



## AGENDA

### SUPPORTING PEOPLE IN KENT COMMISSIONING BODY

**Thursday, 26th January, 2012, at 2.00 pm**

**Ask for: Andrew Swan**

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

**Telephone (01622) 696388**

1. Apologies
2. Introductions
3. Election of Vice Chair
4. Minutes of meeting on 11 October 2011 with Action Plan of matters arising (Pages 1 - 6)
5. Minutes of the Core Strategy Group meeting (Pages 7 - 12)
6. Extra Care Sheltered Accommodation (Pages 13 - 22)
7. HIA/Handypersons (Pages 23 - 30)
8. Kent Reconnection Paper (Pages 31 - 48)
9. Kent Supporting People Eligibility (Pages 49 - 76)
10. Scoping Paper - Supported Housing and the Supporting People Programme (Pages 77 - 94)
11. Performance Management (Pages 95 - 108)
12. Floating Support Impact Assessment (Pages 109 - 118)
13. Future of Floating Support (Pages 119 - 124)
14. Supporting People Finance (Pages 125 - 130)
15. Any other business
16. Glossary (Pages 131 - 136)
17. Risk update (Pages 137 - 140)

**Date of next meeting: 2.00pm on Tuesday 17 April 2012, Swale Rooms 2 and 3,  
Sessions House, Maidstone, Kent, ME14 1XQ.**

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**KENT COUNTY COUNCIL**

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**SUPPORTING PEOPLE IN KENT COMMISSIONING BODY**

MINUTES of a meeting of the Supporting People In Kent Commissioning Body held in the Darent Room, Sessions House, County Hall, Maidstone on Tuesday, 11 October 2011.

PRESENT: Cllr Ms J Anderson (Vice-Chairman), Cllr T Austin, Cllr Keren Belcourt, Ms A Christou, Cllr Mrs C Clark, Mr H Cohn, Cllr Derek Conway, Mr P Dosad, Mr Craig George, Mr A Hammond, Cllr A Hicks, Mrs T Kerly, Mr J Littlemore, Mr Peskett, Ms P Smith, Mrs J Walton and Mr P Whitfield

IN ATTENDANCE: Ms A Slaven (Director of Service Improvement), Mr M Lobban (Director of Strategic Commissioning), Miss C Martin (Head of Supporting People), Ms Melanie Anthony (Performance and Review Manager (Kent Supporting People)), Mr Hud Manuel (Finance Manager (Kent Supporting People)), Ms Ute Vann (Policy & Strategy Officer (Kent Supporting People)) and Mr G Mills (Democratic Services)

**UNRESTRICTED ITEMS**

**In the absence of Mr Hill this meeting was chaired by Cllr J Anderson**

**38. Apologies**

*(Item 1)*

Noted.

**39. Minutes of meeting - 30 June 2011 and matters arising**

*(Item 3)*

The minutes of the meeting of the Commissioning Body held on 30 June 2011 were agreed as a true record.

**40. Minutes of the Core Strategy Group meeting**

*(Item 4)*

The Commissioning Body noted for information the minutes of the meeting of the Core Strategy Group held on 13 September 2011.

**41. Presentation on the impact of housing related support**

*(Item 5)*

(1) The Commissioning Body received a presentation by Melanie Anthony. This presentation used a case study as an example of the help and support available from a number of support agencies, both in the public and private sectors.

(2) During the course of the presentation members of the Commissioning Body asked a number of questions of detail following which the Commissioning Body thanked Melanie Anthony for her detailed and enlightening presentation.

#### **42. Insurance cover for elected members attending Commissioning Body**

*(Item 6- (Michaela Hupe, a Solicitor with KCC was present for this item)*

(1) Dover District Council had asked whether district/borough members attending meetings of the Commissioning Body were covered by any form of indemnity.

(1) Michaela Hupe, a solicitor with KCC, confirmed to the meeting that under the Local Authorities (Indemnities for Members and Officers) Order 2004 an authority is able to provide an indemnity or insurance for its members but not for members of other authorities. Therefore the responsibility lies with each District, Borough and/or City Council for its respective elected members attending the Commissioning Body to secure such indemnity and/or insurance.

(2) Resolved that the advice be noted and acted upon as appropriate by each member body represented on the Commissioning Body.

#### **43. Performance Management**

*(Item 7 - Report by Angela Slaven, KCC Director of Service Improvement)*

(1) This report provided a summary of the performance of the programme against targets set by the Commissioning Body.

(2) The programme was showing improvement against Key Performance Indicators, and a scoping paper outlining the key strategic issues likely to affect future performance would be brought to the next Commissioning Body meeting in January 2012.

#### **44. Floating Support Impact Assessment**

*(Item 8 - Report by Angela Slaven, KCC Director of Service Improvement)*

(1) This report provided the second quarterly assessment of the impact of the reduction in capacity of floating support services following the non-renewal of district and borough based floating support contracts. The report advised members of the Commissioning Body of the proposed arrangements for the transition from existing to new services in 2012/13.

(2) During the course of discussion members raised a number of points of detail to which officers responded accordingly.

(3) Following discussion the Commissioning Body noted the contents of the report, and agreed to:

- (i) the proposed transition arrangements for the existing and new services

(ii) a report being submitted to the Commissioning Body at its meeting in January 2012 recommending revised principles upon which floating support would operate in the future

#### **45. Strategic Review of Access into Short Term services**

*(Item 9 - Report by Angela Slaven, KCC Director of Service Improvement)*

(1) This report detailed a proposal that short term supported housing referrals should be managed through a centralised referral mechanism within the Kent Home Choice system.

(2) During the course of discussion members of the Commissioning Body raised a number of points of detail to which officers responded accordingly.

(3) On the basis that, in advance of it's implementation, officers agreed to bring to a future meeting a report on how the centralised referral mechanism would work, the Commissioning Body agreed that:

- (i) the Kent Home Choice system be utilised to deliver a centralised referral mechanism for short term accommodation based supported housing services
- (ii) the Supporting People Programme seeks the agreement of the Kent Home Choice Board to the usage of their reserves if costs exceed £1,000

#### **46. Strategic Review of Home Improvement Agencies and Handy Persons services**

*(Item 10 - Report by Angela Slaven, KCC Director of Service Improvement)*

(1) This report detailed the findings of a strategic review of Home Improvement Agencies (HIA) and Handyperson services, and a proposal to tender 12 separate HIA and Handyperson services contracts within the individual districts/boroughs as one tendering exercise.

(2) During the course of discussion members of the Commissioning Body raised a number of points of detail to which officers responded accordingly, including clarifying that contracts would have to meet the requirements of KCC Procurement as KCC would hold legal liability. It was also agreed that consideration would be given to the involvement in the tendering process of two district/borough councils who were not themselves tendering for any contracts.

(3) The Commissioning Body agreed to the tendering of all HIA and Handyperson services for new contracts to be let in time for their commencement in April 2012 on a district by district basis. The Commissioning Body also noted that representatives from two district/borough councils not involved in the tendering process would be invited to be part of the team assessing each tender.

#### **47. Finance Outturn 2011/12**

*(Item 11 - Report by Angela Slaven, KCC Director of Service Improvement)*

(1) This report detailed the Supporting People commissioning team's projected financial outturn and balance held on reserves for 2011/12 (as at August 2011) and, on the basis of a forecast under-spend, proposed offsetting this by bringing forward the commencement date of the new floating support service to February 2012.

(2) The Commissioning Body noted the estimated outturn to March 2012, and agreed that the new floating support service should commence from February 2012.

#### **48. Risk Update**

*(Item 12)*

Noted.

#### **49. Any other business**

*(Item 14)*

(1) Cllr Tony Austin requested a report for the next meeting on extra care sheltered housing, the proposed reductions in funding, progress on implementing the reductions including joint assessments that had taken place and their findings, and what was being put in place to deal with the cost reductions by Canterbury City Council, Families and Social Care, and Supporting People.

(2) Angela Slaven indicated that KCC was currently in a 30 day consultation regarding proposals to bring together the Supporting People and KDAAT commissioning teams under one Head of Service (strategic commissioning role). A decision was likely early in December 2011, and members of the Commissioning Body were invited to submit any views they may have on the proposals. Angela Slaven stressed that KCC would not underestimate the specialist knowledge required in both areas, and that the re-organisation was about streamlining KCC's own management structures.

#### **50. Date of next meeting**

*(Item 15)*

The next meeting of the Commissioning Body would be held on Thursday 26 January 2012, at Sessions House, County Hall commencing at 2.00 PM.

### Commissioning Body Action plan arising from meeting 11 October 2011

Agenda Item No	Subject/Report	Comment	Action
Item 6	Insurance cover for elected members attending Commissioning Body	Resolved that the advice be noted and acted upon as appropriate by each member body represented on the Commissioning Body	
Item 7	Performance Management	A scoping paper outlining the key strategic issues likely to affect future performance would be brought to the next Commissioning Body meeting in January 2012	Report submitted to the January Commissioning Body
Item 8	Floating Support Impact Assessment	A report to be submitted to the Commissioning Body at its meeting in January 2012 recommending the revised principles upon which floating support would operate in the future	Report submitted to the January Commissioning Body
Item 9	Strategic Review of Access into Short Term services	On the basis that in advance of its implementation officers agreed to bring to a future meeting a report on how the centralised referral mechanism would work, the Commissioning Body agreed.	A report will be submitted to the Commissioning Body in July 2012 and the single point of access is due to be implemented by March 2013.
Item 10	Strategic Review of Home Improvement Agencies and Handy Persons services	The Commissioning Body required clarification that contracts would have to meet the requirements of KCC procurement as KCC would hold legal liability. It was also agreed that consideration would be given of involvement on the tendering/procurement process who were not themselves tendering for any contracts. The Commissioning Body agreed to the tendering of all HIA and handyperson service for new contracts to be let in time for their commencement in April 2012. on a district by district basis. The Commissioning Body also noted that representative from two district/borough councils not involved in the tendering process would be invited to be part of the team assessing each tender.	Report submitted to the January Commissioning Body
Any other business	Extra Care Sheltered Housing	A report was requested for the next meeting on extra care sheltered housing, the proposed reductions in funding, the progress on implementing the reductions, including joint assessment that had taken place and their findings and what was being put in place to deal with the cost reductions by Canterbury City Council	Report submitted to the January Commissioning Body

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**Core Strategy Group Minutes**  
**Monday 5 December 2011**  
**10am, Pendragon room, Invicta House, Maidstone**

<b>Meeting</b>	Core Strategy Group		
<b>Date &amp; Time:</b>	5 December 2011	<b>Meeting No:</b>	
<b>Meeting Place:</b>	Pendragon Room, Invicta House	<b>Minutes By:</b>	Margaret Turner
<b>Present:</b>	<b>Job Title:</b>		
Angela Slaven	KCC – Director Service Improvement (Customer & Communities)		
Claire Martin	KCC – Customer & Communities, Supporting People team		
Ute Vann	KCC – Customer & Communities, Supporting People team		
Tracey Kerly	Ashford Borough Council		
Howard Cohn	Kent Probation		
Janet Walton	Tonbridge & Malling Borough Council		
Neil Coles	Maidstone Borough Council		
Adrian Hammond	Shepway District Council		
Hud Manuel	KCC		
Amy Merritt	KCC – Commissioning, Families & Social Care		
Margaret Turner	KCC – Customer & Communities, Supporting People team (Minutes)		
<b>Apologies:</b>			
Pat Smith & Gavin Missons	Sevenoaks District Council		
Helen Jones	KCC, Families & Social Care		
Madeline Homer	Thanet District Council		
Amanda Kenney	NHS Kent & Medway		
Gary Peskett	Canterbury City Council		
Amber Christou	Swale Borough Council		
Paul Whitfield	Dover District Council		
Mike Dorman	KCC – Families & Social Care		
Kevin Hetherington	Tunbridge Wells Borough Council		
John Littlemore	Maidstone Borough Council		
Bob Porter	Shepway District Council		
Melanie Anthony	KCC – Customer & Communities, Supporting People team		

<b>Next Meeting:</b>	

Item No	Details of the Item/decisions taken	CSG Member responsible for action
<b>1 &amp; 2.</b>	<p><b>Apologies &amp; Introductions</b></p> <p>Apologies were received from Pat Smith, Gavin Missons, Helen Jones, Madeline Homer, Amanda Kenney, Gary Peskett, Amber Christou, Paul Whitfield, Mike Dorman, Kevin Hetherington, John Littlemore, Bob Porter and Melanie Anthony.</p>	
<b>3.</b>	<p><b>Minutes of meeting 13 September 2011 and Matters Arising.</b></p> <p>The minutes were agreed as accurate.</p> <ul style="list-style-type: none"> <li>• HIAs – The Supporting People team is awaiting further advice from Legal and Procurement.</li> </ul>	
<b>4.</b>	<p><b>Scoping Paper</b></p> <ul style="list-style-type: none"> <li>• The Supporting People team is undertaking a strategic review of education, training and employment. The Core Strategy Group asked for a scoping paper ahead of the outcome of the strategic review being reported back to the Core Strategy Group and the Commissioning Body in February and March respectively. The Core Strategy Group was presented with the scoping paper which set the context within which supported housing providers and service users exist within the current housing/welfare benefits regime. The scoping paper also indicated the potential changes that are due to take place in relation to the housing/welfare benefits regime. The strategic review will build on the findings of the scoping paper in order to determine the opportunities and challenges for providers and service users within the supported housing sector in relation to education, training and employment.</li> <li>• Wording under Welfare Benefit Changes Point 3 (5) to be amended after comment from group member.</li> <li>• The Core Strategy Group asked whether or not given the added value of the Supporting People programme to other agencies whether or not it was possible to access additional revenue funding from others sources such as for instance health, probation and other statutory agencies. The Supporting People programme has been unable to access alternative sources of funding in the past but would be giving active consideration to ways in which the programme or its providers or service users could do this in the future.</li> <li>• The Supporting People team agreed to have a look at the Chancellor of the Exchequer's Autumn Statement in order to provide additional information to the Commissioning Body which would help to give further clarity to</li> </ul>	<b>SP team</b>

	<p>some of the issues raised within the scoping paper.</p> <ul style="list-style-type: none"> <li>• It was mentioned that housing associations and other landlords may seek to introduce affordable rents into their supported housing services as opposed to social rents. It was agreed that the Supporting People team would undertake research into what approach housing associations would take in relation to supported housing. It was hoped that this could be included in the paper that will be submitted to the Core Strategy Group and Commissioning Body by the end of the financial year or the beginning of the new financial year.</li> <li>• It was requested that the latest rough sleeper count was included in the final paper.</li> </ul> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>• <b>It was agreed that the report would go to the Commissioning Body as an item for information and to include current rough sleeper count.</b></li> <li>• <b>The Supporting People team will be contacting providers about affordable rent policies.</b></li> </ul>	
<p><b>5.</b></p>	<p><b>Future of Floating Support</b></p> <ul style="list-style-type: none"> <li>• The report makes proposals for how floating support will be administered in the future.</li> <li>• The Floating Support referral mechanism needs to respond to the challenge of demand management and incentivisation. The programme has been working with providers to maximise the usage of floating support services including streamlining allocation assessment and throughput. The referral process is due to be automated with a change in banding and will include signposting to other agencies as an alternative, where appropriate.</li> <li>• Providers of short-term supported housing will be required to resettle service users. It was, however, recognised that this is already being done by a number of providers. This requirement will form part of the new specifications.</li> </ul> <p><b>Action:</b> <b>Report to go to the Commissioning Body with the outcome of the procurement process included, if possible.</b></p>	
<p><b>6.</b></p>	<p><b>Floating Support Impact Assessment</b></p> <ul style="list-style-type: none"> <li>• This report provided an update on Floating Support and the waiting list.</li> <li>• The Supporting People team has been working with providers to reduce the waiting list.</li> <li>• CM asked for the efforts of members of the Supporting People team to reduce the waiting list to be recorded in the Minutes.</li> </ul> <p><b>Action:</b> <b>Report to go to the Commissioning Body.</b></p>	

7.	<p><b>Performance Management</b></p> <ul style="list-style-type: none"> <li>This report set out the performance of services over the last quarter. The Supporting People programme has achieved its target of 98% for KPI 1. This follows rigorous work with providers around data on their workbook returns.</li> <li>The Task &amp; Finish Group concluded that the information that is currently collected and reported on is ok although there were minor alterations suggested which are to be incorporated in the report to the Commissioning Body. These alterations to be specified in detail. The report should begin to address the cost of services so that there is greater evidence of added value/value for money.</li> <li>Clarification was requested around Item 5 Conclusion (2) that said the programme had exceeded its targets but in Item 3 (4) it mentioned the KPI had fallen marginally below the target set.</li> <li>There was discussion around the information provided in the Appendices particularly around using number values rather than percentage figures. It was noted that contract information had been included in previous Core Strategy Development Group reports but had been removed at request/discussion. This can be put back in.</li> <li>Clarity required around the percentage figures in Appendix 3 relating to utilisation and throughput.</li> </ul> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li><b>The conclusions of the Task &amp; Finish Group and further actions to be taken needs to be added to the report going to the Commissioning Body.</b></li> <li><b>Amend detail in Appendix 3 to clarify the context of throughput and contract requirements e.g. what does Supporting People commission number of units and/or hours.</b></li> <li><b>Report to go to Commissioning Body with amendments.</b></li> </ul>	<p><b>SP team</b></p> <p><b>SP team</b></p> <p><b>SP team</b></p> <p><b>SP team</b></p>
8.	<p><b>Kent Supporting People Eligibility Policy</b></p> <ul style="list-style-type: none"> <li>This report set out a review of the Kent Eligibility Policy with removal of reference to Grant Conditions which no longer apply.</li> <li>The Policy defines housing related support that is funded under the Supporting People programme and other activities that cannot be funded by the programme. There are no major changes to the criteria.</li> <li>A Note to be included under Statutory Duties within the Exclusion section relating to the Southwark Judgement.</li> <li>It was suggested that in the new financial year the Supporting People programme undertake work with Children and Families and the Joint Policy &amp; Planning Board to look at the Southwark Judgement and the approach of housing departments and Families and Social Care.</li> </ul>	<p><b>SP team</b></p> <p><b>SP team</b></p>

	<p><b>Action</b></p> <ul style="list-style-type: none"> <li>• <b>Add note under Statutory Duties within the Exclusion section relating to the Southwark Judgement.</b></li> <li>• <b>Report to go to the Commissioning Body with amendment suggested above.</b></li> </ul>	
<p><b>9.</b></p>	<p><b>Kent Reconnection Policy</b></p> <ul style="list-style-type: none"> <li>• This report follows a request from the Commissioning Body to a review of the Reconnection Policy. The Draft Policy was attached at Appendix 1. Highlight in report to be removed.</li> <li>• A question was raised over the text at Point 2 (2) relating to Thanet (Cliftonville and Margate Central).</li> <li>• The Reconnection Policy aims to reduce the impact on districts and boroughs who have a greater concentration of short-term accommodation services.</li> <li>• Provide background to reasons why Thanet, and in particular the 2 Wards of Cliftonville West and Margate Central, have experienced a disproportionate impact due to the levels of supported and other housing related issues.</li> </ul> <p><b>Action:</b>  <b>Report to go to Commissioning Body for agreement with amendments.</b></p>	
<p><b>10.</b></p>	<p><b>Extra Care Sheltered Accommodation</b></p> <ul style="list-style-type: none"> <li>• This report was requested by the Commissioning Body. It details findings of joint assessments that have been carried out and sets out the various tasks undertaken by service providers that are either housing related support or not.</li> <li>• It was recognised that any changes must be made carefully and that some services may have to remodel themselves for future delivery.</li> </ul> <p><b>Action:</b>  <b>The report will go to the Commissioning Body as unrestricted and the details relating to investment in the services in this financial year and the next will be tabled at the meeting as a confidential item.</b></p>	
<p><b>11.</b></p>	<p><b>Finance Outturn</b></p> <ul style="list-style-type: none"> <li>• This Report was tabled at the meeting and set out the projected financial outturn and balance held on reserves.</li> <li>• Reporting year to be amended to 2011/2012 in Appendix 2 and reference to Area Based Grant to be changed to Formula Funding.</li> <li>• CM asked for the efforts of members of the Supporting People team in the tendering exercise to be noted.</li> </ul>	

11.	<b>Any Other Business</b> No other business.		

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

**To:** Supporting People Commissioning Body 26 January  
2012

**Subject:** Extra Care Sheltered Accommodation

**Classification:** Unrestricted

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### Summary

This report was requested by members of the Commissioning Body to outline the approach that is being taken in relation to the reduction in funding for extra care sheltered accommodation by the Supporting People Programme. The report details the findings of the joint assessment that has been undertaken by Supporting People and the Families and Social Care Directorate. The report highlights the non-housing related nature of support tasks which are being delivered to residents of extra care sheltered accommodation. It suggests that there needs to be a more personalised approach to the delivery of social care, an affirmation of what is a housing related support task and what lies outside the scope of housing management, housing related support and health/social care.

### 1. Introduction

(1) The Supporting People in Kent Commissioning Body made a decision in March 2011 to implement £7 million of savings in 2012/13. These savings are to be applied across all client groups and types of services. This included extra care sheltered accommodation having its weekly rate reduced from a maximum of £36 per service user per week to a maximum of £10.24 per service user per week. These weekly rates will bring extra care sheltered accommodation in line with sheltered accommodation and is based on the principle that housing related support tasks in extra care sheltered accommodation are no different to those in sheltered accommodation.

(2) Residents of extra care sheltered and sheltered accommodation are all eligible to receive an alarm funded separately by the Programme. This is currently £1.50 per service user per week but will be reduced to £0.90 per service user per week as from 2012/13. There needs to be further discussion about the provision of assistive technology within extra care sheltered schemes which may need to be delivered independently of the infrastructure that currently exists. For example, an older person may need more than a pendent alarm and a pull cord. For instance they may need additional facility to alert staff if they have fallen.

(3) The additional needs of residents in extra care sheltered accommodation tend to be health and social care related. There are additional services that

are being provided that do not fall into housing related, housing management or health/social care categories.

(4) The scope of the services within extra care sheltered accommodation includes meals, refreshments and night time cover. There are also other services that are hard to define, e.g. collecting rubbish from outside of an individual's flat. It is not always clear which funding stream is being applied to all of these activities. There also appears to be a potential for duplication between payments for night cover (which is funded by Families and Social Care) and the alarm service (which is funded by Supporting People).

(5) It is important to emphasise the nature and extent of housing related support services. Housing related support activities are:

- Understanding tenancy or occupancy agreement
- Managing debt, budgeting and applying for benefits
- Getting on with neighbours
- Life and social skills
- Setting up home and resettlement
- Staying safe at home
- Dealing with other agencies
- Taking up daytime activities; training, education, employment

## **2. The Joint Assessment of Residents in Extra Care Sheltered Accommodation**

(1) The Commissioning Body requested a report on the current Extra Care Sheltered Accommodation provision and an assessment of the potential impact of the proposed changes. These joint assessments have been undertaken in conjunction with Families and Social Care. The Supporting People Programme has been working with Families and Social Care to meet with the providers of extra care sheltered accommodation in order to manage the transition from £36 per service user per week to a maximum of £10.24 per service user per week.

(2) Families and Social Care will individually assess residents of extra care sheltered accommodation if it is indicated that they require additional social care interventions or need to receive a social care package following this assessment process. The government expects all older people to have access to a personal budget by April 2013. There is still scope for Families and Social Care to fund activities/support that cannot be readily incorporated into personal budgets. There will also be a review of grant funding within extra care sheltered provision funded by Supporting People.

(3) Extra care sheltered accommodation is delivered differently depending on the provider and geographical location. The joint assessment process has highlighted the amount of intervention which can be defined as housing management, social care or other types of support services which are not housing related support but do not necessarily fit neatly into housing management or social care.



