incentives for enhanced performance, and explore the use of mystery shopping exercises to monitor progress.

(see Appendix 8, Action Plan)

2.2 Local Government White Paper ‘Strong and Prosperous Communities’

The paper sets out the

- Importance of partnership working
- Focus on Local Area Agreements as a route to ‘place shaping’
- Need for citizen engagement
- Neighbourhood and community involvement and empowerment
- Joint procurement to achieve best value

2.3 The National Supporting People Strategy ‘Independence and Opportunity’

In 2007 the Department of Communities and Local Government published ‘Independence and Opportunity’ its national strategy for Supporting People which focuses on four key areas:

- Keeping service users at the heart of the programme and local delivery including user focussed models of support informed by best practice, developing a Service User Charter for Independent Living, and enhancing service user choice and control by learning from individual budget pilots and other choice led funding mechanisms.
- Building on partnerships with the third sector (Voluntary Organisations) through compliance with the Third Sector Compact, and adherence to full cost recovery principles, as well as further develop capacity building to support and encourage smaller providers.
- Delivering effectively in the new local government landscapes through the new performance framework set out in the Local Government White paper which envisages Supporting People to be delivered through the new area based grant by April 2009.
- Working towards optimising efficiency and less bureaucracy and tackling unmet need

Particular and key challenges to the Supporting People programme arising from these strategic drivers are:

Area based grant and Local Area Agreement (LAA)

- Removal of the ring-fence from the Supporting People Programme and the possibility of the dilution of the focus on housing related support is a major risk
- Need to explore how Supporting People will integrate into the LAA to deliver its targets and the Community Strategy, including the delivery of the Supporting People indicator NI 141 within the Kent LAA. For a list of other National Indicators that the programme contributes to see Appendix 9)
- Need to explore both how Supporting People will work within the Local Strategic Partnership and what the programme has to offer to the expanded LAA as an established multi agency cross cutting programme

Individual Budgets/Self-Directed Support

- Elements of Supporting People funding may in time become part of people’s individual budgets
- Need to evaluate the national pilots and work closely with colleagues in understanding the implications for the Provider Market. The proposed increased

usage of Individual Budget arrangements would require innovative approaches to commissioning

- Need to consider the how 'brokerage' will work and how to ensure appropriate safeguarding for vulnerable adults

2.3 The Financial Context

Further to the Comprehensive Spending Review announcement for 2008–2011 our indicative grant settlement for the next three years is as follows:

2008/09: £32,024,915

2009/10: £32,024,915

2010/11: £32,024,915

This allows stability in budgeting for the programme. However, it also represents a cut in funding since April 2003, particularly against the backdrop of inflation and rising staff costs for providers. The table below gives a summary of the Kent grant settlements since the inception of the programme.

Year		Grant
2003/2004	Y1	£34,500,000
2004/2005	Y2	£34,233,000
2005/2006	Y3	£32,510,000
2006/2007	Y4	£31,947,000
2007/2008	Y5	£32,024,915
2008/2009	Y6	£32,024,915
2009/2010	Y7	£32,024,915
2010/2011	Y8	£32,024,915

Up to now, the Kent Supporting People Programme has delivered services within the grant and has used the headroom created by service reviews, management action and value for money negotiations to achieve a contribution to inflationary costs for providers of 2% per annum over the last three years. The programme has also managed to achieve modest strategic growth through the commissioning of new services. (see Appendix 10 for the 5-year forecast 2008-13)

3. Priorities

The priorities for the remainder of the Kent Supporting People Strategy 2005-2010 are:

- 1) Implement the recommendations of the Audit Commission, to:
 - Strengthen the strategic approach to Supporting People
 - Improve performance management and governance of the programme
 - Improve value for money
 - Improve service user involvement
 - Improve access and information in relation to the Supporting People Programme

- 2) Implement the transition of the programme funding into the area-based grant and any new administrative measures accompanying this, including establishment of effective links with the Local Strategic Partnerships
- 3) Continue to implement the outcomes of the strategic reviews of short-term accommodation-based services and older persons services
- 4) Incorporate the provisions of the National Supporting People Strategy into the Kent Supporting People Programme
- 5) Plan for and consult widely on the Kent Supporting People Strategy 2010-15, and present a Draft Strategy to the governance bodies by March 2010

3.1 Targets

The overall targets, then, for the remainder of the strategy, are:

- Using grant funding to best effect
- Appropriate distribution of budget between different client groups
- Reflecting partners' and service users' priorities in the delivery of the programme
- Improved performance and outcomes for service users
- Stronger role of governance bodies including service users
- More effective use of available budgets
- Equality of access and more choice for service users

3.2 Planning Work for the Supporting People Strategy 2010-2015

Some of the issues discussed and of longer-term significance will need to be incorporated into planning for the new Kent Supporting People Strategy. Detailed project, action and consultation plans are to be submitted to the governance bodies by November/December 2008.

APPENDIX 1 The Kent Five Year Supporting People Strategy, Achievements

Action Area	Action Planned	Progress
1. Governance and partnerships	Development of a Kent wide protocol for homeless people with mental health problems, which will facilitate improved working between housing and specialist mental health service enabling service users to have improved access to services.	Met. Protocol developed in line with government legislation and with input from Mental Health Trust, Social Services and local housing authorities. Protocol launched March 2005
	Develop a protocol for homeless 16 & 17 year olds, which will facilitate working between housing and Social Services.	Met. Protocol developed with 16+, local housing authorities and other stakeholders and partners. Protocol about to be launched
	Continue to work closely with all partners and stakeholders to inform and be informed about the support needs of the client group.	Met. In close consultation with partners, carried out strategic review of older persons services, floating support and short-term accommodation-based supported housing.
	In partnership with stakeholders, continue quantifying housing related support needs	Met. Stakeholders such as the Kent Drug and Alcohol Team, Probation, housing authorities and voluntary organisations needs of vulnerable client groups continue to be quantified
	Work with our partners and landlords in the private sector to review the restrictions excluding many young people from accessing accommodation in all sectors	Not met
	Better move on from Refuge provision. Work with districts/ boroughs to investigate how to increase move on supply across sectors.	Not met
	On-going partnership working and being involved with the planning structures associated with the Kent Learning Disabilities Partnership Board.	Met
	Investigate with our partners in districts/ boroughs, Registered Social Landlords and LSVT's the possibility of setting up a database of adapted properties for people with physical disabilities.	Not met
	Develop mechanisms to involve service users in service development and monitoring the Five Year Strategy.	Partially met. Implementation of Service User Panel and two service user involvement workers participating in reviewing services.

Action Area	Action Planned	Progress
	<p>Using the Annual Plan the Supporting People Team will monitor progress towards the achievement of the strategic aims and objectives outlined in this Five Year Strategy and will report to the Commissioning Body on a quarterly basis</p> <p>Implement the Supporting People Communication and Consultation Strategy which outlines the objectives and methods for effective consultation and how the present arrangements will be improved with particular regard to engaging with service users, including 'hard to reach' groups, at different levels.</p> <p>Work in partnership with districts/boroughs in investigating how current accommodation-based schemes can be used more effectively by constructive engagement with private sector landlords, thereby increasing the supply of move-on accommodation.</p>	<p>Met.</p> <p>Partially met. Information material published through a wide range of methods and service users involved in the review of services and all strategic reviews.</p>
<p>2. Grant compliance, strategy and needs</p>	<p>Address gaps in knowledge about the nature and extent of the housing-related support needs of older members of Ethnic Minorities, gypsies and travellers, people with physical disabilities, refugees and people with HIV/AIDS and carry out more research into the needs of these groups.</p> <p>Funding to be refocused on services that prevent homelessness and assist in the move from temporary accommodation to permanent housing and moving to more flexible provision.</p> <p>In partnership with the Kent Drug and Alcohol Team, continue quantifying housing related support needs and integrate services with treatment services to ensure those accessing treatment can access housing related support to prevent loss of accommodation.</p> <p>Undertake a strategic review floating support services in order to ensure that supply is distributed to meet identified need and including a review of referral mechanisms and referral administration across the county.</p> <p>Carry out a review of all support services for older people which will consider all options, including the potential for remodelling services in areas where there is inappropriate provision. As part of the review, we will consider the potential for remodelling scheme manager serviced accommodation with provision of Floating Support for people with support needs who require such support.</p>	<p>Not met. However, joint work on Move-On Strategy to start shortly.</p> <p>Partially met. Research carried out in the needs of Minority Ethnic groups, travellers and gypsies, refugees and people living with HIV/AIDS.</p> <p>Met. New Outreach and Resettlement service commissioned.</p> <p>Met. Needs quantified and new services commissioned that contribute to individuals accessing or maintaining treatment.</p> <p>Met. Report presented to Commissioning Body. Recommendations have been implemented.</p> <p>Met. Report presented to Commissioning Body. Recommendations are being implemented.</p>

Action Area	Action Planned	Progress
	<p>Review Home Improvement Agencies (HIAs) and ensure that a standard service is provided in each district/ borough. Also ascertain whether HIAs are agencies that could, working in partnership with the police, be used to provide additional support to domestic abuse victims, by providing new locks, alarms and so on. And assess the possibility of HIA's being involved in the delivery of assisted technology living</p> <p>With Probation funding for accommodation having been subsumed into the Supporting People budget, retain at least existing levels of housing related support to enable preventative work to continue and short term accommodation to remain available to homeless ex-offenders to reduce the risk of re-offending.</p> <p>Consider expanding floating support services for teenage parents across Kent and meeting this expansion through more generic services</p> <p>Working with our partners to quantify housing related support needs of people with learning disabilities living with ageing carers, young people and those currently in residential accommodation but aiming to live independently in future.</p> <p>Improve identification systems for people with complex needs in order to establish what kind of support services best meet the needs of this client group and carry out research into the support needs of this client group and how best to identify the multiplicity of their needs amongst other client groups.</p>	<p>Met.</p> <p>Met. More specialist floating support for the client group commissioned.</p> <p>Met. Need met through additional generic floating support services</p> <p>Not met. Work to start under the leadership of the Learning Disabilities Partnership to quantify housing-related support needs.</p> <p>Not met.</p>
<p>3. Delivery arrangements</p>	<p>As part of the Kent Public Service Agreement 2 (PSA2), we will work on baseline figures for Target 10 which promotes independent living for vulnerable adults aged 18 to 64. Supporting People will also contribute to targets in the Local Area Agreement: reduction in vulnerable people living in homes that fail to meet 'decent homes' standard; reduction of delayed transfers of people from Mental Health in-patient facilities to the community; and a reduction in the number of drug users and ex-offenders homeless or housed in temporary or inappropriate housing.</p>	<p>Met. The programme is aligned to the Local Area Agreement and implemented sound monitoring of the target.</p>

Action Area	Action Planned	Progress
	<p>Achieve a balanced budget and establish efficient financial monitoring and application of the following measures:</p> <ul style="list-style-type: none"> Limit the number of support hours delivered per week for new service users Phase in an approach to reduce the hours delivered per week to existing service users over a period of three years. Limit the percentage of overheads payable in contracts and limit hourly costs and re-negotiate contracts accordingly. Remove the costs for elements of support no longer covered by the Housing Related Support Criteria for Kent (i.e. 24 hour support, cleaning etc.) with the exception of Domestic Violence, Direct Access and homeless projects. Combine legacy funding into one Supporting People cost. SHMG to be removed from registered care homes and 12 months notice will be given to such services. 	<p>Met. Budget balanced and efficient financial monitoring established.</p>
<p>4. Performance management</p>	<p>Monitor the performance of all contracted services on a quarterly basis through the submission and analysis of performance returns which measure service availability, utilisation and staffing as a percentage of that contracted for. Performance information is uplifted to ODPM quarterly. All services are expected to meet the following targets:</p> <ul style="list-style-type: none"> Availability 100% Utilisation 80% Staffing 95% <p>Apply Strategic Relevance Questionnaire to identify poor value for money in services and work on obtaining better quality data from providers.</p>	<p>Met.</p>
<p>5. Commissioning and performance</p>	<p>All existing services will be reviewed by March 2006. Our review schedule was developed on a risk basis and prioritised services delivered by individual providers and those services considered high cost. The review process must be more than a desktop exercise; therefore to date all reviewed services have incorporated a validation visit which included consultation with service users.</p>	<p>Met. Questionnaire applied and better data obtained.</p> <p>Met. All services reviewed within the time scale.</p>

Action Area	Action Planned	Progress
	<p>Undertake an ongoing programme of service reviews incorporating best value principles to ensure continuous improvement against the quality framework.</p> <p>Apply sound procurement practice supporting the cost efficient delivery of services and best practice in relationship with providers and all stakeholders through developing a methodology for tendering.</p> <p>Issue Steady State Contracts and finalise accreditation procedures and agree format and timetable of second round service reviews.</p> <p>Ensure that all Home Improvement Agency services are grounded in clear business plans that meet our strategic objectives in a diversifying market.</p> <p>Decommission and commission new services within the context of strategic reviews of services.</p> <p>Relating to identified need, consider remodelling a current scheme for homeless people in Dover into a direct access scheme and fund a new supported housing scheme for people misusing alcohol which will open in Canterbury in 2005 (and which will be part-funded by the Kent Drug and Alcohol Team).</p> <p>Continue joint working and sharing of permitted information with the cross-authority group to make the most effective use possible of the Supporting People programme in the sub-region</p>	<p>Met.</p> <p>Met.</p> <p>Met.</p> <p>Met.</p> <p>Met.</p> <p>Met. Fern Court in Dover and Cedar Court in Canterbury now funded by Supporting People.</p> <p>Met.</p>
6. Value for Money	<p>Improve quality of services.</p> <p>Continue implementing measures such as capping Block Subsidy Contracts and amalgamating services to ease administration. This both reduces the number of Block Subsidy forms and client changes required along with reducing costs in staff time (both in the AA and the providers), stationery and printing. Likewise with the amalgamation of contracts, reduces the number of workbooks, validation visit reports etc.</p>	<p>Met.</p> <p>Met.</p>