### **3. Consultation and Communication**

(1) Canterbury City Council has consulted with their residents about the proposed changes in service delivery. There has been one letter of complaint which centred around social care issues.

(2) The Programme is not aware of any other consultations that have been undertaken by other providers of extra care sheltered accommodation. West Kent Housing Association has confirmed that they are expecting to consult with residents but have not yet done so. The programme is checking the progress of consultations with Moat Housing Society and Orbit South

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

(1) The Supporting People Programme and Families and Social Care have been working with extra care providers to identify areas of service delivery that cannot be met by housing related support, housing management and social care. The identified areas will need alternative solutions found in order to deliver the changes required. An example of this is facilitating the ordering and delivery of medication by a pharmacy rather than the extra care sheltered service. (A Risk and Business Continuity Log is attached at Appendix 3).

### **5. Financial Implications**

(1) Extra care sheltered accommodation has been a consistent outlier in weekly rates since the Programme commenced. The principle which lies behind the cost reductions is that there is no difference between the housing related support delivered within a sheltered scheme and that within an extra care sheltered scheme. The difference between a sheltered scheme and an extra care sheltered scheme should be the health/social care interventions that are required by the residents as they become more dependent. Families and Social Care accept that there are interventions required prior to and after a resident moves in to extra care sheltered accommodation which can facilitate independence for longer.

(3) The approach which is being adopted within Families and Social Care is to fund individually assessed support needs rather than assuming that all residents within a scheme require block funding to deliver services. This means that Families and Social Care are better able to target scarce resources at the people who need the interventions most. Whilst there are some individuals within extra care sheltered schemes who require a substantive investment there are others who require no social care intervention whatsoever.

(See Appendix Two for Supporting People current and future investment).

### **6. Legal implications**

(1) The Commissioning Body approved an Equality Impact Assessment relating to delivering the savings.

## **7. Sustainability Implications**

(1) The Supporting People Programme will work with Families and Social Care and providers to ensure that services are sustainable.

## **8. Conclusion**

(1) The Supporting People Programme has undertaken joint assessments with Families and Social Care in order to establish the services that are currently being delivered in extra care sheltered accommodation. The joint assessments have established whether or not housing related support is being delivered and to what extent other services are provided which are neither housing management nor social care. The findings of the joint assessments indicate that the reduction in funding to providers in relation to housing related support is justified on the basis that there is no more housing related support being delivered in extra care sheltered accommodation than there is in sheltered. Extra Care sheltered residents may require additional services that are not encompassed within housing related support. Where there are other interventions that are currently being delivered there needs to be a more creative, innovative and imaginative approach being adopted which is in keeping with national and local government aspirations relating to the Big Society and Kent County Council's Bold Steps and Three Ambitions.

### **Recommendations**

The Commissioning Body is asked to agree that;

1) Housing related support in extra care sheltered accommodation should be funded at the same level as sheltered accommodation.

### **Contact details -**

**Claire Martin**  
**Head of Supporting People**  
**01622 221179**  
[Claire.Martin@kent.gov.uk](mailto:Claire.Martin@kent.gov.uk)

**Ute Vann**  
**Policy and Strategy Officer**  
**01622 694825**  
[ute.vann@kent.gov.uk](mailto:ute.vann@kent.gov.uk)

**with contributions from Mike Powe, Head of Older People and Physical Disability, Canterbury and Swale Locality, and Mike Dorman, Head of Strategic Commissioning, Families and Social Care and in collaboration with Sue Stower, Head of Service and Ian Coupland, Planning Officer, Families and Social Care**

**Appendix One:** Support Activities identified in Extra Care Sheltered Housing

**Appendix Two:** Risk and Business Continuity Log

**Restricted Item to be tabled at the Commissioning Body:** Extra Care Sheltered Accommodation, Supporting People Current and Future Investment

### Appendix 1- Support Activities identified in Extra Care Sheltered Housing

#### Canterbury City Council

Housing related support	Housing management	Social Care	Other
Needs/risk assessment and support planning	Reporting faults and repairs issues (including on behalf of residents)	24 hour on site support	Laundry service/communal laundry facilities
Applying for benefits and budgeting	Advice about tenancy	Lunch club/cooked meal delivered each day	Kitchen, lounge and guest room provision
Dealing with other agencies	Tenant meetings	Support with bathing facilities and arranging for outside agency to bath/shower where resident is unable to do this for themselves	Coffee mornings
Taking up daytime activities	Dealing with rent arrears/rent payments direct debits		Contacting residents several times every day to see if they are alright
Staying safe at home	Monitoring anti-social behaviours		Contacting relatives, doctor or professional help in an emergency
	Information about types of adaptations		Help to organise social events for the scheme
	Explaining the fire drill		Ensure smooth running of scheme
	Service user comments		Collecting household rubbish and clinical waste (large bulky items charged for)
	Communal area cleaning		Operating heating system, finding fuse box, meters or stop cock
	Communal gardens		Dealing with lost pendant alarms
			Ordering papers and milk
			Ordering, prompting and dispensing medication
			Cosmetic and other visits
			Shop/greengrocery/egg deliveries
			Library books
			Mobile fish and chips
			Services due to illness: urgent shopping, taking mid day meals to flat, preparation

			of breakfast/evening meals, making hot drinks, medication
			Scheme manager staying with contractor until work is completed
			Mail delivered to front door

Moat Housing Society - Paffard Court

Housing related support	Housing management	Social Care	Other
Budgeting and applying for benefits	Ringling resident every day	Sleep in service	Concierge service
Life and social skills		Laundry	Weekend agency staff
Dealing with other agencies			Handyman providing transport to shops
			Arranging appointments, arranging transport for hospital appointments
			Giving reassurance
			Limited social programme run by residents/amenity fund
			Prompting medication, ordering prescriptions on line
			Lunches delivered 6 days per week from the local pub/cook on a Friday
			Tenant on site shop

Orbit South Housing Association – Cherry Court

Housing related support	Housing management	Social Care	Other
Applying for benefits and budgeting	Cleaning communal areas	Bathing and laundry as part of a care package	Social club, coffee mornings and shop run by tenants
Dealing with other agencies		Dementia/managing memory issues/end of life care	Mid day meal provided week days (tenant contributions) /meals provided at weekends
		Assisting with lunch	Social activities
			Ringling residents every morning
			Collection of prescriptions, delivery and re-ordering by Boots
			Extra temporary support
			Help with correspondence
			Making telephone calls to arrange appointments/making transport arrangements to hospital appointments
			Giving reassurance
			Encouraging social integration

West Kent Housing Association - Holly Bush Court and White Oaks

<b>Housing related support</b>	<b>Housing management</b>	<b>Social Care</b>	<b>Other</b>
Managing debt, budgeting and applying for benefits	Cleaning communal areas	Laundry and medication prompting as part of care package	Age U.K. day centre (lunch and socialising, ad hoc lunches to residents who are ill, bathroom, chargeable bathing service, hair dressing and chiropodist, computer room and Wi Fi)
Dealing with other agencies	Building maintenance	Lunches 6 days per week, prepared by cook	Help with correspondence
	Fire safety	Assisting tenants down to meals and laying tables	Making telephone calls to arrange appointments
			Giving reassurance
			Arranging transport to hospital appointments
			Encouraging social integration/tenant led social club
			Ordering prescriptions by fax
			Checking on food safety
			Providing time to be with people who fall until ambulance arrives and stay with ambulance staff
			Night time sleep in
			Weekend cover
			Fish and chips ordered by support staff on Saturdays
			Social outing/in-house entertainment (with support staff help)
			Coffee mornings

## Appendix 2 - Risk and Business Issues Continuity Log

Impact & Probability - 1 = Low 2 = Medium 3 = High

Risk Description	Impact 1-3	Probability 1-3	Risk Profile	Risk Owner	Countermeasure	Date Identified
The service user no longer receives services which help them to maintain independent living	3	1	Low	Families and Social Care (FSC)	1. Joint assessment has taken place identifying any social care needs which are currently not being met. 2. Service users are eligible to receive personal assessments following which existing care packages may need to be enhanced or a completely new care package may need to be implemented	8.11.2011
Housing related support is no longer delivered	2	1	Low	Supporting People Programme	SP programme is still intending to fund housing related support	8.11.2011
Night cover	3	1	Low	FSC	FSC will ensure that people who needs night cover will receive it.	8.11.2011
Provision of meals and refreshments	3	1	Low	FSC	FSC will ensure that people who need provision of meals and refreshment will receive them	8.11.2011
Medication	3	1	Low	FSC and Canterbury	Alternative methodologies will be found for its procurement and delivery of medication.	8.11.2011
Personal Care	3	1	Low	FSC	1. Joint assessment has taken place identifying any social care needs which are currently not being met. 2. Service users are eligible to receive personal assessments following which existing care packages may need to be enhanced or a completely new care package may need to be implemented	8.11.2011

<b>Risk Description</b>	<b>Impact 1-3</b>	<b>Probability 1-3</b>	<b>Risk Profile</b>	<b>Risk Owner</b>	<b>Countermeasure</b>	<b>Date Identified</b>
Housing management, e.g. maintenance	3	1	<b>Low</b>	Canterbury	East Kent will ensure that housing management continues to be delivered	8.11.2011
Alarms	3	1	<b>Low</b>	Supporting People Programme	SP will continue to fund a basic alarm service	8.11.2011

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

**To:** Supporting People Commissioning Body 26 January 2012

**Subject:** Home Improvement Agency (HIA) and Handyperson Services

**Classification:** Unrestricted

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### **Summary**

The Commissioning Body agreed that HIAs and Handyperson services should be re-tendered to bring a more consistent and efficient approach to delivery. Further to this subsequent discussions have taken place with the Districts and Boroughs to enable them to include an additional service, namely Disabled Facilities Grants, in the contract with the successful provider/s if required.

The refining of the procurement process has resulted in a delay to the anticipated tendering process timeframe, with the result that the existing HIA and Handypersons contracts need to be extended for a further 6 months to 30 September 2012. This has caused an additional pressure on the budget and an agreement is required to utilise reserve funding of £445k to support the extension of existing service provision (see Appendix 2).

### **1. Introduction**

(1) In its October meeting, the Commissioning Body agreed to the tendering of all Home Improvement Agencies and handy person services for new contracts to be let in time for their commencement in April 2012 on a district by district basis. The Commissioning Body also noted that representatives from two district/borough councils not involved in the tendering process would be invited to be part of the team assessing each tender.

(2) The county council subsequently met with all the districts and boroughs to discuss the procurement process further and the outcome of that discussion is detailed within this report.

(3) HIA services are delivered by one provider in ten of the twelve districts and boroughs, by two in-house district/borough agencies, and by one provider county wide for the Handyperson services.

(4) The Commissioning Body agreed that that HIAs and Handyperson services should be re-tendered to provide a more consistent and efficient service resulting in a reduced investment of just under £900K.

(5) Following further discussions with the districts and boroughs the need to include an option in the retendering process relating to Disabled Facilities Grants if required became apparent.

(6) The inclusion of the Disabled Facilities Grant Services into the tendering process as an option for districts and boroughs will prevent them from having to undertake individual costly procurement exercises at a local level.

(7) Work has been undertaken with KCC's legal and procurement departments to enable this piece of work to be incorporated into the overall procurement process. The programme is seeking further advice from legal and procurement to ensure that the county council is not liable in anyway for the operation of the contract between the relevant district or borough and the agency. Should this be the case, the county council will be unable to procure on the basis required by the districts and boroughs. A further update will be given at the meeting.

(8) The existing provider contracts are due to expire at the end of March 2012. The current budget build for 2012/13 included an allocation of £689K for HIA and Handyperson services only.

(7) In order to ensure that service users are able to continue to receive an uninterrupted service until the tender process is successfully completed it is necessary to continue to contract with current providers for a further six months. This will ensure that the service recipients are able to remain safely, securely and living independently in their own homes.

## **2. The Procurement process**

(1) Extending the original timeframe for the procurement of the HIA and Handyperson services will give the opportunity for Districts and Boroughs to secure a Disabled Facilities Grant Service from the successful provider/s where required.

(2) The tendering process will enable the districts and boroughs to prescribe to a potential provider the Disabled Facilities Grant Service that they require within their area(s).

(3) To enable the new services to be in place by 1 October 2012 tendering will commence by the end of the March 2012.

(4) The proposed configuration for the procurement will be:

- A West Kent wide agency comprising Dartford, Gravesham, Sevenoaks, Tonbridge and Malling and Tunbridge Wells.

- Ashford, Dover and Shepway as one agency
- Canterbury, Maidstone, Swale and Thanet as individual agencies

### **3. Consultation and Communication**

(1) The service specification has been extensively consulted upon with a range of stakeholders.

(2) An Equality Impact Assessment has already been undertaken and submitted to the Commissioning Body in a previous report (October 2011). The county council met with representatives from the district and boroughs on 4 November 2011 to discuss the procurement process and to clarify how the county council would ensure that the district and boroughs would be able to obtain a Disabled Facilities Grant (DFG) service from the successful provider(s). A description of Disabled Facilities Grant is described in Appendix 1.

(3) The meeting also agreed that the services would not be tendered on a district by district basis because districts and boroughs had subsequently expressed an interest in some circumstances grouping together. The county council will be ensuring that the districts and boroughs lead in the procurement of a Disabled Facilities Grant service.

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

(1) The proposal set out in this report ensures continuity of service whilst the tender for services takes place. An updated risk and business continuity log is attached at Appendix 1. The Districts and Boroughs also want to ensure they have continuity of service for Disabled Facilities Grants.

(2) The consequences of not continuing to contract with the current providers for a further six months would mean that services are disrupted leading to implications for statutory services such as the police, housing, health and social care. Additionally the skills expertise and experience of the staff in current services will be lost.

### **5. Financial Implications**

(1) Due to a delay in the retendering process to include the option for District and Boroughs to add the Disabled Facilities Grant to the tender a further £445k of investment (£345k for HIA and for £100k for Handypersons services) is required. It is proposed this is supported through the use of non recurring reserve funds.

### **6. Legal implications**

(1) A single source tender will need to be completed and agreed to enable the services to be extended for a further 6 month period.

## **7. Sustainability Implications**

(1) By delaying the retendering to incorporate the aspirations of the District and Boroughs to include the Disabled facilities Grant (where required) will ensure services are more sustainable in the long term.

## **8. Conclusion**

(1) The Supporting People Programme is seeking to delay the retendering of the new HIA and Handyperson services with a consequent financial pressure of £445k in 2012/13. The delay will provide the opportunity for Districts and Boroughs to include the Disabled Facilities Grant Service to the contract where necessary avoiding costly local procurement exercises.

## **9. Recommendations:**

9(1) The Commissioning Body is asked to;

- 1. Agree to the delay of the procurement process to incorporate the option for Districts and Boroughs to include the Disabled Facilities Grant into the contract with provider/s where required. This recommendation is subject to confirmation that there is no legal liability for the county council in the procurement of this option.**
- 2. Agree to the use of non recurring reserves up to £345k to support the extension of the existing service provision.**

## **Background Documents**

Strategic Review of Home Improvement and Handyperson Services,  
Commissioning Body report, October 2011

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**Appendix 1: Description of Disabled Facilities Grant**  
**Appendix 2: Updated Risk and Business Issues Log**  
**Appendix 3: Funding**

## **Appendix 1 A Description of Disabled Facilities Grant**

A Disabled Facilities Grant is a grant from local district or borough councils. It helps towards the cost of adapting your home to enable you to continue to live there. A grant is paid when the council considers that changes are necessary to meet your needs, and that the work is reasonable and practical

Who can get a Disabled Facilities Grant

You can claim if you, or someone living in your property, is disabled and:

- you, or the person on whose behalf you are applying, are either the owner or tenant (including licensees) of the property
- you can certify that you, or the person on whose behalf you are applying, intend to occupy the property as your/their only or main residence throughout the grant period - currently five years

A landlord may apply on behalf of a disabled tenant

A grant can be used to give you better freedom of movement into and around your home and/or to provide essential facilities within it.

If you are disabled, acceptable types of work include:

- widening doors and installing ramps
- providing or improving access to rooms and facilities - for example, by installing a stair lift or providing a downstairs bathroom
- improving or providing a heating system which is suitable for your needs
- adapting heating or lighting controls to make them easier to use
- improving access to and movement around the home to enable you to care for another person who lives in the property, such as a child

*Source [www.direct.gov.uk](http://www.direct.gov.uk)*

## Appendix 1 – Updated Risk and Business Issues Continuity Log

Impact & Probability - 1 = Low 3 = High

Risk Description	Impact 1-3	Probability 1-3	Risk Profile	Risk Owner	Countermeasure	Date identified
The districts/boroughs do not wish to procure on the basis of a framework agreement	1	3	<b>Medium</b>	CB	The Supporting People Programme will tender services on its own.	5 Jan 2012
The districts and boroughs do not wish to procure on the basis of the currently recommended configuration	3	2	<b>High</b>	CB	The Supporting People Programme will try and reach a satisfactory agreement but if this is not possible will need to tender on the basis recommended in the report.	5 Jan 2012
The Commissioning Body does not agree to the expenditure required in the extension of current contracts	3	1	<b>Medium</b>	CB	The County Council will need to determine whether or not it is prepared to commit expenditure despite the disagreement of the Commissioning Body	5 Jan 2012
Kent County Council does not permit the potential usage of £445k of reserves	3	1	<b>Medium</b>	CB	The Supporting People Programme will need to find additional savings within 2012/13 in order to offset the additional expenditure.	5 Jan 2012
There is a legal challenge because the County Council has extended contracts and delayed procurement by six months.	3	1	<b>Medium</b>	KCC/ CB	The Supporting People Programme will ensure that its procurement intentions are advertised and that it is clear that it intends to tender for services within a six months time frame.	5 Jan 2012
No one tenders for the services.	3	1	<b>Medium</b>	KCC/ CB	The Supporting People Programme would have to retender and temporarily extend again the existing contracts with the providers' agreement. This would incur a further additional cost of approximately £345k.	5 Jan 2012

## Appendix 2

### HIA and handypersons Funding 2012/13

	April to Sept £k	Oct to Mar £k	Total £k
HIA funding in base budget	689		689
Age UK (reserves)	100		100
Retender (reserves)		345	345
Total			1,134
From 2013/14			
Cost of service			689
In Base budget (as above)			(689)

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

**To:** Supporting People Commissioning Body 26 January 2012

**Subject:** Kent Supporting People Reconnection Policy 2012/13

**Classification:** Unrestricted

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### **Summary**

This report presents a revised Kent Reconnection Policy which is based on a review which was requested by the Commissioning Body. The original policy was agreed by the Commissioning Body in 2007. The Policy adheres to the grant conditions that were prescribed by the Communities and Local Government Department in relation to short term accommodation based supported housing which ensures that a local connection is not applied to these services. It is proposed that three client groups can access services from outside Kent. This is because these client groups may have a particular need to leave their areas of origin. These client groups are rough sleepers, people escaping domestic abuse and offenders. The revised Policy also endorses the vital role played by service providers in reconnecting service users from one part of Kent back to another part of Kent where appropriate. This will involve providers resettling service users who move on from supported accommodation into the private or social rented sector.

### **1. Introduction**

(1) Short term supported housing is not distributed equitably across Kent. There are no districts/boroughs that have services within their boundaries that include all 21 client groups within the Programme. This is why there is a need to retain a policy which does not preclude service users within Kent from accessing the supported housing they need wherever it happens to be within Kent. However, it is critical that districts and boroughs that host these services do not end up having to facilitate access to private or social rented housing in their area. Some districts/boroughs have more supported housing than others and would be placed under considerable pressure to meet the housing needs of people who are moving on from supported accommodation. Equally there are districts/boroughs that do not have a concentration of resources in their area and would be placed under considerable pressure to try and assist vulnerable people who ideally require supported housing but could not access it in their area due to a lack of supply.

(2) The Joint Policy and Planning Board for Housing developed the original Reconnection Policy in cooperation with the Programme. The Policy was developed within the spirit of the CLG grant conditions which applied to all

Administering Authorities. Kent's Policy was first adopted in December 2007. The CLG grant conditions were also incorporated into the Kent Eligibility Policy 2008 (this is the subject of another paper which is being presented to this meeting as a draft eligibility policy 2012/13).

## **2. Revised Kent Reconnection Policy 2012/13**

(1) The main amendments are as follows:

- Removal of all references to Supporting People Grant Conditions/funding regime
- Re-affirmation of commitment to continue enabling open access to short term accommodation based services irrespective of local connections within Kent. Three client groups are explicitly named as potentially accessing resources from outside of Kent because of very particular reasons: rough sleepers, people escaping domestic abuse and offenders.
- Emphasis on the role of the Rough Sleeper service and other providers in reconnecting individuals back to their areas of origin where this is appropriate.
- The role of providers of short term accommodation based services in resettling service users moving on from supported housing into social or private rented accommodation.

(2) With the exception of women fleeing domestic abuse, short term accommodation based supported housing in certain areas of Thanet (Cliftonville West and Margate Central) are exempt from the provision of free access irrespective of applicants' having a local connection. Every short term and long term supported housing scheme funded by the Programme with the exception of two services are situated within these wards. The Programme has asked all providers of services within these two wards to prioritise individuals from these two wards and where this is not possible to prioritise individuals from the Thanet District Council area. This is because these two wards have been identified as areas that contain a concentration of vulnerable people in two of the most deprived wards in the county/country. The Commissioning Body has previously received a presentation/report relating to this. The Programme is also in the process of recommissioning where possible services outside of the two wards and will continue to do this. The Programme will also ensure that any new commissioning of services is outside of the two wards.

## **3. Consultation and Communication**

(1) The Supporting People Programme consulted with districts and boroughs as the key partners in this Policy. Service users were consulted as part of the strategic review of access to short term accommodation based services and during development of the Supporting People Strategy 2010-2015.

(2) Stakeholders agreed that there should be retention of the commitment to open and fair access to short term accommodation based services for vulnerable people within Kent.

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

(1) The Supporting People Programme will continue to work closely with districts/boroughs to monitor the impact of the Policy and ensure that the needs of vulnerable people are met. The Programme continues to analyse need in order to ensure that there is an adequate supply of housing related support services.

#### **5. Financial Implications**

(1) There is no anticipated financial impact

#### **6. Legal implications**

(1) An Equality Impact Assessment has been undertaken which is attached in draft form.

#### **7. Sustainability Implications**

(1) The Supporting People Programme will work with its partners to ensure that the Policy remains sustainable despite the pressures within the social and private rented sectors. The Programme will monitor the Policy to ensure that reconnections continue to be made to the area of origin.

#### **8. Conclusion**

(1) The proposed revised Reconnection Policy 2012/13 is based on a review of the current Reconnection Policy which was agreed in December 2007. The revised Reconnection Policy reaffirms the principle of fair and open access to accommodation based services within Kent based on need rather than on having a local connection to the district or borough in which short-term supported accommodation is located. In addition, the Policy will facilitate service users who accessed supported housing from out of area to be supported to reconnect to their area of origin and thus, ease pressure on move-on resources in the host Districts and Boroughs.

(2) It is accepted that vulnerable individuals who are escaping domestic abuse, offenders or rough sleepers may have particular reasons for leaving their areas of origin outside of Kent and may need to access Kent services.

#### **Recommendations**

The Commissioning Body of the Kent Supporting People Programme is asked to;

1) **Agree** the Kent Supporting People Reconnection Policy 2012/13

## **Background Documents**

Kent Reconnection Policy 2007  
Grant Conditions for Excellent Authorities 2007/08  
Kent Eligibility Policy September 2008  
Draft Kent Eligibility Policy 2012/13

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**Appendix One:** Draft Kent Supporting People Reconnection Policy 2012/13  
**Appendix Two:** Equality Impact Assessment - Kent Supporting People  
Reconnection Policy 2012/13

## APPENDIX ONE - DRAFT KENT RECONNECTION POLICY

### Joint Agreement between Kent Supporting People and Kent Districts and Boroughs

The Policy has been developed in partnership between the Supporting People Team and the Kent Joint Policy and Planning Board (Housing).