Action Area	Action Planned	Progress
	<p>Develop a specific value for money approach based on:</p> <ul style="list-style-type: none"> • Agree a local criteria in relation to setting a reasonable number of hours per week that would reflect Housing Related Support (HRS) tasks as opposed to other statutory provision, 10 to 17.5 hours are likely to be the recommendation • Identify tasks not eligible for Supporting People funding and cost them. • Address need/demand/referral processes for schemes • What are the specific costs of a direct access support scheme (i.e. Domestic Violence/Homeless Hostels/Young Person Hostels requiring 24 hour cover) • Determine hourly costs of support for all services for ease of comparison • Identify maximum hourly costs by sector taking into account external factors such as, Health & Safety rules for Mental Health services • Compare like-for-like services identifying client group, support provision etc. 	<p>Met. All proposed actions taken.</p>
7. Service user involvement	<p>Implement the Supporting People Communication and Consultation Strategy which outlines the objectives and methods for effective consultation and how the present arrangements will be improved with particular regard to engaging with service users, including 'hard to reach' groups, at different levels.</p> <p>Develop mechanisms to involve service users in service development and monitoring the Five Year Strategy.</p>	<p>Partially met. Information material published through a wide range of methods and service users involved in the review of services and all strategic reviews.</p>
8. Access to services and information	<p>Implement the Supporting People Communication and Consultation Strategy (see above)</p> <p>Strategically review all floating support services and assess referral processes, to ensure that services are truly flexible and accessible to all service users who need support.</p>	<p>Partially met. Implementation of Service User Panel and two service user involvement workers participating in reviewing services.</p> <p>Partially met. (see above)</p>
9. Diversity	<p>Research needs of vulnerable people from Minority Ethnic and other hard-to-reach groups such as travellers and gypsies and people living with HIV/Aids.</p>	<p>Met. Central referral system implemented to ensure equality of access.</p> <p>Met. Research carried out and better understanding of the housing-related needs of such groups. New services commissioned.</p>

Action Area	Action Planned	Progress
10. Outcomes for service users	<p>Implement monitoring PSA 2 targets applying to Supporting People and establish improved methods for measuring successful outcomes</p> <p>Improve better measurement of outcomes at service level by setting service specific objectives and targets. These will vary according to client group and service type and will focus on measuring how each service contributes to the Supporting People preventative agenda.</p>	<p>Partially met. PSA 2 targets monitored but outcome monitoring only recently implemented nationally via St. Andrews.</p> <p>Met through service specifications for newly commissioned services.</p>

APPENDIX 2 Strategic Review of Floating Support Services (November 2005)- Redistribution of Services and Commissioning of New Services

Following the strategic review of floating support services, the Commissioning Body agreed to the following recommendations:

- Reduce capacity / decommission some services in districts / boroughs with oversupply
- Commission new services in districts / boroughs with undersupply
- Commission new specialist services for particular client groups where there are identified gaps in such services

Decommissioning and Redistribution of Resources

Under this approach, and including apportioning the Floating Support services provided across several districts / boroughs, provision across the county was redistributed as follows:

District	Current Provision(including apportioned cross-Kent services units)	Proposed Units (under Option 6)	Change (+-)	ODPM Proposed Units
Ashford	144	154	+10	116
Canterbury	131	118	-13	129
Dartford	62	90	+28	120
Dover	139	149	+10	165
Gravesham	90	120	+30	152
Maidstone	89	104	+15	101
Sevenoaks	201	114	-87	85
Shepway	135	152	+17	173
Swale	126	136	+10	158
Thanet	101	165	+64	214
Tonbridge and Malling	178	124	-54	87
Tunbridge Wells	196	116	-80	92
FS for people fleeing domestic abuse		50		
	1592	1592		1592

The proposal included a redistribution of resources and the commissioning of support services for people fleeing domestic abuse in districts / boroughs with no such service at present, with a proposed volume of 50 units.

New services commissioned and covering east and west Kent were:

East Kent (Dover, Thanet, Canterbury, Shepway, Ashford and Swale districts)

Generic Support	(64 Units)
Ex – Offenders	(19 Units)
People at risk of Domestic Violence	(35 Units)
Substance Misuse	(39 Units)
Mental Health	(10 Units)

West Kent (Dartford, Gravesham, Maidstone, Sevenoaks, Tunbridge Wells, Tonbridge & Malling districts)

Generic Support	(50 Units)
Ex–Offenders	(27 Units)
People at risk of Domestic Violence	(30 Units)
Substance Misuse	(27 Units)
Mental Health	(50 Units)

APPENDIX 3 OLDER PERSONS REVIEW RECOMMENDATIONS

No	Recommendation
i	The Programme will support providers who are moving or are planning to move to a peripatetic/floating support model for scheme managers over a period of time, dependent on the pattern of needs of older people within individual schemes, and based on local consultation with service users. This applies to Almshouses and sheltered housing providers. There will be no time limit imposed on this.
ii	The Commissioning Body has requested a Strategic Review of Investment in the future, as part of its continuing consideration of its Five Year Strategy; this will include Older Persons Services.
iii	The Team will continue to fund community alarms in sheltered housing and Almshouses as at the current time, provided that over a period of time these should be made compatible with KASS Telecare services. Due to the significant variation in alarm charges further work is required by the Team to carry out a 'market test' exercise for the price of an alarm. Any excess cost identified by this process would be reinvested in extending the availability of community alarms. By April 2009 at the latest there will be a separate contract schedule for housing related support and a separate contract schedule for community social alarms for each provider. Community/social Alarms will be costed out separately to housing related support following a market testing exercise.
iv	This recommendation is no longer relevant -please see revised recommendation 3.
v	Abbeyfields will be assessed against Kent's eligibility criteria. This will be part of normal contract negotiations
vi	The Programme will continue to fund existing extra care contracts. Any new developments would need to go through a procurement / commissioning process for funding – dependent on the availability of financial resources.
vii	Providers will continue to carry out needs assessments for tenants moving into sheltered housing. The Team will work with providers to try and determine how older people may be able to access resources for a basic alarm service.
viii	The Team will undertake further work on service specifications for the services provided by scheme managers, peripatetic or floating support workers in conjunction with providers and service users.
ix	This recommendation is no longer relevant. – please see revised recommendation 3.
x	Steady State Contracts will be issued for a further year in April 2008. In April 2009 these Contracts will be issued for two years in line with other contracts.
xi	All existing block subsidy contracts for older people's services will be capped by April 2008.
xii	The Supporting People Team will deliver all of the recommendations outlined above with an emphasis on ensuring that they are sensitive to the needs of a culturally diverse society
	A 'good practice' work shop will be held by the Team for providers of sheltered housing and extra care who would like to learn from other providers that have already gone down the peripatetic/floating support route.

APPENDIX 4, Recommendations Arising from the Strategic Review of Short-Term Accommodation-Based Services (February 2007)

The Supporting People Team made the following recommendations which were accepted by the Commissioning Body:

1. Development of a countywide Reconnection Policy through the Joint Policy and Planning Board to ensure Supporting People funded services comply with Grant Conditions. As part of this work, a monitoring system to be established to ensure compliance with the Policy once implemented.
2. Commission an Outreach and Resettlement Service in East and West Kent to prevent homelessness for
 - a) Individuals with housing related support needs in crisis whose tenancies are failing and who need quick intervention
 - b) Individuals who are unable to leave supported accommodation unless they receive support
3. Commission a Floating Support service for Rough Sleepers, to prevent people without accommodation becoming entrenched in a street homeless lifestyle and support them in gaining access to accommodation.
4. In consultation with districts / boroughs as key stakeholders, re – review two services for People with Mental Health Problems to examine their strategic relevance.
5. In consultation with districts / boroughs as key stakeholders, re - designate two services for People with Mental Health Problems: one service from short – term to long – term service, and one service to a service for people with dual diagnosis.
6. Improve access to services through development of a protocol aimed at removing restrictive referral policies. This will need to include examining the roles of Joint Assessment and Referral processes and Single Agency Assessments in accessing supported accommodation.
7. Improve access to services through working with providers of services where restrictive eligibility criteria are being applied.
8. Development, through the Joint Policy and Planning Board, of a countywide move – on strategy that would encompass common approaches to the use made of rent deposit schemes, nominations to general needs housing and improved use of private sector accommodation.
9. Development, through the Joint Policy and Planning Board, of a countywide approach to accessing supported accommodation (excluding Direct Access schemes).
10. Development, through the Joint Policy and Planning Board, of a countywide approach to redistributing resources across the County and agree a timetable for such redistribution.
11. Prioritise the following growth bids for new short – term accommodation:
 - a) A dedicated service for Young People at Risk, including 16 and 17 year olds, in West Kent (within the Sevenoaks, Tonbridge & Malling and Tunbridge Wells area)
 - b) Dedicated services for People with Mental Health Problems in Ashford and Tonbridge & Malling
 - c) A dedicated service for People Fleeing Domestic Abuse either in the Sevenoaks or the Tonbridge & Malling boroughs
 - d) A service for People Misusing Substances (Alcohol) in West Kent
 - e) A service for Teenage Parents in Maidstone

Key Actions

The key actions towards implementing the proposed recommendations are:

- Through the Joint Policy and Planning Board, work with representatives from across the county to
 - a) develop a countywide Reconnection Policy
 - b) assist the Supporting People Team with removing restrictive referral practices. Access to certain services must not be restricted to clients of statutory services nor should referral mechanisms such as Joint Referral and Assessment processes enforce local connection of applicants to services. This work should include looking at ways to develop common mechanisms for referring to short-term supported accommodation (excluding Direct Access services)
 - c) develop a common approach to enabling service users to access move-on accommodation
 - d) consider potential redistribution of resources across the County and agree a timetable
- The Supporting People Team to commission East and West Kent Outreach and Resettlement services and Rough Sleepers services
- The Supporting People Team to re-review two services: Aaron House and Community, Therapy and Rehabilitation Ltd.
- The Supporting People Team to work with stakeholders to identify the schemes to be re-designated long-term supported accommodation for People with Mental Health Problems and supported accommodation for people with dual diagnosis.
- The Supporting People Team to work with service providers to review and remove restrictive eligibility criteria in services where they have been identified.
- Develop a policy with regard to funding people with Mental Health Problems discharged into the community on Sect. 117 of the Mental Health Act.

APPENDIX 5 Headline Figures for Quality Assessment Framework Grades 2003-2008

4 core objectives for quarters 1 to 7 of the programme (Apr 2003-Dec 2004)

Out of a then total of 463 services funded by Supporting People:

33 services were awarded an A grade
33 services were awarded a B grade
165 services were awarded a C grade

The remaining 262 services reviewed under 6 core objectives.

6 core objectives from quarter 8 onwards (Dec 2004-Mar 2006)

32 services were awarded an A grade
42 services were awarded a B grade
118 services were awarded a C grade

40 services were reviewed under the QAF lite and therefore achieved a C grade

In the period between the end of the service review process (Mar 2006) and the end of the interim contract (Mar 2007):

Services that were reviewed at the start of the programme under 4 core objectives were reviewed against the extra 2 core objectives. Under this process:

24 services were awarded an A grade
42 services were awarded a B grade
92 services were awarded a C grade
1 service was awarded a D grade (in-house mental health which has been redefined)

72 services had since been decommissioned or merged.

Under the steady state contract we are in the process of revisiting services according to risk. As at 12th May 2008:

79 services have been awarded an A grade
27 services have been awarded a B grade
11 services have been awarded a C grade

APPENDIX 6 Services Decommissioned 2003-2008

Service Provider Name	Service Name	Units	Client group	Reason for Decommission	Actual Units Lost
Oasis Women's Refuge	Floating Support	8	Domestic Violence	Decommissioned, concerns over provider, reallocated as part of FS reconfiguration	0
Maidstone Housing Trust	Floating Support - Ex Offenders	1	Ex-Offenders	Not strategically relevant. Only 1 unit, reallocated as part of FS reconfiguration	0
Maidstone Housing Trust	Blitz Clean	15	Generic	Not strategically relevant outside of eligibility criteria	15
Mr Christopher Brooks	28-30 Allen Street	4	Learning Disabled	Decommissioned, concerns over provider, reallocated to another provider	0
St Pancreas & Humanist Housing Association	Community Support Services	2	Learning Disabled	Not strategically relevant, reallocated as part of FS reconfiguration	0
MCCH Society Ltd	MCCH Floating Support	3	Learning Disabled	Not strategically relevant, reallocated as part of FS reconfiguration	0
L. M. W Support Work	L. M. W. Support Work	1	Learning Disabled	Not strategically relevant. Only 1 unit, reallocated as part of FS reconfiguration	0
The Regard Partnership	155 Canterbury Road	5	Learning Disabled	Not strategically relevant concerns over service provision service wholly provided to residents of London boroughs	5
Chislehurst Care Limited	Chislehurst Care Limited	2	Learning Disabled	Decommissioned, concerns over provider, reallocated as part of FS reconfiguration	0
Maidstone Housing Trust	Floating Supp.- Parents with Learning Dis.	2	Learning Disabled	Service amalgamated into one generic service	0

Service Provider Name	Service Name	Units	Client group	Reason for Decommission	Actual Units Lost
SC Support and Care Services	Floating Support	5	Learning Disabled	Concerns over service provider. Reallocated at FS reconfiguration	0
Moat Housing Group-South Limited	Independent Living Scheme	10	Learning Disabled	Decommissioned at service providers request FS units reallocated as part of FS reconfiguration	0
The Regard Partnership	Park Road	9	Learning Disabled	Not strategically relevant concerns over service provision service wholly provided to residents of London boroughs	9
Rethink	Folkestone Supported Independence Project	4	Mental health	Not strategically relevant, reallocated as part of FS reconfiguration	0
Mental Health Residential Limited	71A London Road	1	Mental health	Not strategically relevant. Only 1 unit, reallocated as part of FS reconfiguration	0
Sevenoaks Area Mind	SDAMH Floating Support Service	1	Mental health	Not strategically relevant. Only 1 unit, reallocated as part of FS reconfiguration	0
Dover District Council	FS for the Elderly or Disabled	676	Older Persons with Support Needs	Decommissioned service had never existed, units were double counted by provider	676
Dover District Council	Bede & Dunstan - Capped	42	Older Persons with Support Needs	Service decanted and demolished	42
Strode Park ComCare	Floating Support	10	Physical/Sensory Disability	Decommissioned, concerns over provider, reallocated as part of FS reconfiguration	0
West Kent Housing Association	Aids and Adaptations	15	Physical/Sensory Disability	Not strategically relevant, covered under HIA contract	15

Service Provider Name	Service Name	Units	Client group	Reason for Decommission	Actual Units Lost
Total		816			762

Services decommissioned since end of service review process

Service Provider Name	Service Name	Units	Client group	Reason for Decommission	Actual Units Lost
Ashford Borough Council	Gypsy Support Services	16	Gypsy	Unable to complete QAF, alternative funding secured	16
St Martins Emmaus	St Martins Emmaus	21	Rough Sleeper	Provider request	21
Wortons	Wortons	1	Learning Disability	Provider request	1
Craegmoor Healthcare	Aaron House	11	Mental Health	Provider request	11
Stonham Housing Association	Dover Refuge	6	Domestic Violence	Unable to meet QAF Requirements	6
Stonham Housing Association	Folkestone refuge	7	Domestic Violence	Unable to meet QAF Requirements	7
Stonham Housing Association	Mid Kent Refuge	5	Domestic Violence	Unable to meet QAF Requirements	5
Mrs Wooley	Mrs Wooley	1	Learning Disability	Provider request	1
Mr Hawkins	Mr Hawkins	2	Learning Disability	Provider request	2
Avenues Trust	Harries Road	3	Learning Disability	Provider request	3
Jesus Hospital	Jesus Hospital	12	Older People	Unable to meet QAF Requirements	12
Tracy Gobbi	Summerfields	3	Learning Disability	Provider request	3

Decommissioned Units in Registered Care Homes

Of a total of 330 units:

- 34 were for frail elderly
- 25 for older people with support needs
- 52 for people with a sensory or physical disability
- 12 for alcohol issues
- 179 for learning disabilities or autism
- 28 for people with mental health issues

APPENDIX 7 Services Commissioned

1) Services commissioned since the start of the steady state contract

Service ID	Service Name	Organisation	Units
2000	Domestic Violence FS East	CASA	55
2001	Domestic Violence FS West	West Kent Housing Ass	30
2006	Mental Health FS East	CASA	16
2007	Mental Health FS West	Richmond Fellowship	50
2002	Substance Misuse FS East	Invicta Telecare	39
2003	Substance Misuse FS West	Invicta Telecare	27
2008	Ex-Offender FS East	East Kent Cyrenians	19
2009	Ex-Offender FS West	West Kent Housing Ass	27
2004	Generic FS East	Invicta Telecare	64
2005	Generic FS West	Invicta Telecare	50
2063	Dover Refuge	Refuge	6
2064	Folkestone Refuge	Refuge	7
2065	Mid Kent Refuge	Refuge	5
2457	Outreach Service	East Kent Cyrenians	144
2465	BME FS	Sahayak Rethink	17
2436	HIV/AIDS	Kent Adult Social Services	20
2435	The Cedars	CRI	7
2448	Tumim House	Stonham Housing Ass	9

2) Services to be commissioned

FS/Accommodation Based Services
FS Clearance
HIA Handy Person East & West Kent
FS Waiting List B/C
Horizons Thanet FPI Bid
Dual Diagnosis MH Service Dover

Appendix 8 Action Plan arising from the Recommendations of the Audit Inspection Commission

Recommendation 1	Aim	Action	Lead SP Officer	Target Date	
Strengthen the strategic approach to Supporting People by:	Further needs assessments of needs of Gypsy and Travellers, BME groups, refugees and people living with HIV/Aids	Continuing to enhance work through the County wide Gypsy and Travellers group which Supporting People attends and the Director of Resources chairs.	Ute Vann	21 April 08	
	Refreshing the Five-Year Strategy to identify future priorities and show how the needs of BME and other hard to reach groups will be met:	Focus groups need to be instigated to ensure that all the relevant agencies are identified	Jo Pannell	March 08	
	Ensuring that the revised Five-Year Strategy fully reflects the priorities and needs of the partners and key stakeholders, including the new PCTs and service users	Supporting People will produce a Strategy map on how all the relevant Strategies link with each other	Supporting People will produce a Strategy map on how all the relevant Strategies link with each other	Jo Pannell	June 08
		A consultation event will be held on the Five-Year Strategy refresh – plenty of notice will be given to our key stakeholders and partners prior to the event to ensure maximum attendance. Key people who have the ability to make decisions will be invited (possibly elected members?)	Supporting People will produce a Strategy map on how all the relevant Strategies link with each other	Supporting People will produce a Strategy map on how all the relevant Strategies link with each other	Jo Pannell
	Developing a county wide move-on strategy in partnership with service providers and other partners.	JPPB sub group to develop and market a County wide move-on Strategy	JPPB sub group to develop and market a County wide move-on Strategy	Ute Vann	June 08
		The issues involved with the private sector will be mapped out in a one-off meeting	The issues involved with the private sector will be mapped out in a one-off meeting	Jo Pannell	Sept 08

Recommendation 2	Aim	Action	Lead SP Officer	Target Date
<p>Improve performance management and governance of the programme by:</p>	<p>Establishing a suite of performance indicators which allow managers and governance bodies to measure the impact of the programme in terms of benefits for the service user and the wider community</p>	<p>Quantitative measures are needed to show levels and areas of social inclusion and Qualitative need to show numbers of people receiving a service.</p>	<p>Mel Anthony</p>	<p>June 08</p>
		<p>Questionnaires and surveys used to test client satisfaction levels with their service will be fed into performance management reports</p>	<p>Kevin Prior/ Melanie Anthony</p>	<p>June 08</p>
		<p>A programme of training sessions will be offered to providers to complete the Outcomes returns to St Andrews</p>	<p>Mel Anthony</p>	<p>December 08</p>
	<p>Giving performance management a higher profile within governance meeting agendas</p>	<p>Performance management reports now appear first on the agenda of Core Strategy Development Group and Commissioning Body</p>	<p>Mel Anthony</p>	<p>COMPLETE</p>
	<p>Ensuring that all members of the governance bodies are provided with comprehensive guidance and induction</p>	<p>Induction packs for new members of the CSDG and CB will be produced</p>	<p>Mel Anthony</p>	<p>June 08</p>
		<p>The Supporting People Team will be available to talk through any issues that remain unclear</p>	<p>Claire Martin</p>	<p>On going</p>
		<p>The induction packs will be sent to all portfolio holders and will be on the website to down load</p>	<p>Mel Anthony</p>	<p>September 08</p>
		<p>Six monthly reports will be presented to The Adult Services Policy Overview Committee</p>	<p>Claire Martin</p>	<p>April 08 Nov 08</p>
	<p>Ensuring that all plans clearly set out the expected impact and outcome of each proposed action</p>	<p>A glossary will be inserted at the front of all future CSDG and CB papers</p>	<p>Mel Anthony</p>	<p>COMPLETE</p>

Recommendation 3	Aim	Action	Lead SP Officer	Target Date
<p>Improve the approach to Value for Money by:</p>	<p>Working with other SP partnerships to develop further benchmarking and ensure more in-depth and meaningful comparative analysis</p>	<p>Kent will continue to work with its cross – authority partners to improve upon the benchmarking work already done together</p>	<p>Kevin Prior</p>	<p>June 08</p>
		<p>Benchmarking amongst providers against cost and quality will become part of performance reporting</p>	<p>Mel Anthony</p>	<p>June 08</p>
	<p>Ensuring that the financial impact of all decisions taken in relation to the programme is clearly set out in Commissioning Body reports</p>	<p>Financial impact assessment is a standard item on all reports to Commissioning Body</p>	<p>Mel Anthony</p>	<p>COMPLETE</p>
	<p>Developing robust performance reports which clearly draw attention to costs and efficiency savings</p>	<p>This will be incorporated within the Five-Year Strategy</p>	<p>Jo Pannell</p>	<p>March 09</p>
		<p>Report template to be amended</p>	<p>Mel Anthony</p>	<p>June 08</p>

Recommendation 4	Aim	Action	Lead SP Officer	Target Date	
Service user involvement by:	Developing a service user involvement strategy which includes clear measurable outcomes in consultation with users and advocates	The strategy is to be redeveloped	Jo Pannell	Sept 08	
		Partners will support and assist the Supporting People Team to use existing service user consultation groups to reach a wide and varied target audience, appropriate to the task in hand.	Jo Pannell	Sept 08	
		The Supporting People Team will have exact questions they wish to ask service users	Jo Pannell	Sept 08	
	Carefully planning all major public consultation exercises	Communication planning, agreed at CSDG and CB is a standard part of all consultation exercises	Claire Martin	Ongoing	
	Ensuring that service users have an opportunity to influence decision making and participate in governance, performance management and procurement		The Supporting People Team will tailor all events to the needs of the respective client groups being consulted with and ensure clarity about what we want to know	Claire Martin	Ongoing
			Partners will support and assist the Supporting People Team to use existing service user consultation groups to reach a wide and varied target audience, appropriate to the task in hand	Jo Pannell	Sept 08
		The Supporting People Team will use existing mechanisms, local forums and house meetings	Jo Pannell	Sept 08	

Recommendation 5	Aim	Action	Lead SP Officer	Target Date
<p>Improve access and information in relation to the Supporting People programme by:</p>	<p>Ensuring that no providers apply restrictive access and referral arrangements and that all comply with the Programme's agreed reconnection policy</p>	<p>The county reconnection policy will be monitored and findings reported to CSDG and CB.</p>	Ute Vann	Nov 08
	<p>Ensuring that frontline staff employed by the partners provide a consistent and informed approach to the Programme</p>	<p>Contract monitoring will include an examination of compliance</p>	Kevin Prior	Nov 08
		<p>Partners will support the Programme by utilising the Supporting People packs for induction of new staff</p>	Mel Anthony	September 08
		<p>Partners will continue to utilise local Monitoring and Review (M & R) Officer as a training resource.</p>	M & R Officers	Ongoing
		<p>Partners will alert the team of any shortfall of knowledge they discover during the course of their work</p>	M & R Officers	Ongoing
	<p>Undertaking mystery shopping of all telephone and frontline access points to the programme across the county and taking steps to address any shortfalls in performance</p>	<p>Programme will enlist the help of other Supporting People partnerships to mutually test frontline access points</p>	Mel Anthony	May 08
	<p>Ensuring that all documents are printed with the relevant translation straplines</p>	<p>Providers to test their own reception areas and access points for information and knowledge among staff of the Supporting People programme in Kent</p>	M & R Officers	June 08
	<p>Providing clear information to providers about financial incentives available to encourage improvement</p>	<p>All leaflets now include the translation straplines</p>	Ute Vann	COMPLETE
		<p>Revise handbooks, webpages</p>	Kevin Prior	September 08

Recommendation 5	Aim	Action	Lead SP Officer	Target Date
	Making hard copies of the local services directory available at all key access points	Produce publicity material detailing availability of service directory details on the web site e.g. coasters	Mel Anthony	May 08

APPENDIX 9 Contribution of Supporting People to National Performance Indicators

The Supporting People programme makes a considerable contribution to many of the 198 National Indicators announced in autumn 2007 including the following:

NI 17: Perceptions of Anti-social behaviours
NI 15: Serious violent crime rate
NI 16: Serious acquisitive crime rate
NI 18 Adult re-offending rates for those under probation supervision
NI 19 Rate of proven re-offending by young offenders
NI 21 Dealing with local concerns about anti-social behaviour and crime by the local council and police
NI 30 Re-offending rate of prolific and priority offenders
NI 31 Re-offending rate of registered sex offenders
NI 32 Repeat incidents of domestic violence
NI 34 Domestic violence – murder
NI 38 Drug-related (Class A) offending rate
NI 39 Alcohol-harm related hospital admission rates
NI 40 Drug users in effective treatment
NI 41 Perceptions of drunk or rowdy behaviour as a problem
NI 42 Perceptions of drug use or drug dealing as a problem
NI 45: Young Offenders engagement in suitable education, employment or training
NI 46 Young offenders access to suitable accommodation
NI 91 Participation of 17 year-olds in education or training
NI 112 Under 18 conception rate
NI 115 Substance misuse by young people
NI 117: 16-18 year-olds who are not in education, training or employment (NEET)
NI 124: People with a long term condition supported to be in control of their condition
NI 130 Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets)
NI 131 Delayed transfers of care from hospitals
NI 138 Satisfaction of people over 65 with both home and neighbourhood
NI 139 People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently
NI 142: Number of vulnerable people who are supported to maintain independent living
NI 143 Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence
NI 144 Offenders under probation supervision in employment at the end of their order or licence
NI 145 Adults with learning disabilities in settled accommodation
NI 146 Adults with learning disabilities in employment
NI 147 Care leavers in suitable accommodation
NI 148 Care leavers in employment, education or training
NI 149 Adults in contact with secondary mental health services in settled accommodation
NI 150 Adults in contact with secondary mental health services in employment

APPENDIX 10: Supporting People 5 Year Forecast 2008-2013

	2008/09	2009/10	2010/11	2011/12	2012/2013
Grant £'000*	32,025	32,025	32,025	32,025	32,025
Contract Commitments					
* Inflationary Uplift	29,561	32,280	35,683	35,352	34,309
FS/Accommodation Based Services Jan 09	30,153	33,086	36,575	36,236	35,167
FS Clearance Jan 09	204	631			
HIA Handy Person East & West Kent	624	1,922	-649	-1,927	
FS Waiting List B/C	444				
Service User Involvement	463		-474		
Horizons Thanet FPI Bid from 1.11.2008 Full year 97K	100				
Dual Diagnosis MH Service Dover from 1.11.2008 Full year 131K	37	62			
Rent Deposit Scheme	50	82			
PFI MH Legal Costs	100		-100		
Reclaim	300	-301			
Annual Total	-196	201			
Balance (Expected Grant less Expected Spend)	32,280	35,683	35,352	34,309	35,167
Achieved Savings B/F	-255	-3,658	-3,327	-2,284	-3,142
Saving	9,275	9,021	5,363	2,035	-248
	9,021	5,363	2,035	-248	-3,390

* Future Rates estimated at 2.5%. Increase to be agreed by Commissioning Body

Item No: 9

REPORT

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

To: Supporting People in Kent Commissioning Body

26 June 2008

Subject: Draft Annual Plan 2008-09 (with update on the Annual Plan 2007-08)

Classification: Unrestricted

For Decision

Summary: This report provides information on the achievement of the targets of the Annual Plan 2007-08. It also outlines the key targets for the Supporting People programme over the next year through the Annual Plan 2008-09.

1.0 Introduction

The Kent Supporting People Strategy 2005–10 set out the key strategic objectives and priorities of the programme. Subsequent Annual Plans detail the annual targets in order to work towards achieving the key strategic objectives, which are:

1. Services that deliver quality of life, promote independence and contribute to meeting the identified and crosscutting key objectives of Supporting People which are to prevent:
 - homelessness and repeat homelessness; or
 - unnecessary hospital admissions; or
 - unnecessary or premature admission to residential care; or
 - criminal or anti-social behaviour; or
 - people misusing substances, or reusing after treatment; or
 - will contribute to social inclusion and community cohesion

2. Services that demonstrate Value for Money and are of high quality, within a balanced Supporting People budget.
3. Services that meet locally identified needs, the Kent definition of housing related support and criteria for Floating Support as agreed by the partnership.
4. Services that are flexible, tenure neutral and widely promoted.
5. Services that provide a comprehensive range of services for all client groups wherever they may live across the county.
6. An effective working partnership of Housing, Social Services, Health, Probation, service providers and service users which will aim to increase overall the strategically planned supply of housing-related support units in the county. Also to promote new service developments for the prioritised client groups, choice and sustainable housing solutions for vulnerable people.

2.0 Annual Plan 2007-08

The key achievements against the Annual Plan 2007-08 are summarised below and the updated Annual Plan is attached at Appendix 1.

- Refreshing the Five-Year Strategy (Report to be presented to Commissioning Body June 2008)
- Needs Analyses June and November 2007 (Achieved)
- Maintenance of a service review programme and programme of continual service improvement (Achieved and on-going)
- Spending within available grant (Achieved)
- Continuance and improvement of performance management (Achieved and on-going)
- Implementation of the outcomes of the strategic reviews of short-term accommodation-based services and Older Persons services (Achieved and on-going)
- Strategic review of long-term accommodation-based services (Commenced and on-going)
- Improved Home Improvement Agency services (Achieved)

Most of the key targets have been achieved and some actions are ongoing. Work remains to be done on the development of a plan for a more equitable distribution of short-term accommodation-based services across Kent (in partnership with Local Housing Authorities) and the strategic review of long-term accommodation-based services.

Supporting People will undertake further work in order to align the programme with the Social Care and Health agenda once the national individual budget pilots can be evaluated.

Work on applying Supporting People exit questionnaires to service users leaving Supporting People services has not been taken forward. After consultation with providers, such work would have duplicated exit questionnaires already applied by providers.

3.0 Draft Annual Plan 2008-09

In addition to those actions carried forward from 2007-08, the key targets for the coming year include:

- Implementation of the action plan arising from the Audit Commission Inspection (and agreed by the Commissioning Body in February 2008)
- Carrying out the strategic review of all long-term accommodation based services
- Planning for the Kent Supporting People Strategy 2010-15, including production of project and action plans
- Continuing to incorporate the requirements of the National Supporting People Strategy in the programme, including evaluations of full cost recovery and self-directed support, improving partnership working with the third sector and the development of service user and provider charters
- Continuing to implement the outcomes of the strategic review of Older Persons services
- Further developing service user involvement in all aspects of the Supporting People programme

A Draft Annual Plan for 2008-09 including these targets is attached at Appendix 2.

4.0 Service User Consultation

No service user consultation has taken place relating to the Annual Plans. However, service users will be consulted about any actions arising from the Annual Plans that affect them.

5.0 Equality Impact Assessment

The Supporting People Team undertook Equality Impact Assessments as part of the work outlined in the Annual Plan 2007-08 and will continue doing so for all work set out in the Annual Plan 2008-09.

6.0 Financial Impact Assessment

There is no anticipated financial impact of the information given in this report. However, all work carried out as part of the Annual Plan and presented in reports to the Core Strategy Development Group and Commissioning Body will be accompanied by assessments of the financial implications for the Supporting People programme.

7.0 Conclusions

Annual Plans outline the key annual targets that the Kent Supporting People programme is setting in order to achieve its overall strategic objectives. Most targets contained within the Annual Plan 2007-08 have been achieved. The Draft Annual Plan 2008-09 outlines the steps the programme intends to take over the next year.

Before agreeing to recommend to the Commissioning Body the delivery of the Annual Plan 2008-09, the Core Strategy Development Group sought clarification about when the Strategic Review of Investment would be carried out. The strategic review will form part of work on the Kent Supporting People Strategy 2010-15. Detailed project and action plans will be presented to the governance bodies in November 2008.

8.0 Recommendation

It is recommended that the Commissioning Body:

- (i) Note the contents of this report
- (ii) Agree the delivery of the Annual Plan 2008-09.

Ute Vann
Policy & Strategy Officer
Tel: 01622 694825

**With contributions from
The Supporting People Team**

Background Information:

Kent Five-Year Supporting People Strategy 2005-2010

Annual Plan 2007-08

Audit Commission Report of the Inspection of Supporting People Programme
in Kent and Action Plan

Appendix 1: Annual Plan 2007-08 Update

Appendix 2: Draft Annual Plan 2008-09

This page is intentionally left blank

Item No: 9

REPORT

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

To: Supporting People in Kent Commissioning Body

26 June 2008

Subject: Draft Annual Plan 2008-09 (with update on the Annual Plan 2007-08)

Classification: Unrestricted

For Decision

Summary: This report provides information on the achievement of the targets of the Annual Plan 2007-08. It also outlines the key targets for the Supporting People programme over the next year through the Annual Plan 2008-09.

1.0 Introduction

The Kent Supporting People Strategy 2005–10 set out the key strategic objectives and priorities of the programme. Subsequent Annual Plans detail the annual targets in order to work towards achieving the key strategic objectives, which are:

1. Services that deliver quality of life, promote independence and contribute to meeting the identified and crosscutting key objectives of Supporting People which are to prevent:
 - homelessness and repeat homelessness; or
 - unnecessary hospital admissions; or
 - unnecessary or premature admission to residential care; or
 - criminal or anti-social behaviour; or
 - people misusing substances, or reusing after treatment; or
 - will contribute to social inclusion and community cohesion

2. Services that demonstrate Value for Money and are of high quality, within a balanced Supporting People budget.
3. Services that meet locally identified needs, the Kent definition of housing related support and criteria for Floating Support as agreed by the partnership.
4. Services that are flexible, tenure neutral and widely promoted.
5. Services that provide a comprehensive range of services for all client groups wherever they may live across the county.
6. An effective working partnership of Housing, Social Services, Health, Probation, service providers and service users which will aim to increase overall the strategically planned supply of housing-related support units in the county. Also to promote new service developments for the prioritised client groups, choice and sustainable housing solutions for vulnerable people.

2.0 Annual Plan 2007-08

The key achievements against the Annual Plan 2007-08 are summarised below and the updated Annual Plan is attached at Appendix 1.

- Refreshing the Five-Year Strategy (Report to be presented to Commissioning Body June 2008)
- Needs Analyses June and November 2007 (Achieved)
- Maintenance of a service review programme and programme of continual service improvement (Achieved and on-going)
- Spending within available grant (Achieved)
- Continuance and improvement of performance management (Achieved and on-going)
- Implementation of the outcomes of the strategic reviews of short-term accommodation-based services and Older Persons services (Achieved and on-going)
- Strategic review of long-term accommodation-based services (Commenced and on-going)
- Improved Home Improvement Agency services (Achieved)

Most of the key targets have been achieved and some actions are ongoing. Work remains to be done on the development of a plan for a more equitable distribution of short-term accommodation-based services across Kent (in partnership with Local Housing Authorities) and the strategic review of long-term accommodation-based services.

Supporting People will undertake further work in order to align the programme with the Social Care and Health agenda once the national individual budget pilots can be evaluated.

Work on applying Supporting People exit questionnaires to service users leaving Supporting People services has not been taken forward. After consultation with providers, such work would have duplicated exit questionnaires already applied by providers.

3.0 Draft Annual Plan 2008-09

In addition to those actions carried forward from 2007-08, the key targets for the coming year include:

- Implementation of the action plan arising from the Audit Commission Inspection (and agreed by the Commissioning Body in February 2008)
- Carrying out the strategic review of all long-term accommodation based services
- Planning for the Kent Supporting People Strategy 2010-15, including production of project and action plans
- Continuing to incorporate the requirements of the National Supporting People Strategy in the programme, including evaluations of full cost recovery and self-directed support, improving partnership working with the third sector and the development of service user and provider charters
- Continuing to implement the outcomes of the strategic review of Older Persons services
- Further developing service user involvement in all aspects of the Supporting People programme

A Draft Annual Plan for 2008-09 including these targets is attached at Appendix 2.

4.0 Service User Consultation

No service user consultation has taken place relating to the Annual Plans. However, service users will be consulted about any actions arising from the Annual Plans that affect them.

5.0 Equality Impact Assessment

The Supporting People Team undertook Equality Impact Assessments as part of the work outlined in the Annual Plan 2007-08 and will continue doing so for all work set out in the Annual Plan 2008-09.

6.0 Financial Impact Assessment

There is no anticipated financial impact of the information given in this report. However, all work carried out as part of the Annual Plan and presented in reports to the Core Strategy Development Group and Commissioning Body will be accompanied by assessments of the financial implications for the Supporting People programme.

7.0 Conclusions

Annual Plans outline the key annual targets that the Kent Supporting People programme is setting in order to achieve its overall strategic objectives. Most targets contained within the Annual Plan 2007-08 have been achieved. The Draft Annual Plan 2008-09 outlines the steps the programme intends to take over the next year.

Before agreeing to recommend to the Commissioning Body the delivery of the Annual Plan 2008-09, the Core Strategy Development Group sought clarification about when the Strategic Review of Investment would be carried out. The strategic review will form part of work on the Kent Supporting People Strategy 2010-15. Detailed project and action plans will be presented to the governance bodies in November 2008.

8.0 Recommendation

It is recommended that the Commissioning Body:

- (i) Note the contents of this report
- (ii) Agree the delivery of the Annual Plan 2008-09.

Ute Vann
Policy & Strategy Officer
Tel: 01622 694825

**With contributions from
The Supporting People Team**

Background Information:

Kent Five-Year Supporting People Strategy 2005-2010

Annual Plan 2007-08

Audit Commission Report of the Inspection of Supporting People Programme
in Kent and Action Plan

Appendix 1: Annual Plan 2007-08 Update

Appendix 2: Draft Annual Plan 2008-09

This page is intentionally left blank

Item No: 10

REPORT

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

To: Supporting People in Kent Commissioning Body

26 June 2008

Subject: Proposed Work Plan for Commissioning Body and Core Strategy Development Group 2008- 2009

Classification: Unrestricted

For Information

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

1.0 Introduction

In order to ensure co-ordination in the work of the Supporting People programme in Kent, this year's work plan is introduced for comment and recommendation.