#### 1.0 Background

- 1.1 The local Reconnection Policy has been developed to improve access to Supporting People funded services for vulnerable and homeless individuals and support those without local connection wishing to seek accommodation in the area where they consider themselves to have such connections. The Policy also ensures that Supporting People funded services meet the conditions the Kent Eligibility Policy as agreed to by the Commissioning Body.
- 1.2 Providers of Supporting People funded services should promote equal access to services in line with the Quality Assessment Framework Objective C 1.6: 'Fair access, diversity and inclusion'. Service providers must not restrict services to those meeting statutory eligibility criteria for service provision or impose blanket exclusions on groups of people without local connection to access short-term services that are eligible to receive Supporting People grant.
- 1.3 In keeping with the former Supporting People Grant Conditions, short – term services (up to two years of duration) should not operate a Local Connection Policy that excludes people who come from outside Kent who are people escaping domestic abuse, offenders, and rough sleepers or vulnerable people from a different district or borough council within Kent.
- 1.4 Former Grant Conditions clearly identified that local connection considerations are not to be applied as those given in Section 199 of the Housing Act 1996 which defines 'local connection' thus: a person normally resident in a district of a Local Authority and that residence is or was the person's own choice, a person employed there, a person has family there, or there are special circumstances.
- 1.5 Whilst Local Authorities endeavour to meet local needs in support services available in their own areas, due to lack of resources this is not always possible. Short and long term supported housing is not equitably distributed across the county and therefore restrictions in access could lead to under capacity in some areas and over capacity in some others.
- 1.6 However, providing equal access under the provisions described above has implications for move-on opportunities for individuals in Supporting People services not normally resident in the district where the service is delivered. Offering permanent move-on irrespective of a local connection is unsustainable in the face of local demand exceeding supply for social housing. In order to prevent Supporting People funded schemes becoming 'silted up', joint agreements for, or a process of move-on, need to be in place for accepted service users. The Joint Policy and Planning Board (Housing) has an agreed Move On Strategy which is monitored.

- 1.7 The fundamental principles underlying this Policy are that: 1) It is undesirable and unsafe for newly homeless individuals to sleep rough, putting themselves in immediate danger of significant harm, and in the longer term at risk of entrenchment in a street homelessness life with all its damaging consequences. 2) It is desirable to limit individuals' experience of social dislocation by constructively linking them back to, or supporting them in, areas where they had sustained attachment to a local community because social networks increase opportunities for people to move away from homelessness.
- 1.8 The Kent Rough Sleepers service and providers of other Supporting People services will play a crucial key role in the relocation processes.
- 1.9 Equalities and diversity will be monitored through the Client Record Form and the monitoring of this Policy.

## **2.0 Definition of 'Reconnection'**

Under this Policy, there are two key elements to the meaning of 'Reconnection':

- Tackling the marginalisation and social exclusion of vulnerable homeless people from mainstream society. Social exclusion is a multi-dimensional and longitudinal process by which people become marginalised and excluded from social networks such as family, neighbourhood and community, and opportunities, choices and life chances available to the majority of people in communities.
- Encouraging and supporting vulnerable homeless people, to physically relocate to communities in areas where they have built up sustained attachments. Many vulnerable homeless people access supported accommodation in areas that are not local to them.

2.1 'Local area' is not necessarily where a person originates from but where they have most recently had sustained attachments to a local community. For example, where they had stable accommodation or employment, where they have been claiming benefits or where they have been engaged with Health, Probation or Social Services, or where they have social networks such as family or friends.

2.2 Support activities related to both understandings of 'reconnection' are part of housing-related support activities funded under Supporting People. It is the responsibility of service providers to provide support to facilitate service users to connect and reconnect to social networks and to access resources such as health, education, training, employment, volunteering and peer support.

## **3.0 Aims of the Reconnection Policy**

- 3.1 Tackle and prevent homelessness in general and meet the support needs of vulnerable people.
- 3.2 Operation of a uniform policy across Kent to maximise resources when dealing with homeless and vulnerable individuals accessing Supporting People services in other but their local areas, and allow them to return in a planned way to an area where they have a social support network or some other connection.

- 3.3 Enable such homeless and vulnerable individuals to have equal access to short term accommodation–based services. But longer term services should be sought back in the area where their social networks exist if that is what individuals want (where possible).
- 3.4 Encourage local housing authorities to take a long-term view to assisting applicants by giving consideration to how a household placed in supported accommodation will be housed once their short-term housing comes to an end. In doing so the Policy will help prevent ‘silting up’ by enabling a larger number of Local Housing Authorities to share the responsibility of moving households on from the limited numbers of supported accommodation spaces.
- 3.5 Where individuals have no definable connection within any Kent district or are unable to return there due to special circumstances, they should have access to local services in the district/borough they present to. This affects three client groups in particular: people escaping domestic abuse, rough sleepers and offenders.
- 3.6 As from April 2012 short and long term supported housing providers will be expected to resettle vulnerable people who are moving on from their accommodation into a social or private rented property for a period of three months with possible extension to six months where this is required.

#### **4.0 Situations where the Policy Applies**

- 4.1 Authorities are expected to provide for the needs of all service users ordinarily resident in their areas but some need to be provided with supported housing outside the area.
- 4.2 Cross authority arrangements might apply where:
- Need is not sufficient to require provision in every authority, and authorities have agreed on a historical basis to share the development of provision in a particular district or borough. An example might be specialist services for people with Mental Health problems.
  - Support services may be concentrated in a particular district for historical reasons but despite there being a need in other districts support services do not exist. In such circumstances, individuals are forced to access support services in another local authority area because of a lack of provision in their own area.
  - Sometimes individuals may wish to move to another part of the county to be close to a community of people from their background. The importance of informal support from family, friends and community groups must be recognised and those moves should be facilitated.

#### **5.0 Putting the Policy into Practice**

- 5.1 The Policy will not prevent vulnerable people from accessing short–term Supporting People funded accommodation – based services as long as they meet the eligibility criteria of such a service. However, the eligibility criteria must not apply blanket exclusions to individuals being referred / referring themselves to

the service from out of area. (see paragraphs above).

- 5.2 Whilst it is expected that the supported accommodation needs of the districts' and boroughs' own communities should be prioritised it is expected that as far as is appropriate and possible supported housing services should be able to provide access to service users from other districts and boroughs, and from outside Kent, (see paragraph above) For example, where there are several applicants to a service, applicants with greatest need should have priority. Where need is equal, local applicants will be accorded priority.
- 5.3 Short term accommodation based services in certain areas of Thanet (Cliftonville and Margate Central) are exempt from this provision: with the exception of women fleeing domestic violence, services in those areas are for the exclusive use of people within Thanet.
- 5.4 Referring statutory agencies and voluntary agencies providing statutory duties are expected to keep in contact with the individuals they refer out of area in case individuals reconnect back to their areas of origin. Local housing authorities, Supporting People and accommodation providers accept that supported accommodation is not spread evenly across the county. The Supporting People programme has brought benefit and has also had an impact on how services are delivered and changed how existing resources are used. It cannot be acceptable for agencies to refer service users into supported accommodation located in areas outside of their own without contributing to addressing the consequential need to find settled accommodation for service users when they are ready to move on.
- 5.5 To enable a fair distribution of service users who are able to move to settled accommodation where possible service users will be encouraged to reconnect with their area of origin. Accommodation providers will maintain details of the referring agency and record the service user's place of origin. This information will be collated by the Supporting People Team and shared on a monthly basis with relevant agencies and will help to negotiate and monitor the performance of shared responsibility.
- 5.6 Applicants with no recent local connection anywhere will continue to receive services in the district / borough where they presented. In addition, service users will not be reconnected to an area where assessment has identified that they would be at risk from physical, sexual or psychological harm. This particularly applies to rough sleepers, people escaping domestic abuse and offenders.

## **6.0 The Process**

- 6.1 The process of reconnection is based on commonly agreed guidance for identifying a presenting service user's local area and when appropriate, establish how best to assist the service user to return to services in that area in a manner that results in a positive outcome for them.
- 6.2 Within the guidelines as set out in paragraph applicants are accepted into short-term services based on need rather than 'local connection'. As part of the needs led assessment, a service user's local area should be identified. Support planning should be client-focused and include discussion with the service user to establish where a service user wants to live and whether reconnection is appropriate. The outcome of that discussion should be included as a goal within the support plan.



6.3 Support plans are regularly reviewed and should include on-going exploration of the potential and desirability of reconnection.

6.4 In order to accomplish the process of assisting service users into settled accommodation and to prevent schemes silting up it is necessary to provide the framework where throughput can be achieved. This will be achieved through a range of measures that include:

- Sub-regionally agreed move on arrangements to social housing
- Reciprocal arrangements between local housing authorities
- Access to rent deposit schemes funded by the authority of origin

Local housing authorities agree to refresh the work with those authorities that host supported accommodation to establish such mechanisms and agreements within 12 months of this policy being approved.

6.5 Where service users are agreeable to be reconnected with their local area, the originating local housing authority agrees not to discount or otherwise penalise the period that the service user has lived in supported accommodation outside of their area of origin. (This includes service users who referred themselves to short-term accommodation-based schemes.)

6.6 Service providers have responsibility for supporting service users in accessing move on accommodation and liaising with homeless prevention services. This includes accommodation in the private rented sector. Applications to rent deposit schemes will be made to the local housing authority of origin.

## **7.0 Monitoring the policy and outcomes**

A monitoring system will be established to oversee the operation and outcomes of the Policy. This monitoring system will be operated by the Supporting People Team and will report regularly to the Commissioning Body and the districts/boroughs.

The system will monitor the following inputs as well as outcomes, including equal access to short-term supported housing:

- Details of all service users accessing short-term accommodation-based services funded by Supporting People broken down by area of origin and referring agency
- Actual numbers of successful reconnections established
- Number of service users from out of area refusing to engage with the reconnection process
- Number of cases where reconnection could not be completed due to a lack of provision in another district / borough

**Appendix Two - KENT COUNTY COUNCIL**  
**DRAFT EQUALITY IMPACT ASSESSMENT**  
**Kent Supporting People Reconnection Policy 2012/13**

**Directorate:**

Customers and Communities

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

Supporting People Eligibility Policy 2012/13

**Type**

Policy

**Responsible Owner/ Senior Officer**

Claire Martin, Head of Supporting People

**Date of Initial Screening**

November 2011

### Screening Grid

Characteristic	Could this policy, procedure, project or service affect this group differently from others in Kent? YES/NO	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO	Assessment of potential impact HIGH/MEDIUM/ LOW/NONE/ UNKNOWN		Provide details: a) Is internal action required? If yes, why? b) Is further assessment required? If yes, why? c) Explain how good practice can promote equal opportunities
			Positive	Negative	
Age	No - 1) Supporting People funded services require providers to meet equality & diversity in services, including fair access and monitor this through the Quality assessment Framework. The Reconnection Policy ensures that short term accommodation based Supporting People services are accessible to vulnerable people who have housing related support needs irrespective of age, disability, gender, gender identity, race, religion, or sexual orientation.	Yes - 1) The Reconnection Policy reaffirms the principle that short term accommodation based services should be accessible to the vulnerable people of Kent irrespective of their area of origin, as long as they are in need of housing related support and meet the criteria set out in the Kent Eligibility policy.	High	None	a) No internal action required c) Supporting People will continue to monitor the application of the Reconnection Policy and review services and referrals to services, including diversity to ensure that vulnerable people including people who are vulnerable because of age and who need the services can access them.
Age		Yes - 2) The Policy explicitly states that three client groups may need to access services in Kent from outside of Kent because of particular reasons: offenders, people fleeing domestic abuse and rough sleepers.	High	None	a) No internal action required b) Offenders, rough sleepers and people fleeing domestic abuse are often highly mobile and highly vulnerable and need

Characteristic	Could this policy, procedure, project or service affect this group differently from others in Kent? YES/NO	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO	Assessment of potential impact HIGH/MEDIUM/ LOW/NONE/ UNKNOWN		Provide details: a) Is internal action required? If yes, why? b) Is further assessment required? If yes, why? c) Explain how good practice can promote equal opportunities
			Positive	Negative	
					to access support services from outside of Kent for reasons of safety or because certain conditions prevent them staying/returning to their areas of origin.
<b>Age</b>		Yes – 3) Emphasis on the role of the Rough Sleeper service and other providers in relocating individuals back to their areas of origin where this is appropriate and in resettling service users moving on from supported housing into social or private rented accommodation.	High	None	a) Internal action has already been taken by incorporating the requirements into contracts and service specifications commencing April 2012. c) The Policy promotes supporting vulnerable homeless people, to physically relocate to communities in areas where they have built up sustained attachments. Many vulnerable homeless people access supported accommodation in areas that are not local to them and hence staying in those areas may lead to the loss of valuable social capital that may sustain them in the community.

Characteristic	Could this policy, procedure, project or service affect this group differently from others in Kent? YES/NO	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO	Assessment of potential impact HIGH/MEDIUM/ LOW/NONE/ UNKNOWN		Provide details: a) Is internal action required? If yes, why? b) Is further assessment required? If yes, why? c) Explain how good practice can promote equal opportunities
			Positive	Negative	
<b>Disability</b>	As above	Yes - 1)2) 3) As above	High	None	a) c) As above
<b>Gender</b>	As above	Yes - 1)2) 3) As above	High	None	a) c) As above
<b>Race</b>	As above	Yes - 1)2) 3) As above	High	None	a) c) As above
<b>Gender identity</b>	Not applicable				
<b>Religion or belief</b>	Not applicable				
<b>Sexual orientation</b>	Not applicable				
<b>Pregnancy and maternity</b>	Not applicable				

## **Part 1: INITIAL SCREENING**

### **Context**

The Supporting People Programme commissions the non-statutory provision of housing related support in a range of services including short term accommodation based supported housing. The commissioning of Supporting People funded services is guided by the Supporting People Strategy 2010-2015. The strategy aims to work in partnership with stakeholders to deliver where possible needs led, value for money and high quality housing support services for vulnerable people.

The overarching objectives of the Supporting People Strategy 2010-15 are: -

- Delivering housing related support the primary objective of which is to promote “independent living”.
- Housing related support is to have clear preventative benefits, promote well being and meet identified need and link with partners’ objectives in delivering the Programme
- Focusing on the priority outcomes including the maximisation of independence and prevention
- Addressing the needs of socially excluded groups, particularly in areas of high deprivation, whose needs are not met by current support provision. Services will apply principles of equal opportunities and fair access. This will enhance diversity and social inclusion in local communities.

The current Reconnection Policy was agreed by the Commissioning Body in December 2007 and was the result of partnership working with district/borough housing departments as key stakeholders through the Joint Policy and Planning Board (Housing). At the time, the Supporting People Programme was funded by direct grant from central government. The Policy was developed within the spirit of the CLG grant conditions which applied to all Administering Authorities. The grant conditions required that short-term services (up to two years of duration) should not operate a local connection policy that excludes people who come from outside Kent or from a different district or borough council within Kent. The clause reads as follows:

*“An Authority shall ensure fair and open access to appropriate and strategically relevant Supporting People services and, without prejudice to the operation of any reconnections policy that it has developed, in respect of short term services shall not take account of whether an applicant has a local connection to the area covered by the Authority”.*

### **Aims and Objectives**

The overall aim of the Policy is to ensure that short term accommodation based supported housing is accessible to the vulnerable people of Kent irrespective of area of origin. Whilst the twelve districts/boroughs of Kent aim to meet local needs in support services available in their own areas, due to lack of resources this is not always possible. Short term supported housing is not distributed equitably across Kent. There are no districts/boroughs that have services within their boundaries that include all 21 client groups within the Programme. This is why there is a need to retain a policy which does not preclude service users within Kent from accessing the supported housing they need wherever it happens to be within Kent. However, it is critical that districts and boroughs that host these services do not end up having to

facilitate access to private or social rented housing in their area. Some districts/boroughs have more supported housing than others and would be placed under considerable pressure to meet the housing needs of people who are moving on from supported accommodation.

At the same time, providing equal access under the provisions described above has implications for move-on opportunities for individuals in Supporting People services not normally resident in the district where the service is delivered. Offering permanent move-on irrespective of a local connection is unsustainable in the face of local demand exceeding supply for social housing and may also put pressure on other local resources. Therefore, a second aim of the Policy is to link vulnerable people, where appropriate, back to areas of origin or other areas where they may have sustained attachment to local communities.

Since 2010 Supporting People funding is incorporated into formula funding to Kent County Council and hence grant conditions do not apply anymore. The aim of revising the Supporting People Reconnection Policy was to re-affirm the parts of the Policy which remain unchanged and identify what needs to be changed in order to meet the aims of the Supporting People Strategy 2010-15.

In summary, the Policy has been reviewed and amended as follows:

1. Removal of all references to Supporting People Grant Conditions
2. Reaffirmation of the principle of open access to short term accommodation based supported housing to the vulnerable people of Kent irrespective of area of origin within Kent.
3. The Policy explicitly states that three client groups may access services in Kent from outside of Kent because of particular reasons: offenders, people fleeing domestic abuse and rough sleepers.
4. Emphasis on the role of the Rough Sleeper service and other providers in reconnecting individuals back to their areas of origin where this is appropriate.
5. The role of providers of short term accommodation based services in resettling service users moving on from supported housing into social or private rented accommodation (these requirements have been incorporated into the amended Kent Eligibility Policy 2012/13 and into service contracts and specifications to commence April 2012).

## **Beneficiaries**

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

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

- people at risk of domestic abuse
- people with alcohol and/or drug problems

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

All contracts also contain service specifications setting out eligibility criteria for the service that comply with the Reconnection and Eligibility Policies.

### **Consultation and data**

The revised Policy is based on:

- Analysis of access to short term accommodation based supported housing funded by the Supporting People Programme. This information was collected as part of the strategic review of access to short term accommodation based supported housing.
- Analysis of Client Records through which providers identify the area of origin of clients newly accessing services
- Consultations with service users as part of the strategic review of access to short term accommodation based services
- Consultations with districts and boroughs as main stakeholders

### **Potential Impact**

The Supporting People Programme monitors and reviews the services it commissions to ensure that they are accessible to the vulnerable people who need them irrespective of race, religion, gender identity, and sexual orientation. Potential adverse impacts could only affect the protected characteristics of age, disability, race (only where this affects a floating support service specifically for BME groups) and gender (where services are focused on those escaping domestic abuse and teenage parents).

The Supporting People Reconnection Policy ensures that short term accommodation based services are resources accessible to all vulnerable people of Kent irrespective of local connection. It applies to all client groups equally and will not affect groups of people with the protected characteristics more than others. In the case of offenders, people fleeing domestic abuse and rough sleepers the Policy explicitly widens access to vulnerable people from outside of Kent.

### **Adverse Impact:**

A review of the revised Reconnection Policy has been considered and based on the information currently available no adverse impacts have been identified that may affect one group of people with the protected characteristics disproportionately more than others.



Contracts contain specific targets regarding Equality and Diversity, particularly monitoring arrangements around fair access. The specific needs of minority groups are constantly reviewed.

**Positive Impact:**

The amended Reconnection Policy re-affirms the principle of fair access to vulnerable people who need housing related support. It defines housing related support in order to ensure that all client groups with such needs have equal opportunity to gain access to services. Therefore, it ensures that the most vulnerable who may not meet the criteria of statutory services can access housing related support and do not slip through the net.

The Policy also re-affirms that three client groups where individuals may originate from outside of Kent may access resources within Kent: rough sleepers, people escaping domestic abuse and offenders.

Supporting People will continue to performance manage and apply contractual obligations which oblige providers to ensure that services are accessible to all who need them. The Programme will also regularly review the Eligibility Policy.

**JUDGEMENT**

**Option 1 – Screening Sufficient                      YES**

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

**Justification:**

No adverse impacts have been identified that may affect one group of people with the protected characteristics disproportionately more than others

**Sign Off**

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

**Senior Officer**

Signed:



Date: November 2011

Name: Claire Martin

Job Title: Head of Supporting People

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

**To:** Supporting People Commissioning Body 26 January 2012

**Subject:** Kent Supporting People Eligibility Policy 2012/13

**Classification:** Unrestricted

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### Summary

This report presents an amended Kent Eligibility Policy based on a general review of the current Kent Eligibility Policy which was agreed by the Commissioning Body in 2008. The Policy ensures that the Supporting People Programme funds agreed and defined housing related support activities. The Eligibility Policy also reaffirms the principle of open and fair access to short term accommodation based services for the vulnerable people of Kent based on need rather than local connection. However, three groups can access services from outside Kent because of their particular need to leave their areas of origin out with of Kent: rough sleepers, people escaping domestic abuse and offenders.

## 1. Introduction

(1) The Kent Supporting People Eligibility Policy defines housing-related support services that are funded under the Programme and identifies other activities that can not be funded by the Programme. These tend to be of a statutory nature or relate to housing management. The Commissioning Body agreed the current Kent Eligibility Policy in September 2008. The Policy incorporated statutory guidelines issued by the then Office of the Deputy Prime Minister (ODPM) in 2003 and the provisions of Supporting People Grant Conditions for Excellent Authorities.

(2) Previously Supporting People services were funded by direct grant from the then ODPM. Supporting People Grant Conditions (2003/2005) defined housing related support as:

*“Support services which are provided to any person for the purpose of developing that person’s capacity to live independently in accommodation or sustaining his capacity to do so.”*

Whilst Kent as an excellent Authority was not under any obligation to adhere to the grant conditions, the Authority adopted those conditions and incorporated them in its Eligibility Policy which was first introduced in 2006 and which governed access to services. The Kent Eligibility Policy was amended in 2008 following the ODPM’s revised Grant Conditions for Excellent Authorities in order to incorporate the principle of fair and open access to

strategically relevant short term accommodation based services: access was to be based on need irrespective of individuals having a local connection to the area covered by the Administering Authority.

## **2. Amended Kent Eligibility Policy 2012/13**

(1) The Supporting People Grant had the ring fence removed in April 2010 and become subject to area based grant funding. In April 2011 it was incorporated into formula funding allocated to the county council by central government. The incorporation into formula funding means that there are no grant conditions that are applied to the Programme by central government.

(2) The Kent Supporting People Programme has reviewed and amended the Policy. The main amendments are as follows:

- Removal of reference to Supporting People Grant Conditions
- Re-affirmation of commitment to continue enabling open access to short term accommodation based services irrespective of local connections within Kent. Three client groups are exempt from this because individuals might need to leave the area of other authorities outside of Kent for very particular reasons: rough sleepers, people escaping domestic abuse and offenders.
- Further clarifications about types of assistance that are not housing related support and which might be statutory responsibilities
- Greater emphasis on outcomes including the promotion of independent living and that service users will not require advice and support on an on-going basis within short term services and will be facilitated where possible within longer term services to become independent

## **3. Consultation and Communication**

(1) The Supporting People Programme consulted with districts and boroughs and service users. The responses were incorporated into the criteria where it was considered relevant, appropriate and feasible. Service users were consulted through two consultation events held in east and west Kent.

(2) Stakeholders agreed that there should be retention of the commitment to open and fair access to short term accommodation based services for vulnerable people within Kent. Service users were concerned about a perceived gap between housing related support, housing management and health and social care. The attached Equality Impact Assessment contains a summary of issues raised at the service user consultations.

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

(1) The Supporting People Programme is working with Families and Social Care and providers to identify any areas of service delivery that cannot be met by housing related support, housing management, health and social care. The Programme will need to work with key stakeholders, providers and service

users to identify alternative solutions to needs that cannot be met by the public sector.

(2) The Core Strategy Group requested that a report about the implementation of the Southwark Judgement and its impact on short term supported housing services should be made to the meetings of the Core Strategy Group and the Commissioning Body at the start of the new financial year (Core Strategy Group and Commissioning Body dates for 2012/13 have not yet been finalised).