2.0 Background

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

- Supporting People in Kent Five Year Strategy 2005-2010
- Audit Commission inspection action plan
- Supporting People in Kent Business Plan 2008-09
- Proposed Supporting People in Kent Annual Plan 2008-09

3.0 Monitoring Arrangements

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

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

4.0 Contributions to the Plan

Contributions to the plan are welcomed, along with any improvements that would assist the co-ordination of work with the Team and the programme's governing bodies. The Core Strategy Development Group at its May meeting recommended the plan without addition for adoption by the Commissioning Body.

5.0 Recommendations

The Commissioning Body is asked to agree the 2008-09 workplan.

Melanie Anthony
Performance and Review Manager
01622 694937

Background Information:
Supporting People in Kent Five Year Strategy 2005-2010
Audit Commission Inspection Action Plan
Proposed Team Annual Plan 2008-09

Appendix 1: Proposed workplan for Core Strategy Development Group and Commissioning Body 2008-09

Appendix 1
Proposed Work Plan for Commissioning Body and Core Strategy Development Group
2008-09

Core Strategy Development Group	Commissioning Body
<p>May 08</p> <ul style="list-style-type: none"> • Performance Management • Floating Support Analysis • Needs Analysis • Annual Plan 2007-08 and draft 2008-09 • Refreshing the Five Year Strategy 2005-2010 • Work Plan 2008-09 	<p>June 08</p> <ul style="list-style-type: none"> • Performance Management • Floating Support Analysis • Needs Analysis • Annual Plan 2007-08 and draft 2008-09 • Refreshing the Five Year Strategy 2005-2010 • Work Plan 2008-09 • Growth Bids • Results form the Community Alarms Sub-group • Budget
<p>August 2008</p> <ul style="list-style-type: none"> • Performance Management • Floating Support Analysis • Eligibility • Reconnection • Long Term Supported Accommodation Review • Audit Commission Recommendations 	<p>September 2008</p> <ul style="list-style-type: none"> • Performance Management • Floating Support Analysis • Eligibility • Reconnection • Long Term Supported Accommodation Review • Audit Commission Recommendations • Budget • Contracts Renewal:Options Appraisal
<p>November 2008</p> <ul style="list-style-type: none"> • Performance Management • Floating Support Analysis • Needs Analysis • Annual Plan 2008/09 and revised Key Lines of Enquiry • Project Plans for Five Year Strategy 2010-2015 	<p>December 2008</p> <ul style="list-style-type: none"> • Performance Management • Floating Support Analysis • Needs Analysis • Annual Plan 2008/09 and revised Key Lines of Enquiry • Project Plans for Five Year Strategy 2010-2015 • Handy Persons services • Full cost recovery

Core Strategy Development Group	Commissioning Body
<p>February 2009</p> <ul style="list-style-type: none"> • Performance Management • Floating Support Analysis • Floating Support Review • Service User Involvement Strategy • Service User Involvement Charter • Move on Strategy • Mystery Shopping and the Audit Commission Inspection Action Plan • Self Directed support • Implementation of the strategic review of older person's services 	<p>March 2009</p> <ul style="list-style-type: none"> • Performance Management • Floating Support Analysis • Floating Support Review • Service User Involvement Strategy • Service User Involvement Charter • Move on Strategy • Mystery Shopping and the Audit Commission Inspection Action Plan • Self Directed support • Implementation of the strategic review of older person's services • Budget

Item No: 11

REPORT

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

To: Supporting People in Kent Commissioning Body

26 June 2008

Subject: **Supporting People in Kent Draft Induction**

Classification: **Unrestricted**

For Information

Summary: **This report provides a proposed index for new induction manual for the Supporting People Programme in Kent.**

1.0 Introduction

Following their inspection in September 2007, the Audit Commission published its findings and recommendations to improve the Kent Supporting People programme. At its last meeting in March, the Commissioning Body approved an action plan to deliver these recommendations.

2.0 Implementing the recommendations

The Audit Commission identified two key areas of improvement

- Improve performance management and governance of the programme by
 - ensuring that all members of the governing bodies are provided with comprehensive guidance and induction
 - Continuing to involve the wider body of elected members in the development of the programme
- Improve access and information in relation to the Supporting People programme by
 - Ensuring frontline staff employed by the partners provide a consistent and informed approach

It was agreed by the Commissioning Body that an induction pack to the programme should be developed to be circulated to elected members, partners and front line staff, particularly when new to their role. The manual should be made available in hard copy and electronic versions posted on the Supporting People in Kent website.

3.0 Induction Manual

A copy of the proposed index for the manual is attached at Appendix 1. Italicised notes are included for discussion purposes only and to elucidate further on the subject that each title will cover. These notes will not appear in the final version.

It is intended that the manual consist of no more than one page per subject area named in the index. Its aim is to provide an introduction to the programme to those with little or no previous experience of the field. The manual will be written to Crystal Mark Plain English standards and will not require any previous knowledge of housing or social care. Members of the Core Strategy Development Group are involved in shaping and writing the manual and in their last meeting suggested some alterations to the index, which are reflected in the version attached.

Members of the Commissioning Body are invited to suggest any further topics or suggestions to the index and assist the team in writing the manual.

4.0 Recommendation

The Commissioning Body is asked to

- (i) note the contents of the report.
- (ii) comment on the contents of the draft induction manual index
- (iii) assist the team by approving the corresponding text for each index item

Melanie Anthony
Performance and Review Manager
01622 694937

Background Documents:
Audit Commission Recommendations Action Plan

Appendix 1 Draft Index for proposed Supporting People Induction Manual

Appendix 1 Draft Index for Proposed Supporting People Induction Manual

Supporting People Programme Induction	
1	Welcome Letter by Commissioning Body Chair
2	A Programme of Partnership – <i>(Logos page)</i>
3	What is the Supporting People Programme? <i>(Strategic aims/origins, role of CLG)</i>
4	Who is the programme for? <i>(Include client groups)</i>
5	What difference does the programme make anyway? <i>(case histories.)</i>
6	Who is eligible for a Supporting People service? <i>(Eligibility criteria)</i>
7	What Supporting People services are there in Kent? <i>(Floating Support Accommodation-based, HIAs Comm alarms Household units d/b/ client groups service type)</i>
8	How is the Programme Structured <i>(Family Tree of the programme,)</i>
9	How are Elected Members involved in the programme? <i>(Commissioning Body, Adult Services Overview Committee, newsletters)</i>
10	What are the governance arrangements of the programme? <i>(Explain roles CB and CSDG)</i>
11	What are the terms of reference for the governing bodies? <i>(TOR/MOU)</i>
12	What are the priorities of the Supporting People programme in Kent? <i>(Executive Summary of Five Year Strategy)</i>
13	What local partners have an interest in the Supporting People programme? <i>(Breadth of programme, agencies and partners involved)</i>
14	How does the Programme contribute to the Local Area Agreement? <i>(Describe National Indicator and contributions to other indicators)</i>
15	How is the performance of the programme monitored? <i>(Contract and quality monitoring, KPI & reporting to CLG, outcomes framework)</i>
16	How does Supporting People fit into to the regional and national picture? <i>(Contributions to local and national themes e.g. independence, crime reduction, Safer and Stronger Communities)</i>
17	What is the Supporting People team and what does it do? <i>(Functions, Structure chart in Appendix)</i>
18	How does the Supporting People team plan its work? <i>(work plan/ Annual Plan)</i>
19	How can people access Supporting People services in Kent? <i>(Accommodation, Floating support HIAs SP directory, National directory)</i>
20	How does Supporting People involve Service Users in the programme <i>(Mission Statement, Service User Involvement Workers, M & R consultation)</i>
21	What should I do if I have concerns about a Supporting People service? <i>(Quality monitoring MROs complaints process)</i>
22	How are Providers' views represented in the programme? <i>(East and West Forums, Provider Executive Board, representation on CSDG)</i>
23	What does the programme expect of its providers? <i>(Workbooks, outcomes, client records, subsidy, QAF)</i>
24	What is being done to make services better? <i>(Quality monitoring, provider incentives, gradings, IGPG, Audit Commission Inspection)</i>
25	Where can I find out more about the programme? <i>(links to kent.go.uk/supportingpeople, spKweb, communities.gov.uk Newsletters, tendering opportunities, contracts newsletters, forums)</i>

This page is intentionally left blank

Item No: 12

REPORT

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

To: Supporting People in Kent Commissioning Body

26 June 2008

Subject: Growth Bid - Dartford

Classification: Unrestricted

For Information

Summary: A growth bid from YMCA Thames Gateway (South) Ltd to revenue fund housing related support to 10 one bedroom move on units in Dartford

1.0 Introduction

The Commissioning Body of September 2007 agreed that all growth bids for Supporting People funding be presented to the Commissioning Body on an agreed template with additional support from the relevant district or borough council.

2.0 Strategic Fit

The proposed service (Appendix 1) is intended to be for homeless young people aged between 18-25 in the Dartford area. The service is identified as Church View and will be used as move on accommodation for service users from the YMCA Thames Gateway service. The updated needs analysis presented to the Commissioning Body as a separate agenda item identifies a need for

- More countywide supported housing and alternatives to bed & breakfast accommodation for single homeless people, in particular for those aged 16 and 17

The supporting letter from Jackie Pye, Housing Policy and Development Manager at Dartford Borough Council (Appendix 2) states

- It is the council's aim to reduce homelessness wherever possible and our excellent working relationship with the YMCA helps us to achieve this by providing five placements per year for 16/17 year olds who might otherwise be based in bed and breakfast accommodation.

The bid from YMCA Thames Gateway identifies the service as also contributing to Dartford Borough Council's Homelessness Strategy 2004 and the Community Strategy for Kent Thameside (January 2008)

3.0 Funding Request

YMCA Thames Gateway have identified an additional value of £10,000 on top of their existing Supporting People contract to enable the provision of housing related support to Church View. The existing value of the Supporting People contract held with YMCA Thames Gateway is £137,999.10 per year.

4.0 Financial Impact

The requested level of funding for this growth bid will have a negligible impact on grant expenditure in light of recent identified savings. Members should refer to item 15 'Supporting People Budget' for further information.

All growth bids that are considered and subsequently funded by the Commissioning Body are subject to the requirements of the five year strategy and to any strategic review undertaken as part of that strategy. Any contract awarded to growth bids can be terminated should a review indicate that the service is not strategically relevant.

5.0 Conclusions

YMCA Thames Gateway have submitted a growth bid for £10,000 to fund 10 units of move on accommodation for young people within Dartford. The proposed service meets with Supporting People identified need, local borough council strategies and has the required support from Dartford Borough Council.

6.0 Recommendations

The Commissioning Body is asked to note the contents of the growth bid and to make a commissioning decision on the service.

Kevin Prior
Acting Procurement & Commissioning Manager
01622 696198

Background Information:

None

Appendix One: Supporting People Team Growth Bid – Business Case
Appendix Two: Supporting Letter from Jackie Pye, Dartford Borough Council

Appendix One: Supporting People Team Growth Bid – Business Case

Supporting People Team Growth Bid – Business Case

Summary of the Service

YMCA Thames Gateway aims to provide safe and secure accommodation for young people aged 18-25 with support needs. The housing department works both formally and informally with young people, providing opportunities and support, through a personal development plan, to equip them with the skills to enable them to live independently. We have 10 one-bedroom move on units, Church View, that are for residents who are ready to move onto more independent living.

Evidence of Need

We do not currently have any Supporting People Funding for Church View, however, there is a need for staff to provide support to these residents, as can be seen by the attached report (Appendix 1).

Strategic Context

In order to assess how YMCA Thames Gateway's service meets local, regional and national targets and strategies, the following documents were taken into consideration:

- ❖ Supporting People Strategy
- ❖ Dartford Borough Council Homelessness Strategy 2004
- ❖ Community Strategy for Kent Thameside January 2008

After analysing the above documents it can be confirmed that YMCA Thames Gateway's Housing department's approach meets local and regional strategies by providing good quality housing advice and assistance to all its residents. Furthermore, the support offered by staff, as well as assisting residents in becoming more involved in the wider community, covers the key issues identified by the "Community Strategy for Kent Thameside: January 2008" for sustainable communities. These are:

- ❖ Education and training
- ❖ Jobs and Business
- ❖ Housing and urban design
- ❖ Leisure and Culture
- ❖ Health
- ❖ Community Safety and the environment

YMCA Thames Gateway also promotes independence and a larger contribution to society by building partnerships with other agencies such as landlords/housing associations, Local Authorities, Voluntary agencies and other charities. With additional funding for Church View YMCA Thames Gateway would be able to work more efficiently to move residents on to permanent accommodation, as well as empowering the residents to be more proactive in terms of move on, whilst maintaining their independence. By providing the appropriate amount of support to Church View residents YMCA Thames Gateway can help

to reduce homelessness and anti-social behaviour and ensure earlier intervention when problems arise, therefore, minimising the risk of residents being excluded from society.

In accordance with the Dartford Borough Council Homeless Strategy YMCA Thames Gateway aim to maintain the provision of settled accommodation and provide additional support to residents to help them manage their income more appropriately so that they can uphold their existing Tenancy Agreement. This will ensure they receive a good landlords reference for move on accommodation, which will increase their options, therefore enabling residents to make more informed choices regarding move on accommodation, and creating a more structured resettlement programme. With a dedicated Resettlement Worker for Church View YMCA Thames Gateway could ensure that housing and resettlement advice could be offered to all residents, not just those at risk of homelessness. The strategic objectives that are met by YMCA Thames Gateway are as follows:

- ❖ Preventing homelessness wherever possible by providing accommodation to vulnerable young people and working with them to maintain their tenancies. YMCATG also works jointly with the Local Authority and YMCA staff attend the Dartford Borough Council Homelessness strategy Implementation and Review meetings.
- ❖ Ensuring there is sufficient and appropriate support to meet the needs of the client group by working to a key worker system and providing almost twenty-four hour support
- ❖ Improving access to health and social care by working to a Support Plan that covers welfare benefits and healthy living.

Service Implementation

If Supporting People Funding is provided then we aim to extend an existing part-time support worker's position to a full time position that would include an extra ten hours per week to be used to provide more structured support to residents at Church View, particularly regarding budgeting, move on and resettlement. The Church View Support Worker would meet regularly with each resident, working towards a Support Plan, with the main goal being sustaining their existing Tenancy and planning the resident's move on. The Support Worker would build stronger links with other agencies to increase the choices that residents would have for move on accommodation e.g. Local Authorities, Housing Associations, Private Landlords, specialist agencies to provide support to residents. Please see attached Job Description (Appendix 2) for full details of this post.

Anticipated Outcomes

If structured support could be offered to Church View residents at YMCA Thames Gateway then we anticipate that we can reduce the risk of these residents becoming excluded from society in the following ways:

- ❖ Preventing possible homelessness due to anti-social behaviour or rent arrears and poor money management
- ❖ Increasing the percentage of positive move ons at YMCA Thames Gateway
- ❖ Empowering residents to make more informed choices about move on opportunities

- ❖ Higher turnaround within Church View and YMCA Thames Gateway's Foyer, therefore helping more young people who are in need of supported accommodation.

Timescales

Please see the attached time scale chart (Appendix 3). As can be seen by the chart, YMCA Thames Gateway anticipate that a person for this post could be recruited within four weeks of the funding being awarded, and so the full service could be implemented from then, depending on any Notice period that the appointed person would need to work.

Financial Information

YMCA Thames Gateway have calculated that we will need an extension of £10,000.00 on our existing Supporting People Contract in order to implement this service to Church View residents. A full breakdown of these costs is available from the proposed budget for this additional service (Appendix 4) and includes costs for paid staff and management.

NB: The 15% Central Management Charge includes apportioned amounts for postage, energy costs, telephone, stationary, payroll/finance costs, insurance and IT support.



CHURCH VIEW- SUPPORT OR NO SUPPORT...?

A REPORT ON THE LEVEL OF SUPPORT REQUIRED AT CHURCH VIEW, PART OF YMCA THAMES GATEWAY (DARTFORD)

Marc R. Howard

Introduction

Church View, otherwise known as phase two, was built over six years ago. It has allowed the main Foyer to move up to ten people, who are ready to take their next steps towards independent living. Co-ordinated through an application procedure, those that meet the necessary requirements (contribute to the YMCA community, in employment or education and able to pay rent) are granted the opportunity to live away from the supported nature of the original site.

Idealistically, once the residents move to Church View they should be equipped with the necessary skills in order to sustain independent living. In practise, the YMCA has experienced something else, with tenants seeking advice and support with; moving on into further accommodation, financial issues and emotional well-being.

The aim of this report is to give an insight into the support that is being carried out by the YMCA and what support the current tenants of Church View feel they need. This will be accomplished by including – examples of past and current tenants. The past tenants will be defined through an overview of their past records of support. The overview of the current tenants also includes a consultation (schedule in Appendix A), where they were asked the type of support that they require. This will be summarised at the end of the report.

Findings

When looking over past record sheets, talking with staff (HSO & FSO) and consulting the tenants, themes started to emerge (financial difficulties, mental health problems...). These themes were placed into categories of support (Financial, Mental Health...), which assisted in the analysis. Each tenant (ten in total) was placed in the grid (top three were past tenants) where information was either included (✓) or not (N/A). From the data input process, the number of columns that were ticked for each theme was tallied up at the bottom, correlations were assembled and relevance of general support needs judged. In this instance I believe the percentage for an ability to generalise would be within 5% of the top quartile (above 70%), which means that areas of finance, administrative and resettlement support showed to be significant. Above 50% was employment support, which correlated with some of the difficulties the tenants experienced in terms of pay and conditions. Personal areas were dismissed as the residents felt that they are mature enough to cope independently. A restriction of this research is the small sample size but the findings can be viewed as representative due to member validation (residents and staff agreed with the findings).

CHART 1

Skill based

TENANT	FINANCIAL	EMPLOYMENT	TRAINING
1 FW	√ During tenancy FW had a number of change of circumstances, resulting in time being set aside to assist her with income enquiries	√ Had aspirations in hair dressing but could not seem to work out. Worked in a couple of saloons doing menial duties	N/A
2 CT	√ CT had debts relating to store and credit cards.	√ Part-time job but was often talking about moving-on	N/A
3 CW	√ Got into arrears after the first year. Required meetings and a budget plan	N/A	N/A
4 TP	√ TP has experienced some problems with her health that led to some time off work. TP says “now I’m £600 into my overdraft”	√ Full-time employment at the moment but would like to move-on, needs support in doing so	N/A
5 PJ	N/A	√ Originally with a full-time Job but left after two months. He needs support in finding employment	√ Always looking for new training opportunities
6 CM	√ Is in financial difficulties. Budget plan needs to be organised so that CM realises what comes in and out of her account. Is currently in arrears	√ Went through a CV and covering letter in order for her to get a new job. Gained employment but was looking for new work, which required more assistance	N/A
7 KT	N/A	N/A	N/A
8 LC	N/A	N/A	N/A
9 JC	√ Support with overcoming previous arrears	N/A	N/A
10 JA	N/A	N/A	N/A
TOTAL	7 out of 10 70%	5 out of 10 50%	1 out of 10 1%

CHART 2

Environmental Factors

TENANT	MOVE-ON	ASSISTANCE FORMS
1 FW	√ HSO helped arrange move-on accommodation to a housing association in Reading	√ Assistance with claiming benefits
2 CT	√ Letters sent to the council from HSO regarding CT's situation	√ Help with Housing benefit claims
3 CW	√ NRP arranged due to pregnancy and letter forwarded to the council accordingly	√ Assistance with council application for housing
4 TP	√ Would like assistance when the time comes	√ Assistance with a letter to the Department for work
5 PJ	√ Would like to move away	√ Income and expenditure form worked through with FSO
6 CM	N/A	√ Assistance with Housing Benefit
7 KT	√ "In time to come will need some move-on support, any help is always good"	√ "Yeah, Anna always gives me advice and helps me fill in forms"
8 LC	N/A	√ Housing Benefit when off sick
9 JC	√ Has applied to the council 5 years ago. HSO is currently communicating with the council over a move-on flat	N/A
10 JA	√ Is currently looking to move-on from the YMCA. An hour has been booked for support	N/A
TOTAL	8 Out of 10 80%	8 Out of 10 80%

CHART 3

Personal Factors

TENANT	CLEANLINESS	EMOTIONAL	DRUG/ALCOHOL
1 FW	√ On H&S checks room was of an untidy nature so required monitoring	√ Experienced some harassment from her ex-partner towards the end of tenancy	√ There were some drug issues that accumulated through being with her ex-partner
2 CT	N/A	√ At times would come in and talk with staff over her emotional needs	N/A
3 CW	N/A	N/A	√ Issues with drugs misuse
4 TP	N/A	N/A	N/A
5 PJ	N/A	Previously spoke with HSO over suffering from depression	N/A
6 CM	N/A	N/A	N/A
7 KT	√ H&S reveal that KT is not keeping his living quarters to standard.	N/A	N/A
8 LC	N/A	√ Has experienced some depression	N/A
9 JC	N/A	√ In the past spoke with the HM over anger management issues	N/A
10 JA	N/A	N/A	N/A
TOTAL	2 Out of 10 20%	4 Out of 10 40%	2 Out of 10 2%

DISCUSSION

In summary, the tenants of Church View are capable of sustaining themselves through independent living skills, due to the support programme in the main foyer and the assessment procedures of gaining the tenancy. This can explain why the tenants declined the possibility of further key working sessions. What they do require is a low-level of support that they can access of their own accord. The significant areas are finance, assistance with forms and resettlement.

Financial assistance and advice is an area of support that the YMCA delivers frequently with its tenants. With personal debt of £114 billion and the average person in the UK owing £23,000¹, it is of no surprise that those that are in low income employment will experience this type of hardship. Contributing is change in circumstances, unemployment, changing jobs or going off sick, has meant a considerable amount of attention has been required in mediating communication between the tenants and the third party (council or Inland Revenue).

A large part of this support is with the administrative processes involved, for example applying for Housing Benefit. Along with the 35 out of the 42 (84%) in the main foyer on Housing Benefit, those in Church View that require support with the Housing Benefit agency, which at the moment is two (20%), do stretch the resources of the department somewhat. Other tasks similar to this that were present in the research were assistance with letters and correspondence with the council.

Move-on accommodation is the primary area in this correspondence, with the majority not able to afford the costs of private letting. The waiting list for Dartford Council is extensive (over 8 years for Band C)², and with housing associations in short supply in the area, the market is competitive. Links to these agencies have led to some success, but the area is an element in the YMCA service that requires a designated staff member to further the networking process.

To finish, the magnitude of the support offered by the YMCA in the Main Foyer, requires the full attention of the housing staff, any additional support to the tenants at Church View means time away from their duties. In consequence, a part-time support worker would be beneficial with specialising in the areas specified in this report, in particular resettlement. Building links with local businesses, housing associations and the council requires a dedication, which at the moment is only succeeding partially³.

¹ Information from National Statistics

² More information available on Dartford Borough Council's website www.dartford.gov.uk

³ If you have any questions relating to this report then contact;
marc.howard@ymcathamesgateway.org.uk

YMCA Thames Gateway – Job Description.

POSITION TITLE: Resettlement Support Worker

RESPONSIBLE TO: **Housing Support officer**

JOB PURPOSE:

The role of Resettlement Support Worker is to provide support and resettlement services to residents. The Resettlement Support Officer is expected to develop effective relationships with residents and external agencies to support and assist individuals to successfully enable residents to make a positive, planned move into their own independent accommodation, and prepare them to be able to manage and sustain a tenancy

Key Responsibilities

To ensure that residents keep within the terms of their Assured Shorthold Tenancy, to deal with any breaches of this tenancy, and keep adequate records of any action taken.

To monitor the payment of rents, working to the Arrears Policy and Procedures.

To act as the nominated support worker for Church View residents, planning and co-ordinating individual support and resettlement packages to ensure that all support and resettlement needs are met through an appropriate range of services.

Assist in the development of a directory of local support services and other local resources.

Ensure effective working links are made and maintained with local businesses, training providers, local authority, housing associations and landlords in the community, and that information is accurately and promptly communicated to other relevant professionals.

To provide direct support, counselling and practical assistance to residents in order to ensure that they are fully prepared for moving into their accommodation, including ensuring they have realistic expectations regarding the available options, and can make an informed choice regarding their move on accommodation.

To work with each resident to assist them to identify and address any problems they may have such as budgeting, isolation, domestic skills, anger, etc. through the drawing up of support/resettlement plans for each resident.

Conduct life skills sessions in identified areas for additional support, involving outside agencies where necessary.

To provide active and ongoing support to assist residents to participate in the running and development of Church View, and their wider community.

Identify appropriate move-on accommodation for individual residents including referrals to housing providers, assessing criteria, updating providers on changes to applicants' circumstances, pursuing outstanding referrals, viewing accommodation offered, and providing feedback to providers on suitability and decisions made.

To advise and assist the tenant with arrangements for moving into the property to ensure benefits and grants/loans are applied for, utilities connected, maintenance problems resolved and flat is reasonably furnished.

To agree with resettled tenant an appropriate level of follow up support in order to ensure a smooth transition into independent living.

To deal with any former tenants who contact YMCA Thames Gateway for advice or assistance after completion of their formal resettlement programme.

Any other duties that are connected with the resettlement role that are deemed reasonable by the Housing Manager

Timescales for Service to be Fully Operational

Funded awarded	Week 1	Week 2	Week 3	Week 4	Induction Week 1	Induction Week 2
	Advertise position		Closing date for applications	Shortlisting and interviews to be held Person appointed, contract signed and start date agreed	Induction into organisation: familiarising with policies and procedures; learning computer systems; meeting staff and residents.	Shadowing Housing Support Officer Initial One-to-One Meetings with Church View Residents, contacting local agencies and arranging meetings

Appendix Two: YMCA Thames Gateway - Church View



Executive Directorate

Chris Oliver *Executive Director*

Kevin Pryor
Supporting People Team

Please ask for: Jackie Pye
Direct Line: (01322) 343683
Direct Fax: (01322) 343641
E-mail: Jacqueline.pye@Dartford.gov.uk
DX: 31908
Your Ref:
Our Ref:

Date: 15 November 2007

Dear Kevin
YMCA Thames Gateway - Church View

The YMCA Thames Gateway provides an essential service to young homeless people in the Borough. The ten move-on units, in the centre of town, were built in 2001 with the support of the Council in the form of LASHG funding. The Council recognised that there was a real need for supported move-on accommodation for young people leaving the YMCA to enable them to gain the life skills necessary for them to move on to permanent accommodation in the future.