## **5. Financial Implications**

(1) There is no anticipated financial impact in relation to the Eligibility Policy on the Programme in Kent since its purpose is to ensure that the Programme funds housing related support. The Programme is working to ensure that other public services are not impacted and providers and service users are not materially affected.

## **6. Legal implications**

(1) An Equality Impact Assessment has been undertaken and the document is attached.

## **7. Sustainability Implications**

(1) The Supporting People Programme will work with its partners to ensure that services are sustainable.

## **8. Conclusion**

(1) The proposed amended Kent Eligibility Policy 2012/13 is based on a review of the current Eligibility Policy which was agreed in September 2008. The revised Eligibility Policy seeks to provide further clarification in relation to eligible and ineligible support activities and reaffirms the principle of fair and open access to accommodation based services within Kent irrespective of local connection. It is accepted that vulnerable individuals who are escaping domestic abuse, offenders or rough sleepers may have particular reasons for leaving their areas of origin out with of Kent and may need to access Kent services in order to meet statutory requirements, to maintain their welfare or due to the transitory nature of their life style.

### **Recommendations**

The Commissioning Body of the Kent Supporting People Programme is asked to;

- 1) **Agree** the Kent Supporting People Eligibility Policy 2012/13

### **Background Documents**

Department of Health, 'Supported Housing and Care Homes', Guidance (2002)

Kent Eligibility Policy September 2006

Grant Conditions for Excellent Authorities 2008/09

Kent Eligibility Policy September 2008

Department of Health, 'Social Care and Health Act (Regulated Activities)', Regulations 2010

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**Appendix One:** Draft Kent Supporting People Eligibility Policy 2012/13

**Appendix Two:** Equality Impact Assessment - Kent Supporting People Eligibility Policy 2012/13

**Appendix 1 - KENT SUPPORTING PEOPLE  
PROGRAMME**

**Draft**

**ELIGIBILITY POLICY**

**2012/13**

## INTRODUCTION

The overarching aim for the Supporting People Programme in Kent is:-

Working in partnership to deliver needs led, value for money, high quality housing support services for vulnerable people.

In addition the programme aims to ensure that these services are;

- accessible to those who need them
- promote independence and well being
- enable people to take control over their lives
- participate fully in the social and economic life of their communities
- complement services delivered by statutory and non-statutory agencies
- support service users who have little or no recourse to alternative statutory or non statutory services

Services commissioned by the Kent Supporting People Programme are about promoting independence and enabling service users to manage their own affairs without recourse on an on-going basis to public or voluntary services, statutory and non statutory, and:

- are outcome focused
- maximise utilisation and throughput
- emphasise timely move on to independent living and the principle of reconnection

The Kent Eligibility Policy 2012/13 sets out services which are eligible for delivery by the Supporting People Programme and those which are excluded because they relate to a statutory responsibility or a non- housing related support function.

The phraseology 'facilitating' and 'enabling' is intended to endure throughout the period of support that is permitted, e.g. up to one year for floating support, up to two years for short term accommodation based services and on a weekly basis in sheltered housing and to a maximum number of permitted hours within long term accommodation based services.

Supporting People services are tendered for and a contract and specification is attached to each service.



## SUPPORTING PEOPLE ELIGIBLE SERVICES

<p><b>Managing accommodation</b>  <u>(does the service user require a housing related support service or is a housing management, social care or nursing service required)</u></p> <ul style="list-style-type: none"> <li>• Raise awareness of tenancy obligations (rent and service charges/ mortgage conditions/appropriate behaviours in order to retain a housing situation)</li> <li>• Sustain tenancy with appropriate support as outlined within the criteria</li> <li>• Offer advice about maintaining safety and security of the home and the equipment required to maintain safety and security (with an expectation that the service user will not require this advice on an ongoing basis)</li> <li>• Raise awareness of health and safety procedures, and consult with service users, e.g. at the start of a tenancy and within a house meeting context</li> <li>• Signposting to appropriate services which enable a service user to retain their home (with an expectation that the service user will not require this advice on an ongoing basis)</li> <li>• Signposting to appropriate services in relation to organising repairs or improvements to their homes, or adaptations, or other appropriate services offered by HIAs and handy person services</li> </ul> <p><u>Note:</u> House meetings can and should include housing related support issues that may need to be discussed with all the residents within a service.</p>	<p><b>Income/Benefits</b></p> <ul style="list-style-type: none"> <li>• Enabling and facilitating the service user to claim benefits/maximise income by advising and signposting to appropriate services (with an expectation that the service user will not require this advice on an ongoing basis). Should the benefits regime change during the period of housing related support provision, the service user can be advised/signposted to appropriate services (with an expectation that the service user will not require the renewed advice on an on-going basis).</li> </ul>
<p><b>Personal administration</b></p> <ul style="list-style-type: none"> <li>• Enabling and facilitating the service user to deal with official correspondence (with an expectation that the service user will not require this advice on an ongoing basis)</li> </ul>	<p><b>Bills/Budgeting</b></p> <ul style="list-style-type: none"> <li>• Enabling and facilitating the service user to maintain their housing situation by making appropriate payments to service providers that relate to their property, e.g. utilities, landlords and prevent the loss of their home due to debt</li> <li>• Enabling and facilitating the service user to budget and to be given the skills to manage their budget in the</li> </ul>
	<p><b>Bills/Budgeting (Cont.)</b></p>

	future and to try to promote a healthy lifestyle that can be maintained within their budget
<p><b>Education/Training/Work/meaningful day activity</b></p> <ul style="list-style-type: none"> <li>• Enabling and facilitating service users to access education, training or work or meaningful activities, within a given time scale (with an expectation that the service user will not require this advice on an ongoing basis).</li> <li>• Encourage service users to attend Supporting People Programme service user involvement and consultation events.</li> </ul>	<p><b>Social networks and relationships</b></p> <ul style="list-style-type: none"> <li>• Enabling and facilitating the service user's contact with support worker/service/peer support</li> <li>• Enabling and facilitating the service user to establish links to public, private and voluntary sector services in their local communities</li> <li>• Enabling and facilitating service users to establish/re-establish appropriate links with family and friends within a given time scale.</li> </ul>
<p><b>Health</b></p> <ul style="list-style-type: none"> <li>• Enabling and facilitating <b>initial</b> access to (public) health services (and any appropriate re-referral during the period of support provision), e.g. signing on with a doctor or dentist. Housing related support does not extend to regularly accompanying individuals to health appointments or counselling. In an emergency situation this would be permissible. Housing related support is not intended to fund an on-going involvement with health/social care professionals in relation to health issues e.g. monitoring a service user with a diabetic condition.</li> <li>• Enabling and facilitating service users to acquire the skills to prepare and cook their own food and try and maintain a healthy diet within their budget/income</li> </ul>	<p><b>Offending Behaviours</b></p> <ul style="list-style-type: none"> <li>• Enabling and facilitating initial access to criminal justice agencies and any appropriate intervention that is required during the period of support provision, e.g. compliance with statutory orders</li> <li>• Enabling and facilitating the service user to address offending behaviours that may jeopardise their housing situation, e.g. anti-social behaviours</li> </ul>
<p><b>Moving-On</b></p> <ul style="list-style-type: none"> <li>• Enabling and facilitating the service user to access move on into affordable accommodation, e.g. through Choice Based Lettings scheme or private rented sector, e.g. rent/service charge</li> </ul>	

## EXCLUSIONS

Supporting People funds can not be used to fund the services described below.

<b>Statutory Duties</b>	<b>Personal and General Social Care</b>
<p>Services by the Administering Authority in satisfaction of a statutory duty placed on that authority, such as:</p> <ul style="list-style-type: none"> <li>• Section 47(1) of the NHS &amp; Community Care Act 1990</li> <li>• The Chronically Sick and Disabled Persons Act 1970, if a service user is classified as disabled</li> <li>• NHS Act 1997</li> <li>• Care Standards Act 2000</li> <li>• Social Care and Health Act 2008 (Regulated Activities)</li> <li>• Section 117 (2) of the Mental Health Act 1983</li> <li>• Joint Health/Local Authority Circular (HSC 2000/03: LAC (2000) 3)</li> <li>• Leaving Care Act 2000</li> <li>• Children Act 1989 and Children Act 2004</li> <li>• Services to enforce specific requirements imposed by a court of law (such as supervision by the support service of curfews, drug treatment or other specific programmes).</li> <li>• Provision of housing advice under housing/homelessness legislation</li> </ul> <p><b><u>NOTE:</u></b></p> <ol style="list-style-type: none"> <li>1. It is possible for housing-related support providers to provide services which meet statutory requirements, but Supporting People Grant should not fund this element of the service provided.</li> <li>2. The Southwark Judgement made in May 2009 confirmed the Government's view that local children's services authorities should presume that any lone, homeless child should be provided with accommodation under section 20(1) of the Children Act 1989 unless the child is not in the local authority's judgement (based on an initial screening assessment), a child "in</li> </ol>	<ul style="list-style-type: none"> <li>• DOH Paper Supported Housing and Care Homes-Guidance on Regulation (August 2002) – The paper refers to four levels of care which are:             <ol style="list-style-type: none"> <li>1. assistance with bodily functions such as feeding, bathing, and toileting</li> <li>2. care which falls just short of assistance with bodily functions, but still involving physical and intimate touching, such as helping a person get out of a bath and helping them to get dressed</li> <li>3. non-physical care, such as advice, encouragement and supervision relating to the foregoing, such as prompting a person to take a bath and supervising them during this</li> <li>4. emotional and psychological support, including the promotion of social functioning, behaviour management, and assistance with cognitive functions</li> </ol> </li> <li>• Within the Social Care and Health Act 2008 (Regulated Activities), Regulations 2010, the definition of personal care has been widened to include prompting together with supervision of the person, in relation to a number of activities that are listed below. The activities in personal care cover:             <ul style="list-style-type: none"> <li>- eating or drinking</li> <li>- toileting-washing or bathing</li> <li>- dressing</li> <li>- oral care</li> <li>- Care of skin, hair and nails</li> <li>- Prompting and supervision where the person is unable to make a decision for themselves in relation to performing such an activity without such prompting and supervision</li> </ul> </li> </ul>

<p>need". The House of Lords reiterated that the Children Act has primacy over the Housing Act in providing for children in need. The duties of local children's services authorities to accommodate children in need cannot be circumvented by referring the child to the housing authority, whose duties under Part 7 of the <i>Housing Act 1996</i> provide a safety net only for those (very few) homeless children who will not meet the criteria for accommodation under section 20 of the 1989 Act.</p>	
<p><b>Landlord Duties</b></p> <ul style="list-style-type: none"> <li>• Setting, collecting and accounting for the rent and service charges</li> <li>• Establishing, issuing and enforcing the licence or tenancy agreement. This could include liaison with Housing Benefit as a Housing Management function</li> <li>• Organising the inspection, repair, improvement or replacement of the property or contents supplied by the landlord (including alarms)</li> <li>• Organising the provision of any accommodation related services</li> <li>• Ensuring that the residents are aware and receive their rights according to housing law, Homes and Communities Agency guidelines, and contractual commitments through the licence/tenancy</li> <li>• The payment for equipment relating to community/social alarms</li> <li>• The physical fitting/replacement of batteries relating to community/social alarms by scheme managers / wardens / peripatetic wardens or floating support workers.</li> <li>• Health and Safety duties and responsibilities relating to the building and its fittings and fixtures, e.g. lifts, smoke alarms</li> </ul> <p><b><u>NOTE:</u></b></p> <ol style="list-style-type: none"> <li>1. Landlords do provide other services as well and it depends on the context whether these could be determined as housing management or housing-related support.</li> </ol>	<p><b>Other Exclusions</b></p> <ul style="list-style-type: none"> <li>• Building works (other than advice and assistance to service users in relation to organising repairs or improvements to their home or personal support services during the work, enabling and assisting service users to arrange for adaptations to cope with disabilities, or the provision of equipment). This typifies the work undertaken by Home Improvement Agencies/handyperson services within the Programme.</li> <li>• Provision of equipment (such as stair lifts and adaptations to a house and the provision of community/social alarms);</li> <li>• Psychological therapy or programmes of specialist counselling</li> <li>• Facilitation of social events such as holidays, days out, or social activities such as games and any activities that relate to attendance or participation in relation to above. Housing related support workers can signpost service users to these events. These activities may be part of a mainstream landlord function or a community organised event.</li> <li>• Facilitation of sports activities and accompanying service users to these activities e.g. taking people swimming, or to badminton</li> <li>• Facilitation and accompanying to social groups set up by the landlord or other key stakeholders</li> <li>• Organising and accompanying to social events such as bingo, coffee mornings, meals or refreshments</li> </ul>

<p>2. This includes issues such as helping service users to reduce their rent arrears, and ensuring that they know how to use equipment safely.</p> <p>3. <u>If the service were open to all tenants of a particular landlord or a particular estate, then this activity is likely to be regarded as housing management.</u> If it was part of a support package directed at specific groups of 'vulnerable' people, then this could be classed as housing related support. This clause does not apply to supported housing or sheltered</p>	<ul style="list-style-type: none"> <li>• Provision of meals (including purchasing meals on a tenant's behalf)</li> <li>• Accompanying service users to access a meal or accompanying them to access transport with the exception of accompanying the service user the first time they need to utilise transport for a specific purpose</li> <li>• Collection of welfare benefits/money and managing money on behalf of service users</li> <li>• Resident/tenant meetings specific to</li> </ul>
<p><b>Landlord Duties (Cont.)</b></p> <p>4. housing. <u>The same staff may carry out the two functions.</u></p> <p>5. Landlords do provide other services as well and it depends on the context whether these could be determined as housing management or housing-related support.</p> <p>6. This includes issues such as helping service users to reduce their rent arrears, and ensuring that they know how to use equipment safely.</p> <p>7. <u>If the service were open to all tenants of a particular landlord or a particular estate, then this activity is likely to be regarded as housing management.</u> If it was part of a support package directed at specific groups of 'vulnerable' people, then this could be classed as housing related support. This clause does not apply to supported housing or sheltered housing.</p> <p>8. <u>The same staff may carry out the two functions.</u></p>	<p><b>Other exclusions (Cont.)</b></p> <p>housing management</p> <ul style="list-style-type: none"> <li>• Housekeeping activities such as cleaning</li> <li>• Moving and manual handling of service users (such as picking someone up from the floor and supporting them to return to a seated or lying position). There is no exclusion to a housing related support worker providing first aid if they are first aid trained including putting a service user in a recovery position.</li> <li>• Administration or monitoring of drugs including prompting. Housing related support workers can contact health/social care professionals if they believe that someone in short or long term supported housing or a floating support recipient has stopped medication.</li> <li>• Arranging and accompanying service users to health appointments on a continual basis</li> <li>• Intervening in arrangements that relate to health and social care provision</li> </ul>

## OTHER GENERAL CONDITIONS

<p><b>General Service Conditions</b></p> <ul style="list-style-type: none"> <li>Providers commissioned to deliver Supporting People funded services must comply with the European Working Time Directive (No 93/104/EC) 23<sup>rd</sup> November 1993. The directive states at article 3 that: 'employers will ensure that all workers under their employment are entitled to take a minimum daily rest period of 11 consecutive hours within a 24 Hour period'.</li> </ul> <p><b>NOTE:</b></p> <ol style="list-style-type: none"> <li>This can be varied at the discretion of the employer/employee by local agreement.</li> </ol>	<p><b>Local Connection</b></p> <ul style="list-style-type: none"> <li>Short-term supported housing services that receive Supporting People funding shall not operate local connection policies that exclude vulnerable people who come from Kent, i.e. from a different district or borough council.</li> <li>Services should only be provided to people who live within the twelve districts/boroughs of Kent, with the exception of rough sleepers, offenders and people escaping domestic abuse.</li> <li>Where short and long term supported accommodation services in certain areas of Thanet (Cliftonville and Margate Central) are concerned, with the exception of women fleeing domestic abuse those services are for the exclusive use of people within Thanet.</li> </ul>
<p><b>Short-Term Services</b></p> <ul style="list-style-type: none"> <li>Short-term services are defined as services which aim to bring about independent living within two years or aims to increase the capacity for independent living through a package of time-limited support which has an intended duration of less than two years. Supported housing schemes will be expected to resettle residents into the community for a duration of up to three months with a possible extension of three months</li> </ul>	<p><b>Floating Support</b></p> <ul style="list-style-type: none"> <li>Floating support is defined as a service which aims to bring about independent living within one year through a package of time limited housing related support.</li> </ul>
<p><b>Long Term Services</b></p> <ul style="list-style-type: none"> <li>Long term services are defined as services which aim to bring about independent living which could lead to the service user moving to general needs accommodation within a time period of more than two years. The expectation is that service users will be encouraged not to consider the accommodation as a home for life with the exception of vulnerable people living in sheltered accommodation.</li> </ul>	

**KENT COUNTY COUNCIL**  
**EQUALITY IMPACT ASSESSMENT**  
**Kent Supporting People Eligibility Policy 2012/13**

**Directorate:**

Customers and Communities

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

Supporting People Eligibility Policy 2012/13

**Type**

Policy

**Responsible Owner/ Senior Officer**

Claire Martin, Head of Supporting People

**Date of Initial Screening**

September 2011

### Screening Grid

Characteristic	Could this policy, procedure, project or service affect this group differently from others in Kent? YES/NO	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO	Assessment of potential impact HIGH/MEDIUM/LOW/ NONE/UNKNOWN		Provide details: a) Is internal action required? If yes, why? b) Is further assessment required? If yes, why? c) Explain how good practice can promote equal opportunities
			Positive	Negative	
Age	No - 1) Supporting People funded services require providers to meet equality & diversity in services, including fair access and monitor this through the Quality assessment Framework. The Eligibility Policy ensures that Supporting People funded services focus on vulnerable people who have housing related support needs irrespective of age, disability, gender, gender identity, race, religion, or sexual orientation.	Yes - 1) The Eligibility Policy defines housing related support needs and ensures that support is focused on vulnerable people meeting the criteria of housing related support many of who would not meet the eligibility criteria of statutory services.	High	None	a) Ensure that service users moving on from supported accommodation into independent accommodation are supported for a period of time by the provider in order to resettle. c) Supporting People will continue to monitor and review services and referrals to services, including diversity to ensure that vulnerable people including people who are vulnerable because of age and who need the services can access them.
		Yes - 2) The Policy re-affirms the principle that housing related support services should provide fair access to all, based on need. Services must not operate restrictive practices excluding those who do not meet local connection criteria.			As above



Characteristic	Could this policy, procedure, project or service affect this group differently from others in Kent? YES/NO	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO	Assessment of potential impact HIGH/MEDIUM/LOW/ NONE/UNKNOWN		Provide details: a) Is internal action required? If yes, why? b) Is further assessment required? If yes, why? c) Explain how good practice can promote equal opportunities
			Positive	Negative	
		Yes – 3) Making the Policy more accessible in other formats will improve the understanding of eligibility criteria and what is housing related support	High	None	a) Ensure that the Eligibility Policy is translated into easy read format and other formats, as appropriate c) Better information will improve understanding of the nature of housing related support
<b>Disability</b>	As above	Yes - 1) The Eligibility Policy defines housing related support needs and ensures that support is focused on vulnerable people meeting the criteria of housing related support many of who would not meet the eligibility criteria of statutory services.	High	None	a) Ensure that service users moving on from supported accommodation into independent accommodation are supported for a period of time by the provider in order to resettle. c) Supporting People will continue to monitor and review services and referrals to services, including diversity to ensure that vulnerable people including people who are vulnerable because of age and who need the services can access them.

Characteristic	Could this policy, procedure, project or service affect this group differently from others in Kent? YES/NO	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO	Assessment of potential impact HIGH/MEDIUM/LOW/ NONE/UNKNOWN		Provide details: a) Is internal action required? If yes, why? b) Is further assessment required? If yes, why? c) Explain how good practice can promote equal opportunities
			Positive	Negative	
		Yes - 2) The Policy re-affirms the principle that housing related support services should provide fair access to all, based on need. Services must not operate restrictive practices excluding those who do not meet local connection criteria.	High	None	As above
		Yes – 3) Making the Policy more accessible in other formats will improve the understanding of eligibility criteria and what is housing related support	High	None	a) Ensure that the Eligibility Policy is translated into easy read format and other formats, as appropriate c) c) Better information will improve understanding of the nature of housing related support
<b>Gender</b>	As above	Yes - 1) The Eligibility Policy defines housing related support needs and ensures that support is focused on vulnerable people meeting the criteria of housing related support many of who would not meet the eligibility criteria of statutory services.	High	None	a) Ensure that service users moving on from supported accommodation into independent accommodation are supported for a period of time by the provider in order to resettle. c) Supporting People will continue to monitor and review services and referrals to services, including diversity to

Characteristic	Could this policy, procedure, project or service affect this group differently from others in Kent? YES/NO	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO	Assessment of potential impact HIGH/MEDIUM/LOW/ NONE/UNKNOWN		Provide details: a) Is internal action required? If yes, why? b) Is further assessment required? If yes, why? c) Explain how good practice can promote equal opportunities
			Positive	Negative	
					ensure that vulnerable people including people who are vulnerable because of age and who need the services can access them.
		Yes - 2) The Policy re-affirms the principle that housing related support services should provide fair access to all, based on need. Services must not operate restrictive practices excluding those who do not meet local connection criteria.	High	None	As above
		Yes – 3) Making the Policy more accessible in other formats will improve the understanding of eligibility criteria and what is housing related support	High	None	a) Ensure that the Eligibility Policy is translated into easy read format and other formats, as appropriate c) c) Better information will improve understanding of the nature of housing related support
<b>Gender identity</b>	Not applicable				

Characteristic	Could this policy, procedure, project or service affect this group differently from others in Kent? YES/NO	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO	Assessment of potential impact HIGH/MEDIUM/LOW/ NONE/UNKNOWN		Provide details: a) Is internal action required? If yes, why? b) Is further assessment required? If yes, why? c) Explain how good practice can promote equal opportunities
			Positive	Negative	
<b>Race</b>	As above	Yes - 1) The Eligibility Policy defines housing related support needs and ensures that support is focused on vulnerable people meeting the criteria of housing related support many of who would not meet the eligibility criteria of statutory services.	High	None	a) Ensure that service users moving on from supported accommodation into independent accommodation are supported for a period of time by the provider in order to resettle. c) Supporting People will continue to monitor and review services and referrals to services, including diversity to ensure that vulnerable people including people who are vulnerable because of age and who need the services can access them.
		Yes - 2) The Policy re-affirms the principle that housing related support services should provide fair access to all, based on need. Services must not operate restrictive practices excluding those who do not meet local connection criteria.			As above
		Yes – 3) Making the Policy more accessible in other formats will improve the understanding of eligibility criteria and what is housing related	High	None	a) Ensure that the Eligibility Policy is translated into easy read format and other formats,

Characteristic	Could this policy, procedure, project or service affect this group differently from others in Kent? YES/NO	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO	Assessment of potential impact HIGH/MEDIUM/LOW/ NONE/UNKNOWN		Provide details: a) Is internal action required? If yes, why? b) Is further assessment required? If yes, why? c) Explain how good practice can promote equal opportunities
			Positive	Negative	
		support			as appropriate c) Better information will improve understanding of the nature of housing related support
<b>Religion or belief</b>	Not applicable				
<b>Sexual orientation</b>	Not applicable				
<b>Pregnancy and maternity</b>	Not applicable				

## **Part 1: INITIAL SCREENING**

### **Context**

The Supporting People Programme commissions the non-statutory provision of housing related support in a range of services including short term accommodation based supported housing. The commissioning of Supporting People funded services is guided by the Supporting People Strategy 2010-2015. The strategy aims to work in partnership with stakeholders to deliver where possible needs led, value for money and high quality housing support services for vulnerable people.