The service that the YMCA provide fits with the Council's aim of ensuring that everyone has access to good quality housing and it contributes to meeting our targets within the current Homeless Strategy which are focused on preventing homelessness. The Council therefore supports the YMCA's bid for Supporting People funding to provide a full time support worker for Church View to enable young people to move on to permanent accommodation; equipped with the skills necessary to maintain their tenancies. For example, by giving debt management and budgeting advice, enhancing life and social skills and staying safe.

It is the Council's aim to reduce homelessness wherever possible and our excellent working relationship with the YMCA helps us to achieve this by providing five placements per year for 16/17 olds who might otherwise be placed in bed and breakfast accommodation. These young people especially, will require structured support to enable them to live independently once they move on to Church View.

Yours sincerely

A handwritten signature in black ink that reads "Jackie Pye".

Jackie Pye
Housing Policy & Development Manager

This page is intentionally left blank

Item No: 13**REPORT**

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

To: Supporting People in Kent Commissioning Body

26 June 2008

Subject: **Growth Bid Sevenoaks**

Classification: **Unrestricted**

For Information

Summary: **A growth bid from West Kent Housing Association for revenue funding to deliver housing related support to 2 units for learning disabled service users in Sevenoaks.**

1.0 Introduction

The Commissioning Body of September 2007 agreed that all growth bids for Supporting People funding be presented to the Commissioning Body on an agreed template with additional support from the relevant district or borough council.

2.0 Strategic Fit

The proposed service (Appendix 1) is intended to fund the housing related support to two service users with learning disabilities in accommodation that was capital funded by the Housing Corporation. The scheme is entitled HOLD (Home Ownership for People with Long Term Disabilities).

The current long term review of housing is currently underway and early indicators show that there is a shortage of accommodation for this client group in Sevenoaks. The project has yet to be finalised however and all final recommendations are yet to be identified.

The supporting letter (Appendix 2) from Pat Smith, Head of Housing at Sevenoaks District Council states

- This project fits with the Council's Housing Strategy key objectives, which are to provide a choice of housing across all tenures, and for all

client groups, and to provide housing related support to enable people to live independently.

The bid from West Kent Housing Association identifies the service as also contributing to the Valuing People agenda, Sevenoaks District Housing Strategy and a number of proposed targets within Local Area Agreement 2

3.0 Funding Request

West Kent Housing Association have identified a value of £9,200 per year as the amount of revenue funding required to provide 9 hours of support per week to these two units. The accommodation is forecast to be ready by September 2008.

West Kent Housing Association state that Kent Adult Social Services have agreed to fund 18 hours of support until the Commissioning Body consider this growth bid proposal. Should this proposal be accepted West Kent Housing Association have advised that Kent Adult Social Services have committed to the continued funding of 9 hours of social care provision.

4.0 Financial Impact

The requested level of funding for this growth bid will have a negligible impact on grant expenditure in light of recent identified savings. Members should refer to item 15 'Supporting People Budget' for further information.

When comparing similar accommodation based services for learning disabled the following average hourly rates are identified

Proposed HOLD service		£19.61
Sevenoaks	(2 Services)	£19.02
West Kent	(24 Services)	£18.70
Kent wide	(58 Services)	£16.40

All growth bids that are considered and subsequently funded by the Commissioning Body are subject to the requirements of the five year strategy and to any strategic review undertaken as part of that strategy. Any contract awarded to growth bids can be terminated should a review indicate that the service is not strategically relevant.

5.0 Conclusions

West Kent Housing Association have submitted a growth bid for £9,200 to fund housing related support to 2 units of accommodation for learning disabled people within Sevenoaks. The proposed service meets with Supporting People identified need, local district council strategies and has the required support from Sevenoaks District Council.

6.0 Recommendations

The Commissioning Body is asked to note the contents of the growth bid and to make a commissioning decision on the proposed service.

Kevin Prior
Acting Procurement & Commissioning Manager
01622 696198

Background Information:

None

Appendix One: Growth bid completed by West Kent Housing Association
Appendix Two: Supporting letter from Pat Smith of Sevenoaks District Council

**Appendix One: Growth bid completed by West Kent Housing Association
Supporting People Team
Growth Bid Template**

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

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

1	Organisation Details	
1.1	Organisation name:	West Kent Housing Association
1.2	Main address for correspondence:	101 London Road Sevenoaks TN13 1AX
1.3	Registered Office: (If different from above)	As above
1.4	Person applying on behalf of the Company or Consortium	Helen Curtis
1.5	Position in the Company:	Lifeways Service Manager
1.6	Telephone Number:	01732 749437
1.7	Fax Number:	01732 749419
1.8	Email Address:	Helen.curtis@wkha.org.uk
1.9	Website address:	www.westkent.org
1.10	VAT Registration Number	515 246 171
1.11	Is your organisation a public limited company / limited company / a partnership / a sole trader / registered as an Industrial & Provident Society / has Charitable status / other: West Kent Housing Association is an exempt charity registered with The Registrar of Friendly Societies and a registered social landlord registered with The Housing Corporation.	
1.14	Please state the registration number of your organisation	
	Registered Charity no:	26278R – Industrial & Provident Society
	Registered Company no:	LH3827 – Housing Corporation

1	Organisation Details	
1.17	Companies House Registration Number of parent company (if applicable)	Not applicable

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

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

HOLD (Home Ownership for People with Long Term Disabilities)) addresses the exclusion and marginalisation from home ownership of people with long-term disabilities, learning difficulties and mental health problems.

The scheme, supported and capital funded by The Housing Corporation, provides an opportunity for an individual to find a property on the open market that meets their needs in terms of size, layout, location and suitability. We would then purchase the property and sell a share back to the individual so that they retain an equity stake in the property on a shared ownership basis.

Allowing this choice for an individual is crucial to maintain their quality of life and ensure their support networks are maintained.

A bid was submitted to The Housing Corporation for capital funding to purchase two HOLD units. This was successful and two clients with learning difficulties have been identified by the local Social Services care team as being suitable for this opportunity.

We will need to support the individuals throughout the entire process, from finding a suitable home to supporting the client in their new home when living independently for the first time.

*Evidence of
Need*

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

Shared Ownership was developed in the 1980s to help people who could not afford to buy their own home, either because of high mortgage payments, or deposits, or both.

The Own Home programme was featured in the December 2004 edition of Mental Health Today, in an article written by Marian Elgar and Tony Evans to publicise the option beyond learning disability and offer this choice to clients with mental health issues

Provision of accommodation for people with learning disabilities in the Sevenoaks District is both restrictive and inflexible. The only options being shared accommodation (outdated and inappropriate in many cases) or general needs social housing, which does not provide the choice to cater for the support needs of an individuals specific requirements (i.e. established support networks, local knowledge).

This has been identified, not only by Lifeways, but also by the statutory and voluntary services operating in the area.

Whilst carrying out Community Care Assessments and Person Centred Plans for their clients, the local Social Services teams who have worked actively with us to set up and deliver this project highlighted the need for a home ownership option for people with disabilities.

Presentations carried out to families, services users and other professionals has shown there is a growing interest in this model of housing and are keen to see our involvement grow so that more individuals can benefit.

The project is also fully supported by Sevenoaks District Council.

We have established a close working relationship with Advance Housing and Care who, not only deliver HOLD units across the country, but advise The Housing Corporation on the intricacies of the scheme and general practices, ensuring we have access to any professional help we may need.

How will the service meet with local, regional and national targets and strategies

Valuing People

This innovative scheme meets several strategic targets including the Valuing People agenda which outlines the choice and equality to be offered to people with a learning disability and how this will be achieved. The key areas of this agenda focus on

- their rights as citizens
- inclusion in local communities
- choice in daily life
- real chances to be independent

The Adult Social Care Green paper and Improving the Life Chances of Disabled People acknowledge the need for housing equality by offering choice of tenure including home ownership. This is evidenced in the Task Force annual report on learning disability 2007

Sevenoaks District Housing Strategy

The Sevenoaks District Housing Strategy is currently being re-written but the 2003 version lists a number of issues for Supported Housing and Support:

The Housing Needs Survey identified a need for: -

- 198 units of independent general accommodation with external support
- 41 units of independent accommodation with a live in carer

17.3% of households in the District contain somebody with a disability. 17.9% of households with support needs felt they needed care or support which is currently not provided.

Local Area Agreements

NI 2 % of people who feel they belong to their local community
NI 119 Self reported measurable of peoples overall health and well being
NI 124 People with a long term condition supported to be independent and in control of their condition
NI 136 People supported to live independently through social services
NI140 Fair treatment by local services
NI 141 Number of vulnerable people achieving independent living
NI142 Number of vulnerable people who are supported to maintain independent living
NI 145 Adults with learning disabilities in settled accommodation
NI 149 Adults in contact with secondary mental health services in settled accommodation

*Service
Implementation*
n

How will the service be implemented, engagement with other stakeholders

Prior to the bid to The Housing Corporation we worked with Social Services to identify two suitable clients that could benefit from this innovative scheme.

Consultation with families has taken place and they are actively waiting the securing of funding to enable the project to move forward with the appropriate resources.

It is crucial for us to have a dedicated support team member leading on this project. The HOLD scheme is complex, (mainly due to the financial arrangements in which it operates) but also to provide consistency to the clients.

The support worker will be required to:

- Liaise with care management to assess nominated clients
- Meet with families and clients
- Carry out needs and risk assessments
- Help the families find suitable accommodation on the open market
- Liaise with mortgage advocates to secure the mortgage
- Work with family and client and solicitor to secure the property
- Work with internal departments to ensure property is acquired and is in a suitable condition
- Liaise with occupational therapists when required
- Provide support to the client throughout the process and ensure all benefit claims are made at the appropriate times
- Support the client to live independently for the first time once they have moved into their new home
- Monitor the effectiveness of the service and report back to Supporting People and Social Services

Anticipated Outcomes

What are the anticipated outcomes of the service

HOLD will provide choice, opportunity and increased independence to clients. Shared ownership can contribute to a feeling of positive self esteem and carries status as an 'owner'

Pride of ownership

Reduces vulnerability by offering choice of location, suitability of property and security of tenure

Timescales

Timescales for the service to be fully operational

As the capital funding has been secured we need to start work on this immediately with the intention of having the clients in their new homes by September 2008.

Financial Information

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

We would seek to recruit to a part time post of 9 hours per week for these two HOLD units. Therefore the funding we are seeking is £9,200per annum.

If these two units (which we are progressing as a new venture for the association) are successful we would, based on demand, seek to bid for further monies to benefit other clients in the future.

Appendix Two: Supporting letter from Pat Smith of Sevenoaks District Council

Deputy Chief Executive and
Director of Community and Planning Services:
Kristen Paterson



FAO: Kevin Prior
Supporting People Team
Room 4.02, Sessions House
Kent County Council
Maidstone
ME14 1XQ

Tel No: 01732 227355
Ask for: Pat Smith
Email: pat.smith@sevenoaks.gov.uk
My Ref:
Your Ref:
Date: 19 May 2008

Dear Kevin

Re: HOLD scheme

I am writing to support West-Kent Housing Association's application for SP revenue funding for the two HOLD units.

This project fits with the Council's Housing Strategy key objectives, which are to provide a choice of housing across all tenures, and for all client groups, and to provide housing related support to enable people to live independently.

In addition, WKHA has an excellent track record in management of their housing stock and delivering related support services, and the Council is confident that this project will be a success and lead to further similar schemes in the future.

Please contact me if I can be of further assistance.

Yours sincerely

Pat Smith
Head of Housing Services

cc Helen Curtis, WKHA



Item No: 14**REPORT**

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

To: Supporting People in Kent Commissioning Body

26 June 2008

Subject: Unit Cost of Community Alarms

Classification: Unrestricted

For Information

Summary: This report asks the Commissioning Body to agree the unit price of Community Alarms.

1.0 Introduction

At the Commissioning Body meeting held on the 10 September 2007 it was agreed that the Team would carry out a market testing exercise on the current community/social alarms services for older people across the county.

2.0 Consultation

In order to facilitate this process, a consultative group consisting of local Emerging Role of Sheltered Housing (ERoSH) members was formed to aid discussion and comment. This group met on three occasions to assist putting together the service specification for community alarms.

Service user consultation on the specification began in October 2007 and concluded on 31 January 2008. There were no significant comments against the proposed specification with the majority of comments concerning the current length of time taken to answer the alarm call.

3.0 Market Testing

The Supporting People Team have been unable to gain a true understanding of the appropriate costs for the provision of a basic alarm, a call centre response and the provision of maintenance for the unit. There are differences in operation across the county, and lack of clarity as to

what is included in the current costs funded by the programme (for example the nature of the actual response, and whether maintenance costs are included or excluded). This means that a more in depth analysis of the position is required before steps can be put in place to meet the Commissioning Body's aspiration, and to achieve the proposed revisions to the service.

Providers of community alarm services were contacted via a questionnaire to enable the Supporting People Team to identify the cost of a unit of provision. The initial response to the questionnaire proved disappointing.

The Core Strategy Development Group requested the Supporting People Team write to those providers who did not respond to the initial market-testing questionnaire, underlining the significance of this process to meet the Commissioning Body's aims.

The second response proved more positive with 72% of providers responding to the questionnaire.

4.0 Cost of Units

The Commissioning Body of March 2008 asked that its members without their own stock or alarm service meet to decide on the unit cost of a community alarm.