The overarching objectives of the Supporting People Strategy 2010-15 are: -

- Delivering housing related support the primary objective of which is to promote “independent living”.
- Housing related support is to have clear preventative benefits, promote well being and meet identified need and link with partners’ objectives in delivering the Programme
- Focusing on the priority outcomes including the maximisation of independence and prevention
- Addressing the needs of socially excluded groups, particularly in areas of high deprivation, whose needs are not met by current support provision. Services will apply principles of equal opportunities and fair access. This will enhance diversity and social inclusion in local communities.

The original definition of housing related support was contained within grant conditions. From 2003 Supporting People services were funded by direct grant from the then ODPM under Supporting People Grant Conditions (2003/2005) which defined housing related support as:

*“Support services which are provided to any person for the purpose of developing that person’s capacity to live independently in accommodation or sustaining his capacity to do so.”*

Whilst Kent as an excellent Authority was not under obligation to adhere to grant conditions, the Authority did in effect adopt those conditions and incorporated them in its Eligibility Policy which was first adopted in 2006 and which governed access to services. The Policy provided definitions of eligible and ineligible activities, and defined the blurred boundaries between housing management, housing related support, social care and health. The Kent Policy was amended in 2008 following Grant Conditions for Excellent Authorities to incorporate the principle of fair and open access to strategically relevant services including that the Authority:

*‘In respect of short-term services shall not take account whether an applicant has a local connection to the area covered by the Administering Authority’.*

### **Aims and Objectives**

The overall aim of the Policy is to ensure that services provide defined housing related support and fair access to vulnerable people.

From 2010/11 Supporting People funding is no longer a named grant within the Area Based Grant and is incorporated into formula funding to Kent County Council.

The aim of revising the Supporting People Eligibility Policy was to re-affirm the parts of the Policy which remain unchanged and identify services which are eligible for delivery and those which are excluded because they relate to a statutory responsibility or a non- housing related support function. Supporting People funding remains distinct from Adult and Children's' Social Care and Health funding. Any activities or support which are the statutory responsibility of Adult or Children's' Services or Health are therefore ineligible for SP funding. The programme also does not fund statutory responsibilities relating to districts and boroughs and any housing management functions relating to social, affordable rent or private sector landlords.

In summary, the Policy has been reviewed and amended in relation to the following:

1. Definition of what is housing related support and distinguishing it from other types of assistance for which there might be statutory responsibilities
2. Definitions of what are short and what are long term services
3. Commitment to continue enabling open access to short term accommodation based services irrespective of local connections within Kent, with the exception of three client groups (rough sleepers, people escaping domestic abuse and offenders)
4. Greater emphasis on outcomes including the promotion of independent living and that service users will not require advice and support on an on-going basis within short term services and will be facilitated where possible within longer term services to become independent

### **Beneficiaries**

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

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

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

All contracts also contain service specifications setting out eligibility criteria for the service that comply with the Eligibility Policy.

### **Consultation and data**

The revised Policy is based on:

- Analysis of types of support activities delivered in Supporting People funded services. This information was collected as part of monitoring and reviewing visits to services and previous strategic reviews of services.
- Consultations with districts and boroughs and all providers. Providers were asked to consult with their service users in order to inform their response to the consultation.

As part of the impact assessment, the Supporting People programme also engaged with service users themselves. Consultation consisted of two meetings arranged on an east and west Kent basis. 51 service users from different client groups attended the events. A summary of the consultations is attached at appendix 1.

### **Potential Impact**

The Supporting People Programme monitors and reviews the services it commissions to ensure that they are accessible to the vulnerable people who need them irrespective of race, religion, gender identity, and sexual orientation. Potential adverse impacts could only affect the protected characteristics of age, disability, race (only where this affects a floating support service specifically for BME groups) and gender (where services are focused on those escaping domestic abuse and teenage parents).

The Eligibility Policy does exclude certain groups from receiving housing related support: this concerns support such statutory services provided by health, housing, probation and social services (adults and children).

The Supporting People Eligibility Policy applies to all client groups equally and will not affect groups of people with the protected characteristics more than others.

### **Adverse Impact:**

A review of the revised Eligibility Policy has been considered and based on the information currently available no adverse impacts have been identified that may affect one group of people with the protected characteristics disproportionately more than others.

Contracts contain specific targets regarding Equality and Diversity, particularly monitoring arrangements around fair access. The specific needs of minority groups are constantly reviewed.

### **Positive Impact:**

The amended Eligibility Policy re-affirms the principle of fair access to vulnerable people who need housing related support. It defines housing related support in order to ensure that all client groups with such needs have equal opportunity to gain access to services. Therefore, it ensures that the most vulnerable who may not meet the criteria of statutory services can access housing related support and do not slip through the net.



The Policy re-affirms the principle that accommodation based services should be accessible to the vulnerable people of Kent who need them and should not restrict access on the basis of local connection within Kent (with the exception of three client groups: rough sleepers, people escaping domestic abuse and offenders).

Whilst the Eligibility Policy enables services to apply agreed eligibility criteria those criteria are applied to all vulnerable people equally and do not disadvantage one group of people with the protected characteristics disproportionately more than others.

Supporting People will continue to performance manage and apply contractual obligations which oblige providers to ensure that services are accessible to all who need them. The Programme will also regularly review the Eligibility Policy.

## **JUDGEMENT**

**Option 1 – Screening Sufficient                      NO**

Following this initial screening our judgement is that further action is required.

### **Justification:**

**Option 2 – Internal Action Required                      YES**

Following this initial screening our judgement is that whilst no adverse impacts have been identified that may affect one group of people with the protected characteristics disproportionately more than others there is room for further improvement with regard to the protected characteristics of age, disability, race and gender. It is recommended that:

- Providers of short term accommodation based services to support service users moving on to resettle in independent accommodation for a period of 3 months with a potential extension of a further 3 months
- Publish an easy read version of the Eligibility Policy in order to make it accessible to all vulnerable people and ensure that the Policy is available in other formats if required (including other languages for speakers of English as second language, where required)

**Option 3 – Full Impact Assessment                      NO**

### **Sign Off**

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

**Senior Officer**

Signed:

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke, positioned below the 'Signed:' text.

Date: 28 October 2011

Name: Claire Martin

Job Title: Head of Supporting People

## Equality Impact Assessment Action Plan

Protected Characteristic	Issues identified	Action to be taken	Expected outcomes	Owner	Timescale	Cost implications
<b>Age</b>	Providers of short term supported accommodation to support service users moving on to independent accommodation to resettle for a period of 3 months with a potential extension of 3 months	Incorporate provision into new contracts issued April 2012	Service users given help to resettle in independent accommodation	Supporting People	April 2012	None
	Need to improve information available to service users about supported housing	Draft and publish the revised Eligibility Policy in easy read and other appropriate formats	Improved understanding of housing related support and the eligibility criteria of services	Supporting People	April 2012	None
<b>Disability</b>	Providers of short term supported accommodation to support service users moving on to independent accommodation to resettle for a period of 3 months with a potential extension of 3 months	Incorporate provision into new contracts issued April 2012	Service users given help to resettle in independent accommodation	Supporting People	April 2012	None
	Need to improve information available to service users about supported housing	Draft and publish the revised Eligibility Policy in easy read format	Improved understanding of housing related support and the eligibility criteria of services	Supporting People	April 2012	None
<b>Gender</b>	Providers of short term supported accommodation to support service users moving on to independent accommodation to resettle for a period of 3 months with a potential extension of 3 months	Incorporate provision into new contracts issued April 2012	Service users given help to resettle in independent accommodation	Supporting People	April 2012	None

Protected Characteristic	Issues identified	Action to be taken	Expected outcomes	Owner	Timescale	Cost implications
	Need to improve information available to service users about supported housing	Draft and publish the revised Eligibility Policy in easy read format	Improved understanding of housing related support and the eligibility criteria of services	Supporting People	April 2012	None
<b>Gender identity</b>	<b>N/A</b>					
<b>Race</b>	Providers of short term supported accommodation to support service users moving on to independent accommodation to resettle for a period of 3 months with a potential extension of 3 months	Incorporate provision into new contracts issued April 2012	Service users given help to resettle in independent accommodation	Supporting People	April 2012	None
	Need to improve information available to service users about supported housing	Draft and publish the revised Eligibility Policy in easy read format and if necessary, into other accessible formats including other languages for speakers of English as a second language, where required	Improved understanding of housing related support and the eligibility criteria of services	Supporting People	April 2012	None
<b>Religion or Belief</b>	<b>N/A</b>					
<b>Sexual orientation</b>	<b>N/A</b>					
<b>Pregnancy or maternity</b>	<b>N/A</b>					

### Service User Consultation Events

The consultation events were held in Maidstone and Dover in September 2011 and involved meeting an overall total of 51 service users from a range of client groups. Some were accompanied by their support workers in order to facilitate their participation in the events. Following a presentation, service users were invited to express their views and ask questions.

Service User Views/Concerns	Supporting People Response
Many service users lack confidence to attend appointments by themselves, for example health appointments	<ul style="list-style-type: none"> <li>• The Eligibility Policy makes provision for support workers facilitating initial appointments and appointments in emergencies. Supporting People programme promotes independence rather than dependence. The objective is for service users to become autonomous individuals who can manage their day to day living requirements.</li> </ul>
Some people with mental health problems need to be accompanied to appointments in order to maintain their mental health. Some do not remember what is said during the appointment and do not feed back to staff.	<ul style="list-style-type: none"> <li>• Supporting People Programme is not a statutory service and is responsible for commissioning housing related support rather than services that are aimed at maintaining mental health.</li> <li>• There is a difference between maintaining someone's health (not eligible task) and promoting/prompting people to lead healthy lifestyles (eligible task)</li> </ul>
Many service users in supported accommodation are unable to regain their confidence, for example those that suffer from dementia. One service user described a service where some people need help with basic tasks of living and really need to move on to perhaps residential care but nobody helps to do so. In effect, other residents in the scheme are supporting them.	<ul style="list-style-type: none"> <li>• In these cases individuals might need personal and social care and should be referred for assessment to Social Services.</li> </ul>
Support workers should facilitate social events	<ul style="list-style-type: none"> <li>• Organising social events has never been a Supporting People eligible task. But, a support workers signposting a service user to social activities is an eligible task.</li> </ul>
Many service users moving on from supported accommodation are waiting for a long time for floating support. They need the support at time of moving. They also need the support for longer and there will be more people needing support.	<ul style="list-style-type: none"> <li>• Supporting People will require all providers of supported accommodation to support service users moving on to independent accommodation to settle, for a period of 3 months with a possible extension of a further 3 months. Supporting People will add a clause to new contracts to be issued April 2012.</li> <li>• With regards to duration of support, Supporting People resources are finite and need to become more focused on those most in need. Restricting duration to one year will enable more vulnerable people getting the support they need.</li> </ul>
Some service users find it difficult to understand the policy. The format it is	<ul style="list-style-type: none"> <li>• Supporting People will develop and publish an easy read version of the policy.</li> </ul>

Service User Views/Concerns	Supporting People Response
written in is not really accessible.	
Some service users commented on the cut in support hours in long term supported accommodation that has been agreed by the Commissioning Body as part of delivering the savings. Many cited examples of support needed which may be called 'social care'.	<ul style="list-style-type: none"> <li>Individuals need to be assessed by Social Services to see if they have additional social care needs which should be met by Families and Social Care.</li> </ul>
Some service users queried the exclusions.	<ul style="list-style-type: none"> <li>Supporting People advised that the Programme cannot fund what statutory services should fund</li> </ul>
Some service users were concerned with needing on-going help with benefits because there will be changes in the system	<ul style="list-style-type: none"> <li>Supporting People will add to the relevant section in the policy that where the benefit regime changes during the period of receiving housing related support that the service user can be advised as long as the renewed advice is not given on an on-going basis.</li> </ul>

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

**To:** Supporting People Commissioning Body 26 January  
2012

**Subject:** Scoping Paper – Supported Housing and the Supporting  
People Programme

**Classification:** Unrestricted

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### Summary

This report sets in context the operating environment within which the Supporting People Programme currently exists and the situation that service users find themselves in relation to welfare benefits and access to rented housing, education, training and employment. The Programme will be reporting in full on the strategic review it is undertaking into the education, training and employment challenges and opportunities for service recipients. The strategic review will be tabled at the end of the financial year.

The Welfare Reform Bill 2011, the Localism Act, the Coalition Government's Housing Strategy Laying the Foundations: A Housing Strategy for England and the Government White Paper, Open Public Services, will all have implications for the people that the Supporting People programme may potentially assist in the future.

The changes will impact upon Supporting People service users both in supported housing, and in moving on into the social and private rented sector. This may lead to supported housing becoming less accessible. There may be other implications for the twenty one client groups within the programme in relation to the level of welfare benefit they are entitled to receive and the housing opportunities open to them.

### 1. Introduction

(1) The context within which the Supporting People Programme operates has changed considerably in the last year or two. This is because both the way that social housing is funded and access to welfare benefits has changed.

(2) The private rented sector has become the tenure of choice for people who are unable to purchase their own housing and this has led to vulnerable people finding it difficult to access the private rented sector as an alternative to a social rented sector where properties are at a premium.

(3) Service users within the Supporting People Programme are experiencing a period of considerable change in relation to access to welfare benefits.

There are changes to the welfare benefits regime within the Localism Act 2011 which will have an impact on many of the service users the Programme works with. This means that with a few exceptions, those people who are under 35 years old are unable to access their own self-contained accommodation as they are restricted to a single room rate which relates to the local housing allowance in their respective area.

(3) The Supporting People Programme is currently undertaking a strategic review of vulnerable individuals supported by the Programme to access employment, education and volunteering opportunities. The Programme supports vulnerable individuals who may find it less easy than others to access work due to the fact that they may not have had the educational background, relevant training or work experience required. The Programme is predicated on the basis that stability in housing can act as a platform to accessing employment and becoming a socially engaged citizen.

## **2. Setting the Scene**

(1) Supported housing was created in order to provide housing with support. People who are living in rented or owner occupied sectors can receive floating support but they will not have the level of support provided that is usual within a supported housing context.

(2) Within the context of the Supporting People Programme this provision is normally labelled sheltered accommodation and supported housing. Some supported housing is funded by the Families and Social Care Directorate (FSC) without any additional funding from the Supporting People Programme. There are also schemes where both funding streams are present. This is generally within long term supported accommodation. There are also private providers who do not receive Supporting People funding but may be in receipt of housing benefit and possibly funding from FSC. There may be an increasing trend for vulnerable service users to be placed in housing situations that are not safe or secure but receive state funding to provide services. These services already exist.

(3) Landlords of accommodation-based supported housing typically ask a higher level of rent than that which would be achievable for a “non-supported” equivalent dwelling. This is generally due to a higher than normal amount of housing management required and greater wear and tear to the dwelling, often incurred as a result of the nature of the client group. This accommodation is currently treated as exempt from the normal housing benefit rules. Housing management and maintenance are the responsibilities of the landlord. Housing management includes tasks such as allocating and letting accommodation, addressing tenants’ concerns and dealing with anti-social behaviours. It is acknowledged that managing supported accommodation requires more intensive input, again due to the particular risk/issues associated with particular vulnerable groups of people.

(4) The Supporting People Programme funds housing related support as set out in the Kent Eligibility Policy (an amended policy is being discussed in a



separate report). Housing related support is non-statutory support delivered to a wide range of vulnerable groups of people as diverse as homeless people with support needs, people with substance misuse or/and mental health problems, older people with support needs and young people at risk. In many instances, Supporting People provides a safety net for vulnerable people who do not meet the eligibility threshold for statutory services and in other cases housing related support is delivered alongside statutory services.

(5) Supporting People funded support is based on personalised support planning. This can be described as a two way process between the individual and a support worker in which support needs are assessed and goals are agreed and set out. The process of achieving the goals is closely monitored and outcomes are measured. The overall aim is to support clients into independent living and a settled lifestyle with links into the social and economic life of their communities.

(6) The Supporting People Programme is working on a manual to try and encapsulate the support that is required within supported housing by providers and which can successfully move vulnerable individuals on into the rented sectors. The Joint Policy and Planning Board (Housing) is working with the National Landlord Association on a range of initiatives in order to ease access into the private rented sector.

(7) Appendix One provides data which illustrates the environment within which many of the Programme's recipients exist.

### **3. Welfare Benefit Changes**

(1) The Supporting People Programme supports vulnerable people who are often in receipt of welfare benefits and therefore are inevitably impacted by changes to the welfare benefits. This is borne out by the evidence from Kent's Client Records between April 2010 and March 2011. This illustrates that the majority of clients who had just entered services were identified as not in work and homeless. It is interesting to note that only 10% of these individuals had been accepted as being owed a main duty by local housing authorities. The housing status of the individuals identified above was either that they were in the rented sector (35%) or were in temporary situations (62%). Only 3% were owner occupiers

(2)The Welfare Reform Bill 2011 is currently progressing through Parliament and is expected to receive Royal Assent by the end of the financial year. The Welfare Reform Bill includes provision to set up Universal Credit which will replace a range of benefits including unemployment benefit and housing benefit (a list is attached at Appendix Two). The government has already introduced some changes. Other changes are due to be phased in as from 2013.

(3) There are new provisions that have already been introduced that have had an impact on vulnerable service users and some that are due to be introduced that will have an impact. There are:

- A reduction in Local Housing Allowance (housing benefit) rates (see Appendix Three for current rates in districts/boroughs)
- An absolute cap on Local Housing Allowance rates
- Restricted room rates for claimants under 35
- Changes to non-dependent reductions for housing benefit claimants
- Size criteria rules relating to under-occupation by adults of working age to be introduced to the social rented sector
- The replacement of council tax benefit with a new local rebate. Central government will be imposing a 10% reduction in funding to Local Authorities.
- A cap on the maximum amount of benefit received by any family

(See Appendix Four for details of these measures.)

(4) The overall impact of the changes described above is as follows:

- Many tenants both in private and social rented sector housing face a choice between making up shortfalls in rent themselves or moving to a cheaper area, which may be away from areas of potential employment opportunities and their existing social and support networks.
- There may be fewer properties available in the private rented sector for which the landlord will accept housing benefit recipients and which can be covered by housing benefit to pay the full rent. Private sector landlords may leave the Local Housing Allowance market and let to households who are in work but are unable to secure mortgages. This may impact on the 40% of households in the private rented sector which are occupied by Housing Benefit claimants.
- Households may potentially face debt and homelessness if they cannot make up the shortfall from a low wage or welfare benefits. Homelessness presentations to Local Housing Authorities are already rising. The success of the homeless prevention approach adopted by local authorities over the last few years was in large part due to their ability to access the private rented sector. In England the P1E Homelessness statistics show that 165,000 households had their homelessness prevented, of which 60% of preventions were achieved through accessing accommodation in the Private Rented Sector.
- The absolute cap on benefits may not affect Kent in the short term but will have a significant impact on households in London. There is a risk that affected households may relocate to more affordable housing in Kent districts/boroughs with accompanying demand on housing and other public services such as health in Kent.

(5) As part of the Localism Act 2011, the government has also introduced a series of changes to tenure in social rented housing (housing associations and council accommodation). For instance, there is no longer a requirement to offer lifetime tenancies and there is flexibility for landlords to offer shorter terms with the minimum being two years. The Localism Act has introduced

different types of tenure. These are social rents and affordable rents. Social rents relate to the target rents set by central government and are set considerably below market rents. Affordable rents are set at a level between target rents and up to 80% of market rents. In theory, the Local Authority has discretion to negotiate affordable rent levels with housing associations. In practice, the Homes and Communities Agency appears to expect that Housing Associations charge 80% of market rents. Housing Associations have to business plan on this basis. Therefore, in practice there is limited scope at present for Local Authorities to influence affordable rent levels. The Supporting People Programme will be undertaking research into the position that each Housing Association is adopting in Kent in relation to services that are funded by the Programme and any services that service users might move on to once they leave supported housing (Housing Associations and Local Authorities if appropriate).

(6) Local Housing Authorities will have the discretion to discharge their housing duties by placing households who are owed a main duty by them in the private rented sector rather than placing them in temporary housing pending a social rented tenancy (see Appendix Five for housing provisions under the Localism Bill).

#### **4. The Future**

(1) The current welfare reforms will affect service users directly. The Programme may be impacted by the effect of the changes which have been described above. There may be an increase in the difficulties vulnerable people may face which lead to increased demand for services. There may be increased problems with people in supported housing being able to move on into the rented sector and an increased demand for floating support as people start to experience problems in maintaining their housing situations. There may be increased demand for supported housing in the short to medium term.

(2) The government made further announcements in the Chancellor of the Exchequer's Autumn Statement, including a further freeze on the couple and lone parent elements of the Working Tax Credit in 2012-13 and not increase the child element of Child Tax Credit by more than inflation (for more details see Appendix Six).

(3) The government has been consulting on changes to the way that housing benefit is paid within a broad variety of supported housing contexts which could lead to the continued departure of housing associations from housing related support provision and the possible withdrawal of supported housing assets. There may also be other providers who do not believe that they will be able to sustain housing related support contracts due to benefit changes.

(4). The consultation on 'Housing Benefit in Supported Housing' looks at service charges levied in the sector and makes proposals for the future funding of housing benefit for people in supported housing including:

- Creating categories of supported housing based on level of support need
- Paying housing benefit under the local housing allowance scheme plus a flat rate addition to recognise extra cost
- Individuals in the non-mainstream category of supported housing would be assessed individually and apply for additional payments to cover the cost of support. This system for non-mainstream cases might be administered at County level.

(5) The White Paper 'Open Public Services' reflects the continuing trend towards personalisation across all public services and proposes that public services should become more decentralised, give customers more choice, provide equal access and be more accountable to customers.

## **5. Performance management**

(1) The Programme measures a range of service, and performance indicators and outcomes designed to give factual points of comparison to enable the Programme to strategically commission, procure and performance manage housing related support services. The nature of the framework has recently been subject to a review by a task and finish group of the Core Strategy Group and Executive Board of Providers. The Programme will ensure that the Supporting People performance management framework fully meets the requirements of Kent County Council's Statement of Required Practice (SORP).

(2) The measures include utilisation, throughput and reconnection to area of origin, and planned move on as well as those who have achieved independence. Providers are measured for their performance against these indicators and the data is used to give strategic steer to the Programme. The changes above are likely to influence provider performance. As an example, performance data provides a picture of the destination of those who move on from the Programme's services and the tenures they occupy. At present almost half of all departures are to the social rented sector. The ability of newly independent former service users to access and maintain accommodation in an affordable rents context could hamper providers' ability to move people on from supported housing, resulting in poor throughput move on and utilisation.

(3) The Programme participates in the National Outcome Framework which sets out the key themes upon which the personalised support plans of those receiving housing related support are based. These themes are as follows

- Economic Wellbeing
- Enjoy and Achieve
- Be Healthy
- Stay Safe
- Make a Positive Contribution

(4) As the payment by results culture moves forward there is a need for commissioners and services to understand the issues that present themselves in working with complex individuals who may be legitimately receiving more than one service. Housing related support can provide the broad stable base from which other, more specialist work can be done, but without whose initial intervention and stabilising influence, the user would remain inaccessible to specialist services or would not be able to sustain their involvement. In its study for the CLG *“Research into the financial benefits of the Supporting people programme”* Cap Gemini noted that whilst housing related support services delivered major financial savings for local authorities, a significant proportion of them would be realised by other public bodies such as health or the police.

(5) The value of the contribution made by different agencies to individual outcomes will increasingly need to be quantified as commissioners need to establish who should be paid for achieving or contributing towards each result. The issue of outcome ownership almost inevitably leads to questions about the function and purpose of housing related support and the outcomes it can and should deliver. Whilst the focus of the service is very clear the benefits are much wider. The Programme would welcome a broader debate amongst key stakeholders about the issues that this raises.

## **7. Consultation and Communication**

The Supporting People Programme is currently consulting with a wide range of stakeholders including service users. The report will be presented to the Core Strategy Group and the Commissioning Body by the end of the current financial year.

## **8. Conclusion**

(1). There are increasing challenges to the ability of vulnerable individuals to survive and thrive which need to be recognised and resolved as far as is practicable by the stakeholders within the Programme. There may be additional interventions which are required from other agencies to deliver this but the fundamental basis starts with maintaining or achieving a stable housing situation as the context within which other services can be delivered.

(2) The potential impact of the legislative and strategic changes that are proposed by the Coalition Government are:

- The reduction of any welfare benefits that vulnerable people may be entitled to
- A reduced choice in housing opportunity and less security of tenure
- A geographical dislocation of households as currently affordable accommodation becomes unaffordable
- The current models of supported accommodation may change

(3) The strategic review of education, training and employment will be presented to the Core Strategy Group and Commissioning Body by the end of

the current financial year. The review will try and identify the challenges for services users and signpost some potential ways forward within the context of the changes that have been outlined above in relation to access to the rented sectors and to welfare benefits.

### **Recommendations**

The Commissioning Body is asked to **note** the content of the scoping paper in sustaining future support/delivery.

### **Background Documents**

Welfare Benefit Reform Bill 2011

Localism Act 2011

Housing Benefit Reform-Supported Housing', Department of Work and Pensions (July 2011)

Open Public Services', White Paper, Cabinet Office (July 2011)

Kent Eligibility Policy September 2008

Draft Kent Eligibility Policy 2012/13

Cap Gemini for the Department of Communities and Local Government (2008) *"Research into the financial benefits of the Supporting people programme"*

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**Appendix One:** Socio-Economic Data

**Appendix Two:** List of Welfare Benefits

**Appendix Three:** Local Housing Allowance Rates (October 2011)

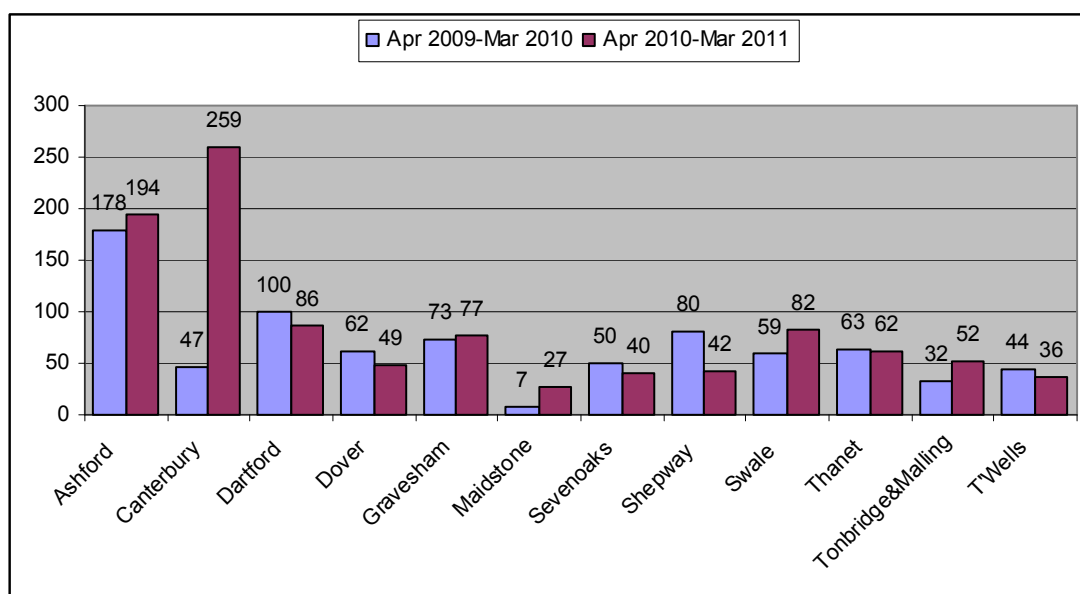
**Appendix Four:** Details of Welfare Benefit Reforms

**Appendix Five:** Localism Bill 2011

**Appendix Six:** Summary of the Chancellor of the Exchequer's Autumn Statement (Housing/Welfare Benefits)

## Appendix One – Socioeconomic Data

### Statutory homelessness acceptances in Kent districts/boroughs 2009-2011



In Kent, April–June 2011, local authorities made 588 decisions on applications (by eligible households) for housing assistance. This is 43% higher than the same quarter in 2010. Of the 588 decisions 229 households were accepted as homeless and in priority need, an increase of 13% compared to one year ago. When looking at reasons for acceptances by reason for homelessness, there is an increase in the ending of assured shorthold tenancies.

### Annual Kent Rough Sleeper Counts, 2009 and 2010

Local Authority	People found sleeping rough, November 2009	People found sleeping rough, November 2010	People sleeping rough November 2011 (based on estimated numbers*)
Ashford	0	2	6
Canterbury	3	3	22
Dartford	0	0	15
Dover	1	8	17
Gravesham	1	1	8
Maidstone	1	Estimated 27	19
Sevenoaks	0	0	1
Shepway	5	9	12
Swale	0	0	2
Thanet	4	1	7
Tonbridge & Malling	0	1	4
Tunbridge Wells	3	Estimated 9	13
<b>TOTAL</b>	<b>18</b>	<b>25</b>	<b>126</b>

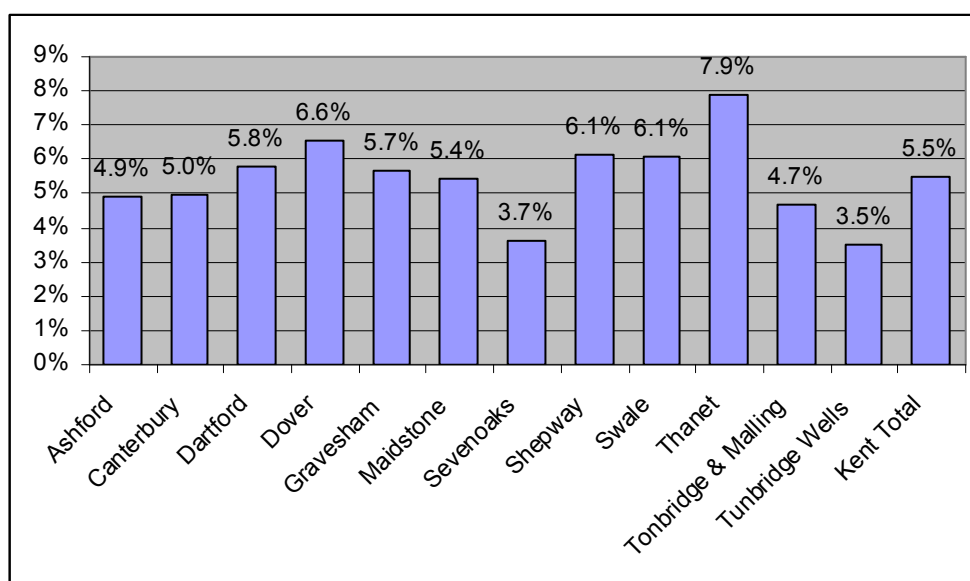
\*To produce the data Porchlight in agreement with Local Authorities has compiled numbers of rough sleepers from all its early morning outreach sessions in a two-week period across October and November. They also consulted with as many providers as possible that come into contact with rough sleepers to make sure individuals were not recorded more than once.

Source: Porchlight

**Number of 16-18 year olds who are not in education, employment or training (NEET), by district/borough, February 2011**

	NEET, February 2011	% of all 16-18 year olds	NEET, February 2010	% of all 16-18 year olds	Overall performance 2010/11,%
Ashford	127	3.3	116	3.0	3.8
Canterbury	239	5.7	230	5.4	5.6
Dartford	142	5.3	153	5.6	5.8
Dover	158	4.6	170	4.9	4.6
Gravesham	139	4.4	153	4.6	5.4
Maidstone	256	5.5	242	5.3	5.7
Sevenoaks	99	3.5	101	3.6	3.8
Shepway	160	4.8	154	4.6	5.0
Swale	204	4.7	237	5.5	6.0
Thanet	319	7.2	303	6.7	7.0
T&M	151	4.1	154	4.2	5.1
Tunbridge Wells	96	3.1	105	3.5	3.6
<b>Kent</b>	<b>2,091</b>	<b>4.4</b>	<b>2,124</b>	<b>4.5</b>	<b>4.9</b>

**Percentage of 16-18 year olds not in employment, education or training, as percentage of all 16-18 year olds, by district/borough, June 2011**

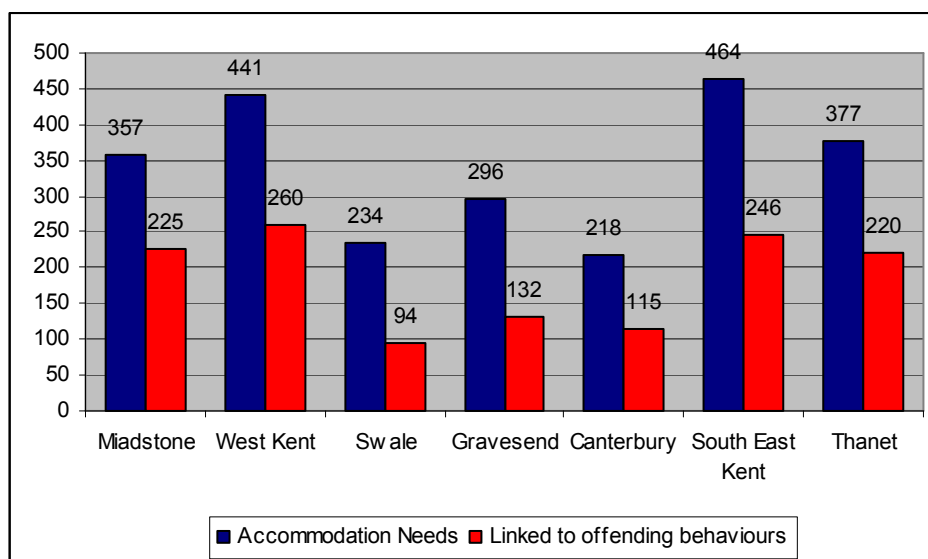


Note: According to latest data from Connexions, the percentage for Kent had increased to 6.5% as at September 2011.

**Source: Connexions**



**Offenders assessed under OASys as in Need of Accommodation and Where Need is Linked to Offending Behaviour, by Probation Area, April 2010-June 2011**



**Number of Disability Allowance and Attendance Allowance Claims, February 2011**

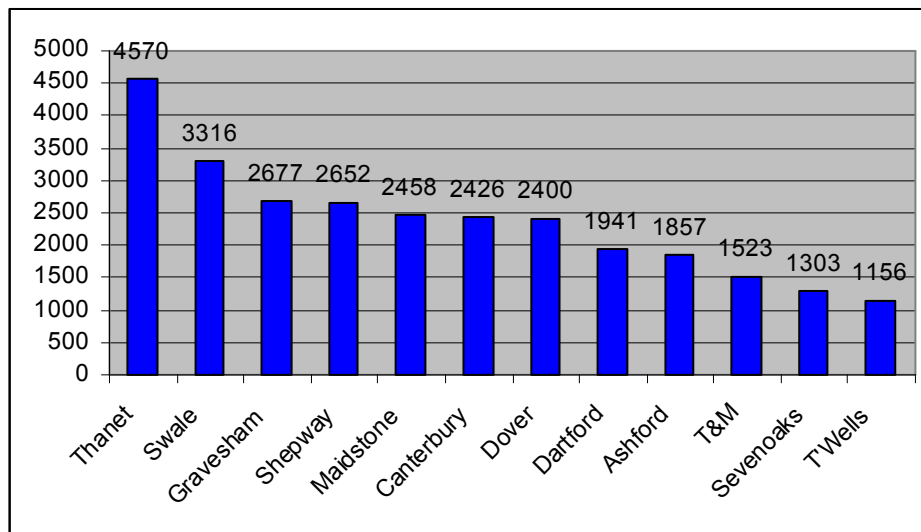
	0-15	16-64	65+	No.	%
Ashford	690	3,370	3,830	7,890	6.8
Canterbury	960	4,550	6,560	12,070	7.9
Dartford	640	2,440	2,960	6,070	6.4
Dover	690	4,100	5,400	10,190	9.5
Gravesham	820	2,940	3,210	6,980	7
Maidstone	880	3,800	4,890	9,570	6.4
Sevenoaks	580	2,360	3,620	6,560	5.7
Shepway	820	4,300	5,250	10,380	10.3
Swale	1370	4,950	5,030	11,350	8.5
Thanet	1110	6,120	7,550	14,770	11.2
Tonbridge and Malling	710	2,760	3,660	7,120	6
Tunbridge Wells	540	2,430	3,160	6,140	5.7
<b>Kent</b>				<b>109,090</b>	<b>7.6</b>
<b>South East</b>					<b>6.3</b>
<b>England</b>					<b>8.2</b>

**Percentage of Disability Allowance and Attendance Allowance Claims, by main conditions, February 2011**

	<b>Mental Problems</b>	<b>Health</b>	<b>Learning Disabilities</b>	<b>Physical Disabilities</b>
Ashford		14.2	9.6	74.6
Canterbury		14.2	8.8	75
Dartford		14.8	11	77.6
Dover		12.3	7.9	78.7
Gravesham		13.3	8.7	74.8
Maidstone		12.3	8	80.7
Sevenoaks		16.3	5.4	76.4
Shepway		10.4	12.3	77.5
Swale		12.3	12	74.7
Thanet		14.4	9.7	75.9
Tonbridge and Malling		14.6	8.6	76.7
Tunbridge Wells		16	13.3	71.2
<b>Kent</b>		<b>13.5</b>	<b>9.6</b>	<b>76.5</b>

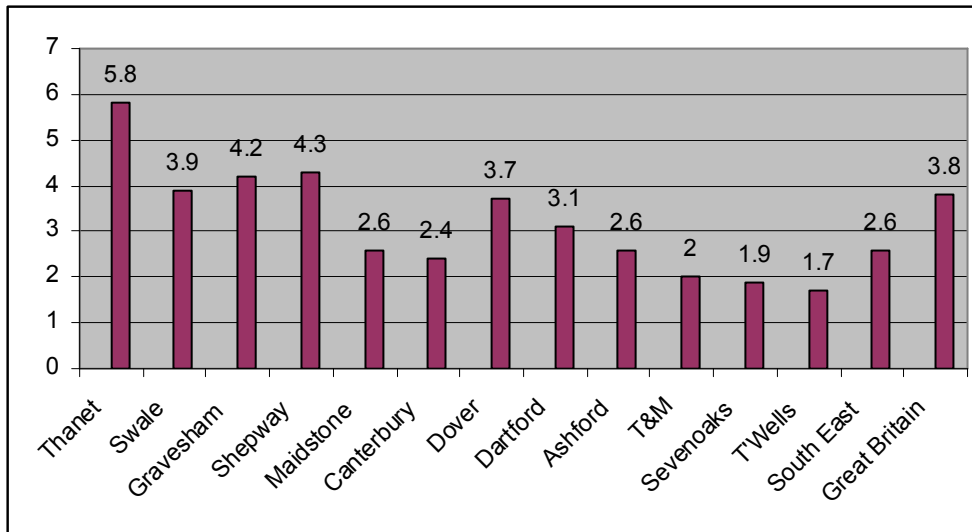
Source: Department of Work and Pensions

**Number of people claiming unemployment benefit aged 16-64, by district/borough, October 2011**



**Note:** 18-24 year olds account for 31.8% of all claimants.

**Percentage of people aged 16-64 claiming out of work benefits October 2011, by district/borough**



Source: Office of National Statistics, Labour Market Statistics, November 2011

## Appendix Two – List of Welfare Benefits

### Universal Credit

- Introduced by Welfare Reform Bill, Royal Assent later this year or early 2012
- Single benefit to simplify system for working age people
- Pensioners protected
- Used for in and out of work customers
- Phased introduction, starting April 2013

### Will replace

- Housing Benefit
- Working Tax Credit
- Child Tax Credit
- Income Support
- Income Related Job Seekers Allowance
- Income Based Employment & Support Allowance (ESA)
- Above often referred to as 'Legacy Benefits' in this context

### Will not replace

- Pension Credits
- Contributory Job Seekers Allowance
- Contributory ESA
- Disability Living Allowance
- Child Benefit
- Bereavement, sick and maternity benefits / payments
- Council Tax Benefit

## Appendix Three - Local Housing Allowance, Rates as at 31 October 2011 (£)

Broad Rental Market Area	Shared	1 Bedroom	2 Bedrooms	3 Bedrooms	4 Bedrooms
Ashford	62.5	114.23	138.46	160.38	219.23
Canterbury	71.58	114.23	144.23	173.08	253.85
Dover-Shepway	57.73	86.54	115.38	138.46	180
High Weald (Sevenoaks, Tonbridge and Malling, Tunbridge Wells)	77.1	132.69	173.08	201.92	323.08
Maidstone	67.5	124.62	150	173.08	230.77
Medway & Swale	62.5	103.85	126.92	144.23	184.62
North West Kent (Dartford, Gravesham, Swanley)	68.5	114.23	138.46	155.77	199.62
Thanet	58.5	80.77	109.62	137.31	160.38

Source: Valuation Office Agency, October 2011

## **Appendix Four - Details of Welfare Benefit Reforms**

### **1. Reduction in Local Housing Allowance (LHA) rates**

LHA rates will be set at the 30th percentile of rents in each Broad Rental Market Area rather than the 50th percentile or median rate as was the case previously. This means that tenants in receipt of LHA will only be able to claim rent in line with the cheapest 30% of properties. LHA claimants who are disabled, or who have a long term health condition, and have a proven need for overnight care, will be entitled to funding for an extra bedroom for a non-resident carer from April 2011. In addition, the maximum level is for a four bedroom property and caps have been introduced for each property size so that rates cannot exceed a certain limit.

From April 2013, the LHA rate will be up-rated by the Consumer Price Index (CPI) from the April 2012 rate. Currently the LHA rate is based on a monthly assessment of rents in the local area. Over the past 10 years rent inflation has risen 2.57 percentage points above the CPI level and if the trend continues, LHA will not keep pace with the increases in rent inflation.

### **2. Extension of shared room rate to under 35's (as from January 2012)**

The housing benefit claims from single people who are aged 35 and under will be limited to the local rent for a room in a shared house. Currently the age threshold is 25 and under. Care leavers, severely disabled people and housing association tenants are currently excluded from these rules.

Two further two groups will be exempt from the shared accommodation rate: ex-offenders who pose a risk to the public, are aged 25 or over and who are subject to active multi-agency management under the Multi Agency Public Protection Arrangements (MAPPAs); and former rough sleepers or those at risk of sleeping rough who have spent three months or more in a homeless hostel, or more than one hostel, specialising in rehabilitating and resettling this group within the community. The three month qualifying condition is designed to target the exemption at people receiving a sustained programme of rehabilitation rather than people who have sporadic, short term stays. This may lead to increased demand for places in homeless hostels which are already under considerable pressure.

### **3. Increase in non-dependent reductions (phased in from April 2011)**

Tenants living with an adult 'non-dependent' receive reduced levels of housing benefit, whatever contribution the non-dependent actually makes to the rent. Deductions have been frozen since 2001 but will be increased over a three-year period from April 2011. Tenants living with other adults will therefore begin to see their Local Housing Allowance or Housing Benefit being reduced. No deductions are made for people under 25 on Job Seeker Allowance or older people on Pension Credit and some other groups.

### **4. Housing benefit to reflect household size in social rented housing (from April 2013)**

Size criteria restrictions will be introduced in social rented sector accommodation for under occupation of accommodation. Housing Benefit for working age claimants in such housing will be limited to the size of accommodation that they are deemed to need. This policy has the potential to have the greatest effect on housing association tenants.

## **5. Replacement of nationally administered Council Tax scheme (April 2013)**

The scheme will be replaced by a locally administered scheme. Government funding to the local scheme will be 10% less than the overall cost of the current scheme in its final year. There will be protection for pensioners.

## **6. Overall annual benefit cap of £26,000 (from April 2013)**

No family will be able to claim more in benefits than the average household income of a working family. By 2013, this is projected to be £26,000 per year (£500 per week). Disabled people, war widows and families claiming working tax credits will be exempt from the cap, which according to Government research will affect 50,000 households. A new cap on benefits for single people of £18,200 (£350 per week) has also been announced. This cap will operate by reducing the amount of benefit paid to cover housing costs (i.e. it is housing benefit that is reduced once the total gets to £500).

### **Appendix Five – Localism Act 2011 Housing Provisions**

The housing provisions are:

- Abolish the requirement to have a Home Improvement Pack
- Reform the Housing Revenue Account system
- Provide for a new form of flexible tenure for social housing tenants
- Allow local authorities to discharge their duties to homeless people by using private rented accommodation
- Give local authorities the power to limit who can apply for social housing within their areas
- Abolish the Tenant Services Authority and provides for a transfer of functions to the Homes and Communities Agency
- Amend the way in which a social tenant can make a complaint about their landlord
- Improve the ability of social tenants to move to different areas.

## **Appendix Six - Summary of the Chancellor of the Exchequer's Autumn Statement (Housing/Welfare Benefits)**

The measures outlined by government were grouped around key themes. Regarding housing and welfare benefits the measures potentially impacting on the client groups of the Supporting People Programme included the following:

**1. Fairness** to protect, rebalance and strengthen the economy and ensure that businesses and families continue to benefit from low interest rates

- Support young people in the labour market through providing extra support from Jobcentre Plus for unemployed 18-24 year olds and via a new Youth Contract worth a total of £940 million:
  - provide an offer of work experience or Sector Based Work Academy place for every unemployed 18-24 year old who want one after three months on Jobseeker's Allowance;
  - fund wage incentives for 160,000 young people to make it easier for private sector employers to take them on.
- The Government will also invest a further £380m a year by 2014-15 to extend its new offer of 15 hours free education and care a week for disadvantaged two year olds, to cover an extra 130,000 children. This is in line with the Government's plan to tackle the causes of child poverty.

**Protecting the economy** through maintaining sound public finances

- Set plans for spending in 2015-16 and 2016-17 in line with the reductions in the current Spending Review period;
- Raise the State Pension age to 67 between April 2026 and 2028, as people live longer, saving an expected £60bn in today's prices between 2026-27 and 2035-36;
- Freeze the couple and lone parent elements of the Working Tax Credit in 2012-13 and not increase the child element of Child Tax Credit by more than inflation.

**Building stronger economy for the future**

- Providing £6.3 billion, of which £1.3 billion was announced earlier in the autumn, of additional infrastructure spending over the Spending Review 2010 period – funded by savings – including tackling congestion on the road and rail networks, superfast broadband, extra money for schools and housing, increasing the Regional Growth Fund, and more funding for science and innovation;
- Introducing a new build indemnity scheme for builders and lenders to stimulate the construction of new homes, and launching a new £400 million Get Britain Building investment fund.

## **Appendix Seven - Summary of Laying the Foundations: A Housing Strategy for England**

### **Developing new housing**

**1. Increase supply of homes and stimulate wider economy through kick starting home building** – investment fund, reconsider stalled planning obligations agreed before April 2010, money for infrastructure, Community Right to build

**2. Promote homeownership** – Government to underwrite 95% mortgages on new-build homes and stimulating right to buy of social rented homes (discounts of up to half of value of property)

### **Social rented housing**

**3. Reform of social housing through Localism Act** –changing access, way homelessness duty is discharged, - and for new tenants new types of tenancies, councils no longer obligated to have open waiting lists, Local authorities granted to the freedom to allocate stock in the way they see fit, including granting priority to working households

**4. Social rented housing as stimulator of social mobility-** Housing providers can charge market rents from tenants earning "very high salaries". New measure to prevent people who already have a suitable home from seeking social housing.