Members of the Commissioning Body from Thanet, Maidstone, Tunbridge Wells and Kent Probation met on 2 May to decide the unit cost but were unable to complete this work due to concerns about the average price of £1.84 identified from the returns from questionnaires. The group were uncertain that the average price was truly reflective of the actual cost of alarms considering that some of the returns included a certain amount of housing related support. The group instructed that the Supporting People Team contact call centres identified by Supporting People contract holders as providing alarm services, asking them to advise on a unit price for alarm provision using the agreed specification as a guide to the required service.

The Supporting People Team wrote to twelve call centres and received five replies by the requested date. All of the responses received were from providers of alarm services within Kent. From these returns the average cost of a community alarm was identified as £1.50.

The sub group of the Commissioning Body including members from Maidstone, Swale and Probation met again on the 23 May 2008 to consider these responses and proposed that the cost for a unit of community alarm provision be set at £1.50 per unit per week.

5.0 Contract Issue

Once the proposed unit price has been agreed, the Supporting People Team will write to providers advising them of the contract value for their alarm provision and will provide a briefing for elected members as well as a press briefing.

Providers of alarm services will be informed that the contract price is non-negotiable and that the contract value for alarm provision will be separated from the contract value for the provision of housing related support, if the service is not a pure alarm only service. Providers will have the option to agree the contract value for alarm provision, at which point a new contract will be issued.

If a provider does not accept the agreed price the units will form part of a tender to be awarded by April 1 2009.

Once the contract value for alarm provision has been agreed with providers the Supporting People Team will be undertaking further work to understand the real cost of a unit of support for older person's services. With the cost identified the Team will enter into discussion with all providers to ensure that contract values for the provision of older persons support reflect the identified price.

5.0 Conclusions

The market testing of call centres indicated that a unit price of £1.50 be applied to a unit of community alarm provision.

6.0 Recommendations

- i) The Commissioning Body is asked to note the contents of this report.
- ii) The Commissioning Body is asked to agree the unit price of £1.50 for community alarms

Kevin Prior
Acting Procurement & Commissioning Manager
01622 696198

Background Information:

None

Appendix one: Briefing for Elected Members

Appendix One: Briefing for Elected Members

Supporting People in Kent

Strategic Review of Older People's Services

Community/Social Alarms

Briefing for Elected Members

Introduction

Elected members will remember that in September 2007 the Supporting People Programme Commissioning Body met to agree the final recommendations relating to the strategic review of older people's services. It was agreed that the Supporting People Programme would continue to fund housing related support and alarms within sheltered housing schemes. This has not changed.

However it was agreed that the Programme would separate out the contracting for, and costs of alarms and housing related support. This was to ensure that a value for money approach was adopted, and that the service that was to be delivered was clearly specified for both. Any savings identified as a result of this work would be reinvested into the provision of alarms for people in sheltered housing who are not currently being funded as part of the Programme in Kent.

We felt it was important to brief elected members prior to the commencement of negotiations in relation to the contractual price for alarms, and housing related support. This is because we felt that it was possible that older people within sheltered housing schemes may be misinformed about what is happening or may misconstrue what the Programme is trying to achieve, and might assume wrongly that the services that they receive and value could be under threat. This is not the case.

The Recommendations (September 2007);

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

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

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

The Specification for Service

The Supporting People Programme has agreed a specification with the Essential Role of Sheltered Housing (ERoSH) group. This is a membership body of many sheltered housing providers in Kent. The specification describes the community/social alarm service that the Programme wishes to buy. The specification describes a service which is purely a monitoring service with no physical response to the alarm i.e. the programme are not paying for a support worker to go and attend to the individual who triggered the alarm. Provision has been made for maintenance of the alarm.

How will we arrive at a market rate for community/social alarms?

A market testing exercise has been undertaken to understand the market rate for such alarm provision and from this an indicative price has been set at £1.50 per unit.

Not all providers responded to the market testing exercise, so we are giving them an opportunity to do so. They would need to give us very good reasons why a market rate of £1.50 per unit is not acceptable.

The Supporting People Team are intending to enter into a period of negotiation with all providers of community/social alarms who responded to the market testing exercise and offer a contract value of £1.50 for each unit currently identified on their existing contract.

Providers will have two options on receipt of an amended contract value;

- Agree with the new contract value and sign the contract and the new rate for alarms will apply from 1st April 2009.
- Refuse the offered hourly rate at which point the Supporting People Programme is able to tender for the provision of the alarm service.

On completion of this process the community alarm element of all sheltered services for older people will be separated from the housing related support element of provision. We will also evaluate how much we think we should pay for housing related support once the unit cost of the alarm has been separated out from the cost of housing related support.

This will be via a benchmarking exercise to agree the true cost of providing housing related support to older people and contract values with providers of older person's services will be negotiated accordingly.

We have also looked at how much is being charged for community/social alarm provision on a national basis to make sure that we are offering a legitimate market rate.

Conclusion

It is vitally important to stress that neither of these processes will result in anyone currently in receipt of an alarm service losing that service. This exercise is purely to ensure that the Supporting People Programme is paying a fair price for an alarm service, which meets industry quality standards and will have little impact on the user of the alarm. There will be no need for any work to be carried out in any property to meet the outcomes of this work. In much the same way that changing gas suppliers does not require any new pipe work or a new cooker, so the changing of an alarm provider will not necessitate any new wiring or a new alarm to be fitted.

The Supporting People Programme is anxious to allay any concerns that may arise as a result of this work and will communicate with all interested parties on a regular basis. Should any further information be required please do not hesitate to contact:-

Kevin Prior Acting Procurement and Commissioning Manager 01622 696198 kevin.prior@kent.gov.uk	Jo Pannell Policy and Strategy Manager 01622 696171 jo.pannell@kent.gov.uk
---	---

Item No: 15**REPORT**

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

To: Supporting People in Kent Commissioning Body

26 June 2008

Subject: Supporting People Budget

Classification: Unrestricted

For Recommendation

Summary: This report provides an overview of previous financial commitments that the Commissioning Body has entered into and a request that providers enable a financial assessment for those service users who ask for this, and to address additional funding for handyperson services.

1.0 Introduction

Following the notification of grant allocations from the Communities and Local Government Department (CLG), and amendments to the timings of the agreed funding of extra services the Supporting People Team has revised their Five-Year forecast.

2.0 Forecast for 2008/2009

The Commissioning Body report in March 2008 indicated a total predicted spend within 2008/2009 of just under £34.3m. The predicted spend is now just under £32.3m.

This is due to the following reasons;

- The commissioning of services to clear the floating support waiting list backlog for 'B' and 'C' banded service users has been delayed because providers have been unable to recruit as quickly as they had anticipated.

CB 26.06.08 Budget

- 1 -

- The commissioning of services to clear the floating support waiting list backlog for 'A' banded service users has been delayed due to legal advice which recommended the tendering of these services.
- The commissioning of accommodation based services has been substituted by the tendering for floating support services, this is due to take place shortly. This floating support service is intended to act as a substitute until the accommodation based services are up and running following a further tendering process. However the developer has indicated that some of the accommodation based services may be available sooner than was anticipated. If this is the case we will tender for accommodation based services as appropriate.
- In addition negotiations are taking place to reclaim £196k from a provider due to non-delivery of a service.

3.0 Reserve

The Commissioning Body report in March 2008 indicated a cumulative figure of just under £8.8m. The cumulative total now stands at just under £9.3 m. There is a differential of £500k.

The reserve has increased from the previous forecast for the following reasons;

- Reclaim on three services due to under utilisation and non-delivered services.
- An unclaimed commitment against the reopening of a service.
- The closure of a unit.
- Temporary closure of a unit due to refurbishment.
- A belated notification of a unit reduction.

4.0 Five-Year forecast

This is attached at Appendix 1.

5.0 Accommodation-Based Services

Following agreement by the Commissioning Body, work is in progress to utilise the original funding of £820k put aside for accommodation services to tender for floating support to the following services until the accommodation units can be commissioned. Initially it was hoped to commence this service in the early part of this financial year, however due to the complex nature of the tender it will be early January 2009 before the tender can be awarded.

These services are for:-

- Young people at risk in Sevenoaks, Tunbridge Wells and Sevenoaks
- People with mental health problems in Ashford and Tonbridge and Malling
- Women fleeing domestic abuse in Sevenoaks/Tonbridge and Malling Areas
- People who misuse alcohol in west Kent
- Teenage parents in Maidstone

6.0 Floating Support Waiting List for B and C Banding

The Commissioning Body agreed an allocation of £463k to assist in clearing the floating support waiting list backlog within the respective banding of 'B' & 'C'.

All identified service users have been allocated to providers, however not all services have commenced due to providers being unable to recruit immediately.

This has had an impact on the 5-year forecast (see Appendix 1).

7.0 Floating Support Waiting List for A Banding

It is anticipated that the allocated £2.5m identified for funding service users on an 'A' band, will not now commence till September with the hope that the new services will be in place by January 2009.

This has also had an impact on the 5-year forecast (see Appendix 1)

8.0 Home Improvement Agencies Handyperson Services in West Kent

It was previously requested that the Supporting People Team match-fund a handyperson service in west Kent (£222k), with the proposed funding from East Kent and Coastal Primary Care Trust (PCT) for the east of the county.

Following the Commissioning Body on 20 March, East Kent and Coastal PCT have indicated that they are not yet in a position to fund this service.

It is proposed that the Commissioning Body awaits further information from the East Kent and Coastal PCT on their ability or otherwise to fund a handyperson service. It does not seem appropriate for the Commissioning Body to give further consideration to funding a handyperson service in the west of the county until further information is received from the PCT. In addition, the Supporting People Team will liaise with key stakeholders in order to assess how further support for handyperson services could be delivered.

A report will be brought to the commissioning body in September outlining the current situation in relation to funding, specification for service and confirmation or otherwise that East Kent and Coastal PCT is prepared to fund handyperson services. An option appraisal will be presented to the Commissioning Body to determine a way forward.

9.0 Block Subsidy/Fixed Capacity Contract

Payments for block subsidy contracts are made in relation to the number of service users on housing benefit. The contract process for both parties is administratively time consuming despite contract numbers varying very little over the year.

The new fixed capacity contracts are capped at an agreed number of units and allow for a 10% variance over the course of a year. The agreed contract value is divided into 13 equal payments and paid four weekly in advance.

From 1st April 2008 all providers of services for older people have now transferred from block subsidy to fixed capacity contracts. The process is to be continued throughout the year to apply such contracts to services for other service user groups.

The Supporting People recommendation is that providers continue to allocate the funding for those in receipt of housing benefit and for those who are not in receipt of benefits but meet the criteria for assistance following a financial assessment

10.0 Rent Deposit Scheme

There may be scope for underspend to be spent on a rent deposit scheme in partnership with districts and boroughs which would facilitate additional housing opportunities within the county's private rented sector. In devising the action plan to meet the Audit Commission's recommendations, the Core Strategy Development Group identified issues in the private sector as worthy of exploration. A further scoping meeting was held and inconsistent access to rent deposit was highlighted as a barrier to maximising use of the private rented sector. Such a scheme would also assist with meeting the Local Area Agreement 2 National Indicator 141 target.

We are not yet in a position to establish how much grant funding would be required. Further research with districts and boroughs is required

11.0 Conclusion

Now that we have greater certitude over levels of funding for the next 3 years of the programme, it is appropriate that the programme utilises the savings that have been accumulated in order to further enhance the services that have already been commissioned over the last year or so.

The savings can only be spent once and therefore floating support will need to be expanded, and then contracted as the accumulated savings reduce assuming no future increases in grant. This will be scoped within the preparations for the Five-Year Strategy, and the strategic review of investment.

12.0 Recommendation

The Commissioning Body is asked to agree to:-

- i) providers continuing to allocate the funding for those in receipt of housing benefit and for those who are not in receipt of benefits but who meet the criteria for assistance following a financial assessment.
- ii) the scoping of a rent deposit scheme by the Supporting People Team in partnership with districts and boroughs.

Claire Martin
Head of Supporting People
01622 221179

Andrea Coleman
Senior Finance and IT Officer
01622 694877

Background Documents:
None

Appendix 1 Supporting People 5 Year Forecast

Appendix 1 Supporting People 5 Year Forecast

	2008/09	2009/10	2010/11	2011/12	2012/13
Grant '£000'	32,025	32,025	32,025	32,025	32,025
Contract Commitments	29,561	32,280	35,683	35,352	34,309
* Inflationary Uplift* (Included for illustration only. There is no contractual obligation to add an inflationary uplift to contracts over these periods.)	30,153	33,086	36,575	36,236	35,167
FS/Accommodation Based Services Jan 09	204	631			
FS Clearance Jan 09	624	1,922	-649	-1,927	
HIA Handy Person East & West Kent	444				
FS Waiting List B/C	463		-474		
Service User Involvement	100				
Horizons Thanet FPI Bid from 1.11.2008 Full year 97K	37	62			
Dual Diagnosis MH Service Dover from 1.11.2008 Full year 131K	50	82			
Rent Deposit Scheme	100		-100		
PFI MH Legal Costs	300	-301			
Reclaim	-196	201			
Annual Total	32,280	35,683	35,352	34,309	35,167
Balance (Expected Grant less Expected Spend)	-255	-3,658	-3,327	-2,284	-3,142
Achieved Savings B/F	9,275	9,021	5,363	2,035	-248
Saving	9,021	5,363	2,035	-248	-3,390