**5. Increase supply of social rented accommodation through encouraging innovation and competition between landlords** – e.g. private entrants into the market, new for-profit housing providers to offer social housing:

**6. Widen grounds on which social landlords can evict tenants on grounds of anti-social behaviours** - to include where they or members of their household have been convicted of sort of criminality seen in recent riots (wherever this took place)

### **Private rented sector**

**7. Boost supply in private rented accommodation** - Attract new investors into build to let market, e.g. institutions, review of barriers in the market,

### **Empty homes**

**8. More empty homes to be brought back into use** - £100m in funding to bring empty homes back into use, and a further £50m to tackle the worst concentrations of empty homes, promotion of green deal to renovate empty homes, consider 'empty homes premium' to be added to council tax, payable if a home is left unattended for more than two years, New Homes Bonus to be awarded to empty homes brought back into use.



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

**To:** Supporting People Commissioning Body 26 January 2012

**Subject:** Performance Management

**Classification:** Unrestricted

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### **Summary**

Performance Management task and finish has completed its work and believes that the current Performance Management framework is fit for purpose and is recommending that the Performance Management framework for Supporting People is retained with some enhancements to improve the intelligence that is gathered. The key performance indicator that relates to people maintaining or achieving independence, which is central to the programme, has been met in Quarter 2 of 2011/12. The programme has funded 10,421 contracted household units relating to community alarms. The programme has also delivered over 2360 handyperson/HIA interventions. The programme has delivered housing related support services to just under 11,000 vulnerable people within sheltered, supported and floating support services. There has also been continuous improvement in utilisation in these services compared with the previous quarter.

### **1. Introduction**

(1) The Supporting People Performance Management Task and Finish group has now completed its deliberations and has recommended that the current performance management framework is retained but with some enhancements which will be detailed later in this report.

(2) The performance management framework for Kent Supporting People aims to ensure that the programme has an integrated approach to planning, reviewing and continuously improving its services for vulnerable people. An overview of the components of the performance management framework (Figure 1) and the basis upon which it is used (Figure 2) is available in Appendix 1.

(3) Since the last report, performance management actions have led to the following improvements within the performance of the Kent programme.

- The programme has met and exceeded its targets across Key Performance Indicators, KPI1 and 2 helping almost 11,000 people to attain or maintain independence during Q2.
- There has been a considerable improvement in the performance of floating support services that report against KPI1, and the ongoing work to secure this improvement is likely to extend this further.

- Service indicators reveal that utilisation has continued to improve on the position at the end of 2010-11.
- The proportion of programme's services that have attained quality grade B or above continues to increase, with 73% now exceeding the minimum grade

(4) As a result of these improvements, more vulnerable people are accessing better quality services and waiting less time to do so. Another report to this meeting sets out more fully the impact of these improvements on the fall in waiting times in floating support services.

## **2. Future Performance Management**

(1) A task and finish group was set up at the request of the Commissioning Body in order to review the performance management framework for the Supporting People programme in Kent. The group included members of the Core Strategy Group and the Chairperson of the Executive Forum of providers.

(2) The first meeting took place on 9 August and the group concluded its work in October 2011. The group examined the component parts of the current framework which included

- Quality Assessment Framework
- Key Performance Indicators
- Client Records
- Outcomes
- Floating Support and Short Term Accommodation referral data
- Reconnection data

(3) The group examined each component in turn and considered them against an ideal model of performance management (Appendix 1).

### **Quality Assessment Framework**

(4) The group found that the practice of measuring services against the five nationally recognised Quality Assessment Framework (QAF) criteria continues to be worthwhile.

It was found that the Programme's use of the QAF has been instrumental in improving service quality and the service user experience. The group drew particular attention to the improvements in safeguarding that the QAF had brought. The group felt that the QAF continued to be a powerful motivational tool in continuous improvement and that the programme should incentivise all services to reach the A grade standard. However, the group recognised that in regulating services, there is a balance to be struck between the cost and benefit to providers and users.

The five elements of the QAF are as follows:-

- Assessment and Support Planning

- Security, Health and Safety
- Safeguarding and Protection from Abuse
- Fair Access, Diversity and Inclusion
- Client Involvement and Empowerment

### **Key Performance Indicators**

(5) The group found that the current Key Performance Indicators gathered by the quarterly performance workbook to still be relevant.

However, it was felt that there was other information gathered and utilised by the team via the performance workbook, such as the service indicator utilisation that should also be reported upon. A definition of utilisation is to be found in Appendix 3. Moreover, the group felt that some of the finer detail contained within the workbook which is again already gathered and utilised by the team, such as the tenure destination of any scheme departures would be a useful addition to future reporting. The team also gathers information in relation to the source of referrals, area of origin and area of destination upon departure from services. The group also agreed that opportunities to streamline current data collection mechanisms should be maximised to reduce the number of returns that providers are asked to make.

The Key Performance Indicators are as follows:-

KPI1 – Percentage of people achieving or maintaining independence (long term accommodation based or floating support)

KPI2 – Percentage of planned move on (short term schemes)

### **Client records**

(6) The task and finish group wishes client records to continue to be collected by St Andrews and utilised by the team in relation to needs analysis and strategic commissioning of services. It is recognised that the client record cannot provide a substantive record of a service user's housing history. This is a particularly pertinent issue within areas of high levels of mobility e.g. Thanet.

### **Referral data from short term accommodation based schemes**

(7) This data is currently gathered monthly from providers to illustrate demand and patterns of referrals into short term schemes. The task and finish group agreed that this data should be included in performance reporting, but that the method of gathering the data should be streamlined. Since the Task and Finish group has concluded its work, the Commissioning Body has agreed to implement a centralised referral mechanism for access to short term accommodation based services and the specification for this will enable the gathering of performance information that can be included in future reports.

### **Floating support**

(8) The task and finish group agreed that continued information about the waiting times, referral numbers and sources will remain useful in a future framework.

### **Outcomes**

(9) The task and finish group agreed that the National Outcomes Framework as designed and administered by the Centre for Housing Research at St Andrews is a useful, but broad tool, designed to cover a diverse range of service users and their support needs. For instance, there are 11,000 vulnerable people who have accessed floating support and supported accommodation in the last quarter. It may be possible through the further development of a payment by results model to further refine the outcomes for this particular constituency of the programme.

The task and finish group wished to see the continuance of the relationship with St Andrews due to the excellent value for money and the insight provided by the outcomes framework within a broad range of services. In particular they valued the competitively priced package provided by St Andrews, They also recognised the large numbers of administering authorities who are still keen to work with the University and the added value that is obtained from shared information relating to the participants.

### **Reconnection**

(10) The task and finish group agreed that they wished to retain the data on reconnection within future reports. However the group asked that the data collection mechanism was streamlined to reduce the administration for providers. As detailed above, it was felt that the data could be collected via the performance workbook.

### **Performance Management (Operational Objectives)**

(11) The programme intends to continue to collect the data referred to above. The programme will need to review the use of validation visits as an operational tool. The programme will look for triggers within data collection which indicate that a service needs to be visited. There are services that are currently funded that are historically low risk (alarms, extra care sheltered, sheltered, Home Improvement Agencies and Handyperson services). Supported housing is an area of higher risk and floating support needs to be assertively managed. Validation visits are pivotal in establishing whether or not service users are being appropriately safeguarded.

The programme will utilise the data that is gathered from providers in order to ensure that services are meeting the required standards and that prompt action is taken where these standards are not met. This data will also be utilised in order to give further consideration to a payment by results model via a second task and finish group. The county council's internal audit department has stipulated that the data that is collected from providers should be externally audited by the county council in order to ensure that the data is verifiable. This also includes notification of the number of people who are in receipt of housing benefit and are therefore eligible to receive a service.

The programme will seek to further enhance and refine the methodologies for data collection and interrogation adhering to the principles of minimising collection whilst maximising the uses of the data collected.

(12) The findings of the group were that the current components of the performance management framework remain relevant and moreover assist providers in ensuring that they are able to competently internally monitor their own performance. It was agreed that future improvements to the data collection arrangements would further enhance and streamline the processes required. The group expressed a wish that more of the data currently collected such as destination data and utilisation is reported and that further opportunities to integrate data collection mechanisms should be sought. The programme will define a target for these indicators and will report this to the next Core Strategy Group and Commissioning Body.

(13) Further work will be undertaken to ensure that the Supporting People performance management framework fully meets the requirements of Kent County Council's Statement of Required Practice (SORP).

(14) The conclusion of the group's work will enable work on a Payment by Results model to commence. It is anticipated that this work will also be conducted through a task and finish group and that this will include an understanding of the correlation between the impact of the programme on stakeholder targets.

### **3. Quarterly Performance Workbook data.**

The programme illustrates performance against key performance and service indicators utilising percentages, rather than actual number of individuals. The use of percentages enables the programme to eliminate the mathematical impact of the varying sizes of the programmes services when comparing one against another. For example, for a small service of 3 units 1 person moving on in a planned way is a significant development. However for only one person to move on in a planned way from a 43 bedded units would have a representationally lower impact. Whilst it is useful to know the numbers of people involved in any individual outcome, for the purposes of fairly comparing one service with another, percentages work well to eliminate the anomalies of scale between services.

#### **Key Performance Indicators**

(1) The Commissioning Body set targets of 98% and 71% respectively for Key Performance Indicators 1 and 2 and its performance against these targets over the last 5 quarters is shown below.

**Figure 1 Key Performance indicator 1 – Achieving or maintaining independence Target 98%**

KPI 1	Q2 2010/11	Q3 2010/11	Q4 2010/11	Q1 2011/12	Q2 2011/12
Accommodation (long term)	98.1	97.4	97.6	98.9	<b>98.7</b>
Floating Support	94.06	94.4	90.7	92.3	<b>97.2</b>
<b>Overall KPI1</b>	<b>96.32</b>	<b>96.1</b>	<b>94.9</b>	<b>97.6</b>	<b>98.3</b>

(2) As anticipated in the last report, the programme has attained its target of 98% **Key Performance Indicator 1** (KPI1) in quarter 2 of 2011/2012 (Figure 1). The most notable improvement has been made in floating support services, where the overall KPI1 figure has improved by 4.9%. Extensive work has been carried out throughout the quarter within these services to bring about this improvement.

(3) This work has centred on identifying services that are at higher risk of misreporting and those with results outside of the benchmarked tolerances. Such services have been visited in order to verify and audit reported results and to work with providers to identify practice issues in service delivery that have negatively impacted their performance. In a small number of cases, contractual action has been necessary. All floating support services are required to deliver the number of contracted units within the contract schedule but have also been required to assess potential new recipients of service in order to ensure that they maintain the level of contracted units.

(4) Despite the increase in attainment, the overall KPI for floating support services alone still falls marginally below the 98% target set. Further work is being done with all services that report on this indicator to understand, improve and sustain the performance levels achieved.

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

KPI2	Q2 2011/12	Q3 2011/12	Q4 2010/11	Q1 2011/12	Q2 2011/12
Accommodation (Short Term)	81	80.7	79.6	83.0	<b>79.5</b>
Floating Support (1 service)	85.7	80.6	83.0	93.8	<b>80.1</b>
<b>Overall KPI 2</b>	<b>82.33</b>	<b>80.7</b>	<b>80.0</b>	<b>85.7</b>	<b>79.7</b>

(5) The Programme's performance against the target for **Key Performance Indicator 2** (KPI2, the percentage of planned departures from short term services) continued to exceed the 71% target set by the Commissioning Body. The percentage achieved in this volatile indicator has fallen since the exceptional level attained in Quarter 1 to a figure of 79.7%. Work has been carried out with the small number of services that have performed below the benchmark for this indicator. Some of these services have been visited and audited to establish and address service delivery issues that have led to low performance. These issues have included accuracy reporting and recording, support planning and engagement with users. In a small number of cases, contractual action has been necessary or will be implemented by the end of the financial year. Note this indicator can be volatile from one quarter to another due to the impact of the size of services and the consequent effect of changes within the service.

(6) The programme continues to monitor this indicator carefully and take action within services where performance falls below that expected.

(7) The workbooks reveal information about the destination of those who have left Supporting People services each quarter. As requested by the Task and Finish Group on Performance Management, this information is presented for the first time in Appendix 2 of this report. The information is displayed according to the service type and Key Performance Indicator.

(8) As reflected in the key performance indicators, the data confirms that most people left Supporting People services in a successful, planned way having been supported to achieve greater independence. Of the 326 planned moves from short term services, 48% were made into the social rented sector. Of those leaving long term and outreach services 47% entered the social rented sector.

(9) The programme has worked with providers to understand the reasons behind the eviction rates reported. A total of 3 of the evictions were on the grounds of rent arrears, 10 were for breaches of occupancy conditions including violence. Further information regarding the abandonment rates is anticipated. The programme will work with providers to ensure that occupancy conditions are fair and support successful outcomes.

### **Service indicators**

(10) Service indicators such as utilisation are collected by the performance workbook. These indicators are used in the management of the performance of individual schemes. A full description and definition of this indicator is included in Appendix 3 however utilisation is an indication of how full a service has been through the quarter.

(11) The utilisation in Supporting People services over the last 5 quarters is summarised in Appendix 3 figure 1. The analysis is given by service type. In floating support services, both utilisation has improved in quarters 1 and 2. There are a number of factors that have contributed to this improvement, and these include

- the non-renewal of district and borough based services at the end of 2010/11,
- extensive work done with the remaining services to tackle the waiting list,
- the revised limit to the maximum term for floating support from 2 years to 1 introduced in October 2010. This limit has not resulted in an increase in extension requests and a result, more people have moved through floating support services.

In accommodation-based service, utilisation has similarly improved on 2010-11 year end.

(12) The programme monitors utilisation and tackles poor performance where it is reported in the workbooks. During the quarter poorly performing services have been visited by the programme resulting in a variety of actions taken including contractual notices, quality assessment visits and service review. The implementation of a centralised referral mechanism in short term accommodation is likely to lead to an improvement in utilisation.

(13) Workbook data reports on 10,393 household units in floating support and supported accommodation. The data reveals that in quarter 2 of 2011/2012, 10,851 vulnerable people in Kent were supported by the programme to achieve or maintain independence in floating support or accommodation based services within these units. The workbooks show that this was achieved as existing service users finalised the objectives within their support plans and exited the service and consequently providers were able to accept new users into their services to take their place.

#### **4. Quality Assessment Framework**

(1) Validation visits to 184 Supporting People services have now been conducted and concluded during the current contracting cycle. Appendix 4 Figure 1 shows the grade awarded as a result of these visits.

(2) The visits have led to an improvement in quality grade in 14 services, 13 of these to grade A. A total of 88 services have retained their previous grade, 76 of these at grade B or above.

(3) Appendix 3 Figure 2 below shows current quality grades, with 73% of the programme's graded services now operating at Grade B or above.

(4) There are 38 services that have yet to have their grades determined before the end of the current contract period in 2011/12.

(5) In a bid to demonstrate their continuous improvement, a small number of services have requested a further visit by the authority before the end of the contract cycle in order that their achievement of a higher quality grade can be validated.

#### **5. Outcomes.**



(1) The deadline for providers to submit their outcomes data to the Centre for Housing Research at St Andrews was 28 October. At the time of writing, the data was shortly to be passed to local authorities, following initial data cleansing by the Centre.

(2) The data will include the outcomes achieved in both short and long term services during the first two quarters of 2011 and will be presented to the Commissioning Body following circulation to Core Strategy Group members.

## **6. Conclusion**

(1) The task and finish group has concluded its work and made recommendations for improvements in the performance management framework. Programme will work on the basis of the recommendation that have been made by the Task and Finish Group and the Core Strategy Group in order to ensure that the information that is available is pertinent, meaningful and provides real insight into what the programme is delivering.

(2) The Programme has met its overall targets for both Key Performance indicators 1 and 2, which relate to people maintaining and attaining independence. There have been notable improvements in floating support services.

(3) The improvements in performance have led 10,851 vulnerable people to be supported in quarter 2 in 10,393 SP-funded household units,

(4) The proportion of programme's services that have reached quality grade B or above continues to increase, with 73% now exceeding the minimum grade.

## **Recommendations**

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

## **Background Documents**

None`

## **Contact details -**

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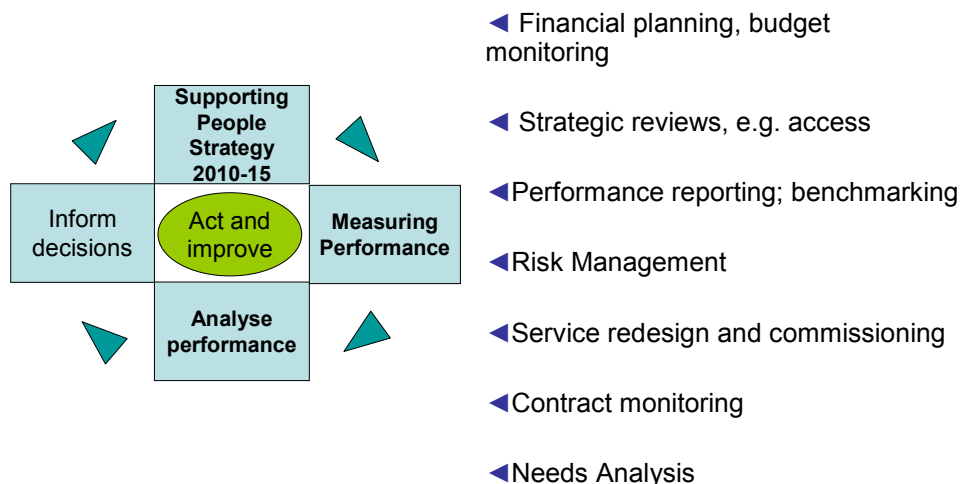
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**Appendix One:**  
**Supporting People Performance Management Framework**

- Quarterly workbook data – gives information on those maintaining or achieving independence, the percentage of planned move-on, the number of evictions from supported housing, and the utilisation of all services, tenure destination.
- Outcomes data – gives information on the agreed outcomes that the service has been able to assist service users to achieve.
- Quality Assessment Framework – sets core objectives for housing related support services and the standards anticipated within them
- Client record forms – gives demographic information on those who have newly accessed Supporting people services in the area including area of origin, and ethnicity.
- Reconnection returns – gives information about the where those who leave Supporting People service go on to live
- Floating support database - demographic information about those accessing the service, the number of people waiting, the length of time taken to assess users and the duration of service.

**Figure 1**

## Performance management in action



## Appendix Two Departures destinations achieved in Quarter 2

### Floating Support, Long Term accommodation and outreach(KPI 1)

Departure Destination	Total
Moved into Indep / completed support programme	268
Planned - Supported/Sheltered Housing	59
Planned - Rented private	56
Planned - Staying with friends/Family	14
Planned - Local Authority	7
Planned - Institutional care e.g Hospice, hospital, residential care	3
Planned - Home	3
Planned - RSL	2
Planned - Other	2
Taken into custody	10
Died	3
Abandoned Tenancy	3
Sleeping Rough	2
UnPlanned - Staying with friends	1
Committed Suicide	1
Other/Unknown	58

### Short Term accommodation (KPI2)

Departure Reason	Total
Planned - Supported Housing/Sheltered Housing	68
Planned - Local Authority	62
Planned - Private rented	57
Planned - RSL tenancy	27
Other Planned Move into Indep / completed support programme	23
Planned - Owner/Occupier	3
Planned - Institutional care e.g. Hospice, hospital, residential care	2
Planned - Home	11
Planned - Other	73
Unplanned - Staying with friends/Family	27
Taken into custody	10
Abandoned Tenancy	10
Other Unknown	7
Unplanned - B&B	2
Unplanned - Home	2
Unplanned - Supported Housing	1
Unplanned -Private Rented	1
Sleeping Rough	1
Evicted	12
Died	2
<b>Total</b>	<b>387</b>

The programme collects and measures service indicators which include utilisation; the definition is described and illustrated below in Figure 1 and 2

**Utilisation** The service indicator on utilisation gives an indication of how well occupied a service has been during the quarter. Persistent low utilisation can indicate oversupply, poor access arrangements or other service issues.

*Accommodation* The number of units occupied as a percentage of the number of units available during the quarter

*Floating support* The number of days of support provided during the quarter to a service user as a percentage of the number days of support contracted.

**Figure 1 Service Indicators Utilisation by quarter**

Quarter	Floating Support	Accommodation Based Service
	Utilisation	Utilisation
2010/11 Q1	89.1	93.1
Q2	89.5	92.8
Q3	79.1	93.2
Q4	60.1	93.9
2011/12 Q1	70.2	93.7
Q2	78.6	95.1

**Figure 2 Service indicators achieved in all services by primary client group**

Quarter 2	Utilisation
Alcohol	94.8
Drug	80.5
Frail elderly	103.9
Generic	81.6
Homeless families	82.8
Learning disability	92.9
Mental health	92.5
Offenders	94.3
Older people	95.5
HIV / AIDS	104.0
Phys/Sens disability	99.2
Rough sleepers	96.5
Single homeless	92.7
Teenage parents	82.7
Travellers	100.2
Domestic violence	91.8
Young people at risk	91.1
Young people leaving care	100.5

**Appendix Four: Quality Assessment Framework**

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

Visits conducted in current contracting cycle 2009/11	A	B	C	D	Not graded	Total
Existing Grade	77	45	14	~	48	184
Self assessed grade	89	44	13	~	38	184
Final grade Awarded	97	37	50	0	~	184

Figure 2 Current grades of live services

Service Type	A		B		C		Ungraded		Total
Short Term Accommodation	35	40%	17	20%	16	18%	19	22%	87
Long Term Accommodation	37	38%	13	13%	30	31%	18	18%	98
Floating Support	26	66%	8	20%	4	10%	2	5%	40
<b>Total</b>	<b>98</b>	<b>44%</b>	<b>38</b>	<b>17%</b>	<b>50</b>	<b>22%</b>	<b>39</b>	<b>17%</b>	<b>225</b>

Live services as at 11 November 2011

<b>Proposed Measure</b>	<b>Frequency of reporting</b>
<b>Number in long term supported housing who have been supported to achieve or maintain independent living (KPI1)</b>	<b>Quarterly</b>
<b>Number in a floating support service who have been supported to achieve or maintain independence</b>	<b>Quarterly</b>
<b>Number and destinations of those in short term supported housing who have moved on in a planned way</b>	<b>Quarterly</b>
<b>Outcomes of people in short term schemes (including floating support)</b>	<b>Quarterly</b>
<b>Outcomes of sample in long term schemes (e.g. 10% in sheltered, 50 % in all other long term)</b>	<b>Six-monthly</b>
<b>Quality Assessment grades</b>	<b>Quarterly</b>
<b>Number of evictions and abandonments</b>	<b>quarterly</b>
<b>Safeguarding incidents</b>	<b>Six monthly</b>
<b>Reconnections from short term accommodation</b>	<b>Quarterly</b>
<b>Tenure destination</b>	<b>Quarterly</b>
<b>Referrals (including source, waiting times and outcomes) to short term accommodation</b>	<b>Quarterly</b>
<b>Referrals (including source, waiting times and outcomes) to floating support</b>	<b>Quarterly</b>

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

**To:** Supporting People

**Subject:** Floating Support Impact Assessment

**Classification:** Unrestricted

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### **Summary**

This is the third quarterly assessment of the impact of the reduction in April 2011 of the capacity of floating support services.

The report covers the period July-October 2011 and shows that there are fewer people waiting for a service than before the capacity of services were reduced. During this quarter waiting times have fallen overall and have been reduced significantly for those in most need.

## **1. Introduction**

(1) Following the non-renewal of district and borough based floating support contract from April 2011, the Commissioning Body requested that an assessment be carried out and reported each quarter in order to determine the impact upon the numbers of people waiting to receive a service.

(2) The data shows that although waiting times rose for a short time whilst existing users of the district and borough based services were transferred to replacement services, the length of wait and the number of people waiting has decreased each subsequent quarter, despite the reduction in capacity. The current number of people waiting and the length of wait are both now lower than it was prior to the non-renewal of the district and borough based services.

(3) The contribution that an increase in performance has made to this improvement is described in another paper on this agenda, but these include

- Improved throughput
- Improved utilisation
- Improved focus on outcomes
- Reduction of the maximum term from 2 years to 1 year

## **2. Context**

(1) There has been no change in the number of floating support units commissioned as at 11.11.11, and the number and distribution of these units is shown in **Appendix**

1. The table shows that the number of commissioned units is higher in the east of the county than in the west.

### 3. Applications

#### Priority Band

(1) The programme accepted 831 applications for floating support during the period July–Oct 2011, comparing evenly with the 866 received last quarter. **Appendix 2** shows an analysis of these applications. The majority of new applications (81%) were found to be in highest priority (Band A).

#### Primary Client Group

(2) For the third period in a row, the highest number of applicants were those identified as Single Homeless with Support Needs. These applications represented 23% of all of those made during the period - a figure consistent with last period. All but 6 of the applications for this group were given a priority of Band A. Of the 192 “Single Homeless with support needs” applications received, 156 were living in temporary situations, including lodging with relatives or sofa surfing.

#### Locality

(3) Once again this period, there were more applications received from east Kent (62%) than west Kent (38%). This distribution is consistent with last period. As in the previous two quarters, more applications (108) came from Thanet than any other district. However, the borough with the greatest proportion of A banded applications was Dartford, where 51 of the 53 applications (96%) were banded A. Overall, Band A applications represented 81% (673) of all applications made.

### 4. Referrals to Providers

(1) Applications can be referred to support services when vacancies within them arise. The programme has continued to work intensively with providers to improve throughput and utilisation in these services. Further information about the performance improvement brought about is available in performance report at this meeting. **Appendix 3.0** shows that the result of this work is that 1285 applications were referred on to providers for service delivery to begin.

(2) Of the 1285 applications referred onto providers, 1003 (78%) were banded A

(3) The greatest number of referrals passed to providers came from the single homeless with support needs, mental health, generic and domestic abuse groups which collectively account for more than half (56%) of all referrals passed to providers.

(4) The greatest number of referrals passed to providers was for people living in Thanet, Shepway and Ashford. These referrals alone accounted for over a third (36%) of all referrals made to providers.

(5) In every district or borough, the number of referrals made to providers in the period exceeded the number of new applications received.



## **5. The Waiting List**

(1) By the end of the period, the number of people in Band A waiting to receive a service had fallen to 137. This represents a fall of 234 since the last report and 731 people (85%) since the first impact assessment in May of this year. An analysis of the 137 cases is provided below.

### **Waiting time**

(2) The waiting time for applicants to receive a service has been reduced across all client groups and in all districts and boroughs. In a marked improvement since the last report, most Band A referrals (82%) have been waiting less than 1 month and all Band A referrals have been waiting under 12 weeks.

### **Primary Client Group**

(3) The number of people waiting fell during the period across all client groups, as compared with last period but the most notable impact of this fall can be seen in Domestic Abuse (-85%), Offenders (-63%) and Single Homeless with support needs (-59%). The greatest single fall in those waiting was seen again in the Domestic Abuse client group, where the number of people waiting fell to 12. The number of people waiting before the capacity reduction was 55.

(4) The number of people with mental health problems waiting for a floating support service also fell to 22, a decrease of 79% since the first analysis in May 2011. The greatest concentration of demand for mental health services is in Thanet (7).

### **Locality**

(5) The number of people waiting fell in each district/borough during the period compared with the first analysis. The most notable reduction in numbers occurred in Thanet (-58) where 19 people were waiting; a reduction of 30% since the last report.

(6) Of those still waiting, a greater number are waiting in east Kent (89) than in the west of the county (47) Thanet and Shepway have the highest number of people waiting in any one district (19 people in each district, 28%)

(7) The programme has assertively managed the referrals that have been assessed in lower priority i.e. Band B and C. It has become apparent upon assessment of the applicants that many do not require a housing related support service at all. In such cases signposting to the service required such as advocacy, choice based lettings or housing advice teams has enabled the applicant to access the help they need without waiting any further.

(8) Where relevant, new applicants whose support needs fall into these lower priority bands are being signposted to district-specific help that is more appropriate to their needs. This approach will continue and be enhanced in future protocols and processes devised for floating support and discussed in another paper on this agenda.

## 6. Future commissioning of Floating Support

(1) As reported in the previous analysis, the programme will shortly embark upon an exercise to manage the transition from the current commission position to the revised position. A further report to this meeting describes the revised principles upon which floating support will be delivered in the future.

## 7. Conclusion

(1) The Commissioning Body requested that an assessment be carried out and reported each quarter in order to determine the impact upon waiting list for floating support, following the non-renewal of district and borough based floating support contracts from April 2011.

(2) The assessment has shown the number of people waiting has reduced successively each quarter following the non renewal of these contracts and that the number of people currently waiting for a service is lower than the number waiting prior to the non renewal of district based services.

(3) The Programme continues to receive high numbers of applications for floating support, though the rate has stabilised over the last two quarters. The Programme has continued to work with providers to continue to improve throughput and utilisation, ensuring that the number of referrals made to providers has exceeded the number of applications received.

(4) There has been a significant reduction in waiting times for the most urgent referrals since the first assessment in May and 82% of these referrals are in receipt of a service in less than 4 weeks.

(5) The programme has enabled those who have non-urgent needs or who do not require a housing related support service to alternative sources of help to meet their needs.

(6) The analysis supports the proposal that there is a need to revise the principles upon which floating support will operate in the future and these are set out in another report on this agenda.

### Recommendations

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

### Background Documents

None

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## Appendices

**Appendix One Analysis of current commissioned services as at 23.05.11**  
**Appendix Two Analysis of Applications Received**  
**Appendix Three Applications Referred to Providers**

**Appendix One      Analysis of current commissioned services as at 11.11.11**

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

(35.3%)    (46.47%)    (18.22%)

\* Figure includes units delivered in lieu of future accommodation based services

**Appendix Two Analysis of Applications Received By district/Borough and Band**

	District	A	B	C	Total
<b>East</b>	Ashford	78	9	3	90
	Canterbury	47	15	2	64
	Dover	67	17	2	86
	Shepway	76	12	6	94
	Swale	51	18	2	71
	Thanet	86	21	1	108
	<b>East total</b>	<b>405</b>	<b>92</b>	<b>16</b>	<b>513</b>
<b>West</b>	Dartford	51	1	1	53
	Gravesham	66	6		72
	Maidstone	54	11	3	68
	Sevenoaks	28	10	1	39
	T/Wells	34	6		40
	Ton & Mall	35	8	3	46
	<b>West Total</b>	<b>268</b>	<b>42</b>	<b>8</b>	<b>318</b>
	<b>All Kent</b>	<b>673</b>	<b>134</b>	<b>24</b>	<b>831</b>

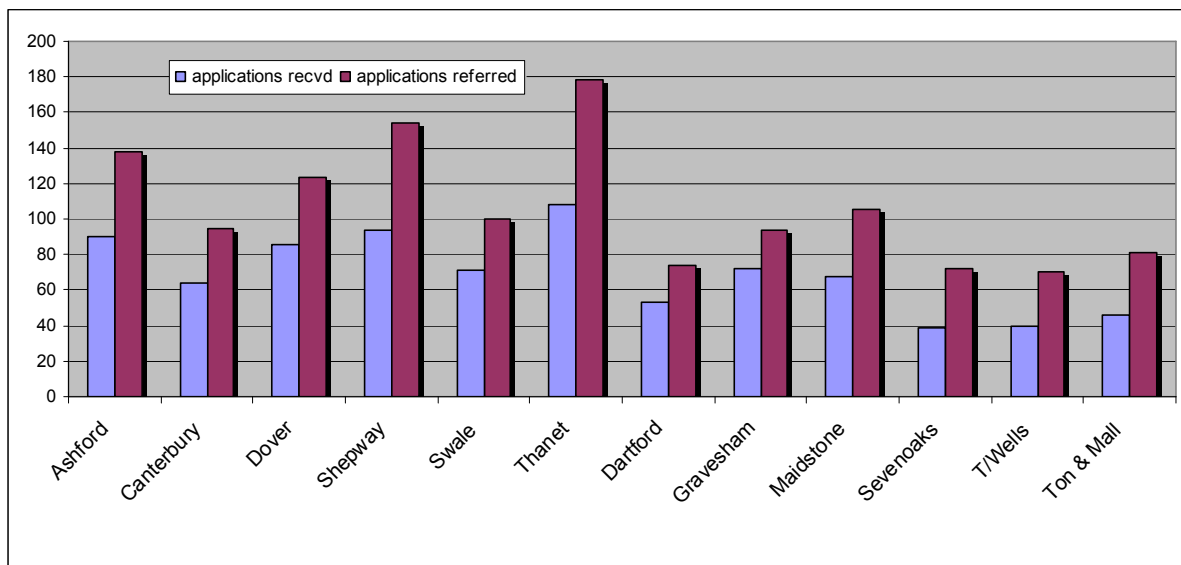
Appendix Two Analysis of Applications Received by district/Borough and Band

	Alcohol	Domestic Abuse	Drug Problems	Families	Frail Elderly	Generic	Learning Dis	Men Dis Off	Mental Health	Offenders	Older people	OP MH Dem	Phys/Sens Dis	Rough Sleeper	Single H'less	Teen Parents	YP Care	Yp RISK	Grand Total
SUDistrict																			
<b>East</b>	Ashford	1	7		17	7	1	1	10	1	3		2	2	15	9		14	90
	Canterbury		7	1	1	11	3		8	1	3	1	5		13	6	2	2	64
	Dover	2	5	3	5	1	10	4	3	1	2	2	5	1	22	3	1	16	86
	Shepway	4	11	2	11	2	6	3	12	1	2	1	4	3	16	5	2	8	94
	Swale	3	7	2		4	11	2	12		1	4	1		15	5	2	2	71
	Thanet	1	3	3	3	1	12	2		18	3	5	4	5	30	4	4	11	108
<b>East total</b>	<b>11</b>	<b>40</b>	<b>11</b>	<b>37</b>	<b>8</b>	<b>57</b>	<b>15</b>	<b>1</b>	<b>63</b>	<b>7</b>	<b>16</b>	<b>12</b>	<b>22</b>	<b>6</b>	<b>111</b>	<b>32</b>	<b>11</b>	<b>53</b>	<b>513</b>
<b>West</b>	Dartford	3	3	1	3	3	1		3		1	2	1		29	1	1	1	53
	Gravesham	2	7	5	4		6	5	8		2	1	1	1	21	1		6	72
	Maidstone	1	4	5	2	2	7	3	8	3	3		4	1	12	9	1	3	68
	Sevenoaks		4		2		12		7	1			2		7		1	3	39
	Tunbridge Wells	1	3	1	3	0	7	2	4	3	0	0	0	0	10	4	0	2	40
	Tonbridge & Malling	3	10	1	0	0	4	1	12	3	1	0	2	0	2	3	0	4	46
<b>West Total</b>	<b>10</b>	<b>31</b>	<b>13</b>	<b>14</b>	<b>2</b>	<b>39</b>	<b>12</b>	<b>2</b>	<b>42</b>	<b>10</b>	<b>7</b>	<b>3</b>	<b>10</b>	<b>2</b>	<b>81</b>	<b>18</b>	<b>3</b>	<b>19</b>	<b>318</b>
<b>Grand Total</b>	<b>21</b>	<b>71</b>	<b>24</b>	<b>51</b>	<b>10</b>	<b>96</b>	<b>27</b>	<b>3</b>	<b>105</b>	<b>17</b>	<b>23</b>	<b>15</b>	<b>32</b>	<b>8</b>	<b>192</b>	<b>50</b>	<b>14</b>	<b>72</b>	<b>831</b>

### Appendix Three Applications Referred to Providers

	Band			Total
	A	B	C	
<b>Alcohol</b>	32	1	1	<b>34</b>
<b>Domestic Abuse</b>	143			<b>143</b>
<b>Drug Problems</b>	36	2	1	<b>39</b>
<b>Families with Support Needs</b>	51	25	7	<b>83</b>
<b>Frail Elderly</b>	2	2		<b>4</b>
<b>Generic</b>	101	40	4	<b>145</b>
<b>Learning Disability</b>	24	20		<b>44</b>
<b>Men Disordered Offenders</b>	2			<b>2</b>
<b>Mental Health</b>	131	49	7	<b>187</b>
<b>Offenders</b>	27	11	2	<b>40</b>
<b>Older people</b>	14	1	14	<b>29</b>
<b>Older People Mental Health Dementia</b>	7	1		<b>8</b>
<b>Physical/Sensory Disability</b>	25	16	3	<b>44</b>
<b>Rough Sleeper</b>	10			<b>10</b>
<b>Single H'less with Support needs</b>	237	10	4	<b>251</b>
<b>Teen Parents</b>	56	38	1	<b>95</b>
<b>Young people Leaving Care</b>	14	5		<b>19</b>
<b>Young People at Risk</b>	91	15	2	<b>108</b>
<b>Total</b>	<b>1003</b>	<b>236</b>	<b>46</b>	<b>1285</b>

### Appendix Three Applications Referred to Providers





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

**To:** Supporting People Commissioning Body 26 January 2012

**Subject:** The Future of Floating Support

**Classification:** Unrestricted

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**Summary** This report sets out the future direction of floating support in order to respond and reflect current and future strategic challenges. There is a need to revise and reshape the principles under which floating support is provided and managed in order to ensure that the programme can manage demand, make the most of its investment and provide truly personalised.

## 1. Introduction

(1) In its June meeting the Commissioning Body agreed to a proposal to retender and strategically reconfigure floating support services in line with the Supporting People Five Year Strategy 2010-15. The annual spend on floating support has reduced from over £10m to £7.02m.

(2) The programme will be delivering only marginally less units of floating support in the new tendering round. The tendering may lead to the same number of units if not more being delivered. A summary of the floating support contracts tendered is supplied in Appendix 1.

(3) The programme has and will take steps to reduce demand upon floating support, ensuring that the programme is enabled to deliver to the strategy a short term, outcome focussed floating service that promotes independence, self reliance and resilience.

(3) The programme will continue to use a range of techniques to continue to incentivise providers to derive better efficiency at every step of the referral process and ensure that it reaches high levels of performance. It will refresh the application procedure and process to enable automation, reduce duplication and encourage users to take control.

(4) The programme will go further in ensuring personalised service for all. Personalised support plans are user led within the programme and tested for quality. Automation will offer further opportunities to offer personalised services according to user defined need.

## 2. Managing Demand

(1) Since 2007 over 17,500 people have been referred via the centralised mechanism to receive housing related support service from the programme's

floating support service. The mechanism has enabled the programme to prioritise these individuals and ensure that the service has focussed on those who need it most and signpost those with needs that do not relate to the programme to more appropriate sources of help. In particular, the contact centre has been able to redirect individuals at the pre-referral stage.

(2) The Supporting People Strategy 2010-15 heralds a sharper focus on housing related support and an acknowledgement that those most in need should be prioritised; that the programme should move away from the idea of ongoing maintenance and towards time-limited, housing related support that centralises on securing or stabilising the housing situation of a vulnerable applicant. It is proposed that floating support service will focus on those vulnerable people whose housing situation is most at risk. Those whose support needs can be met elsewhere will be diverted to more appropriate sources of help and guidance.

(3) From April 2012, the programme's revised specification for short term supported housing services will formalise the expectation that providers will deliver resettlement support to service users who move on from supported accommodation rather than refer them for floating support. On current referral levels this will reduce applications by over 100 annually.

(4) The use of a centralised online referral mechanism will encourage and enable potential service users and referrers to access a range of alternative provision to obviate the demand in lower priority cases whilst still ensuring that their needs are met. An intelligent assessment system will ensure that duplication is eliminated and that those in priority need of a housing related support are able to apply. Referrers including self referrers will be enabled and encouraged to track, monitor and manage their own referral online and reduce the resource required. The system will enable the assertive management of the waiting list to continue whilst reducing the back office burden to both providers and the programme whilst increasing the emphasis on providers managing the resource effectively.

(5) The programme recognises that in spite of these steps, homelessness and an ability to maintain housing situation is severely challenged in the current climate and therefore the programme's ability to reduce demand has its limitations. Through comprehensive performance management, the programme will monitor the impact of external forces on the demand for floating support.

### **3. Incentivisation**

(1) The programme will continue to use a range of techniques to continue to incentivise providers to derive better efficiency at every step of the referral process and ensure that it reaches high levels of performance.

(2) Similarly it will encourage users to take control and reach self reliance and build resilience for the future, and avoid the revolving door. The programme has written comprehensive specifications for the service delivery within the

revised services that ensure that providers are clear about the role of floating support and that includes building peer support and capacity building.

(3) The programme will continue to assertively performance manage the floating support mechanism setting targets on service and performance indicators that will maximise the investment made. Such steps have included

- setting and monitoring a maximum term for assessment
- Identifying, prompting and managing prompt appropriate exit from services
- decreasing maximum term from 2 years to 1 year
- benchmarking and target setting against utilisation and throughput and service user outcomes
- Monitoring re-referral rates and equity of access

(4) The performance management report on this agenda outlines the improvement in performance that can and has already been derived in assertively managing the waiting list. This drive for improvement has enabled a single unit of the resource to be reused many times over a given time frame. The programme has been able to maintain or increase the number of people being supported up whilst reducing the level of investment. As an example in the Quarter 2 2011, over 3,000 people benefited from a little over 2000 floating support units. The Floating Support Impact Assessment paper to this meeting also outlines the results of this action on the length of time that potential users wait for a service.

(5) Participation in the national outcome framework has enabled the programme to monitor the effectiveness of the interventions made via floating support across the frameworks domains. The centralised mechanism has provided further information and an opportunity to benchmark across primary client groups.

(6) The programme has continued to encourage services to continuously improve and validate and test its services against the Quality Assessment Framework whilst driving up throughput, utilisation and reducing cost. At present 66 % of all Floating Support services have attained A grade standard.

#### **4. Personalisation**

(1) Since the programme's inception its minimum standards have set out the expectation that service delivered should be shaped, monitored and designed with service users at the centre. Each user forms a unique and individualised agreement or support plan with the service to address the outcomes required and how they are to be achieved and assesses for themselves whether these outcomes have been met when the service draws to a close.

In its outcome based commissioning, performance and contract management, the programme ensures that services adhere to these principles via its contract, specifications and monitoring regimes. The programme quality tests the ability of the provider to produce effective support plans, talks to users about their experiences and audits the results reported to the National Outcome framework.

(2) In automating the application process via a site such as Kent Homechoice, not only will application processes for be streamlined, but new opportunities will arise to dovetail referrals for floating support seamlessly with those to other agencies. The referral system will enable applicants to “pull in” other agencies to create a tailor made approach unique to the individual. The aim is to enable users to track any referrals made on their behalf and to decide for themselves which interventions they need. Users will retain the ability shape the service they receive and drive outcomes they will attain

## **5. Consultation and Communication**

(1) The Programme has already consulted widely on the direction of travel set out in the Supporting People Strategy 2010-15. The programme will further consult with stakeholders including service users and providers in order to revise the Floating Support Protocols. These protocols will reflect future custom and practice in relation to the management of floating support. It is envisaged that this work will be reported to the Commissioning Body in April 2012.

(2) An Equality Impact Assessment will be conducted.

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

(1) The Programme will need to work with key stakeholders, providers and service users to identify alternative solutions to needs that cannot be met by the public sector.

## **7. Financial Implications**

(1) There has been an initial meeting with the Kent Homechoice Board and Locator relating to both the automation of Floating Support referrals and access to short term supported accommodation.

## **8. Legal implications**

(1) An Equality Impact Assessment will be undertaken

## **9. Sustainability Implications**

(1) The Supporting People Programme will work with its partners to ensure that services are sustainable.

## **10. Conclusion**

(1). Floating Support is a valuable and effective service that is delivering tangible outcomes for vulnerable people in Kent. Despite a reduction in the

capacity, performance management action has enabled more vulnerable people to access the services and driven up quality standards.

(2) There is a need to re-examine the basis upon which floating support is provided and respond to the requirement to manage demand, incentivise providers and staff and ensure that services remain personalised. There will be a need to revise the protocols that relate to its use and this work will be concluded and reported to the Commissioning Body in its April meeting.

(3) There is a further need to automate the application process. Work on this has already begun and is expected to be concluded and reported to the Commissioning Body in its June meeting.

### **Recommendations**

The Commissioning Body is asked to **note** the report.

### **Background Documents**

#### **Contact details -**

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**Appendix 1 Summary of new tenders to be awarded for 2012/13**

Contract	Household Units	Awarded
Generic (North)	242	
Generic (South)	268	
Generic (East)	280	
Generic (West)	225	
Offenders (West)	26	
Offenders (East)	32	
Mental Health (West)	80	
Mental Health (East)	100	
Young People at Risk (West)	63	
Young People at Risk (East)	75	
BME (West)	25	Rethink Sahayak
BME (East)	17	Rethink Sahayak
Domestic Abuse (West)	80	
Domestic Abuse (East)	84	
Rough Sleepers (West)	34	Porchlight
Rough Sleepers (East)	34	Porchlight
Deaf (Countywide)	20	Kent County Council

**The remainder of awards will be reported at subsequent meetings of the Commissioning Body.**

**By:** Angela Slaven. Director of Service Improvement Customer and Communities

**To:** Supporting People Commissioning Body January 26 2012

**Subject:** Finance Outturn - November 2011/12

**Classification:** Unrestricted

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### **Summary**

To report to members of the Supporting People Commissioning Body the projected financial outturn and the balance held on reserves for 2011/12 as at November 2011.

The forecast net expenditure to March 2012 for the service has increased net £65k from £31,407k to £31,472k, with the service reporting a total under-spend of £164k - £99k on commissioned services and £65k on the Support Team.

The retendering of floating support is progressing well with the new services commencing between February and April 2012

### **1. Introduction**

The following report and attached appendices provide a summary overview of the projected expenditure and drawdown on reserves for KCC - Support People as at November 2011/12.

### **2. Commissioned Services**

(1) The forecast contracted expenditure to March 2012 has increased £78k from £30,799k to £30,877k giving rise to an under-spend of £99k. (Appendix 1&2)

(2) The increase spend of £78k follows a revision of a main providers' forecast and the commissioning of additional units, which is partly offset by a reduction in expenditure from a delay in the start date of the Sevenoaks Refuge contract. As a result of reviewing prior year activity levels a reimbursement of £96k has been received and is included in reserves.

(3) The retendering of floating support contracts of £3.3m has finished. There were 17 contracts over 8 client groups and attracted significant interest with 57 organisations submitting tenders. The new services are planned to start February 2012.

(4) A further 2 accommodation based contracts (£372k) are in the process of being procured and initial expression of interest has been strong. Details of this and the floating support contracts are provided in Appendix 3.

### **3. Supporting People Team**

(1) The support team forecast outturn has decreased £14k from £608k to £594k increasing the reported under spend to £65k. The under spend is due to staff vacancies and support costs and the postponement of programmed IT office upgrades by KCC.

### **4. Reserve Balances**

(1) Appendix (2) provides a summary overview of the reserve balances for 2011/12. The saving requirement from KCC is £7m and the core budget for 2011/12 is £29.8m. With net forecast expenditure totalling £31.4m the estimated drawdown on reserves is £1.5m, leaving £1.6m on account at year end.

### **5. Recommendations**

(1) The Supporting People Core Strategy Group is asked to note:

- The above report and attached appendices 1-3
- Net forecast expenditure to March 2012 of £31.4m with an estimated drawdown on reserves for 2011/12 of £1.5m

### **Contact details –**

Hud Manuel

Finance Manager, KDAAT, YOS, & Supporting People

KCC Customer and Communities Directorate

01622 694285/221676



**Supporting People Commissioned Services - Forecast outturn at October 2011/12**

Service	Community Alarms	Extra Care	Floating Support Service	HIA	Long Term	Sheltered	Short Term Accomodation	Grand Total
Commissioned Services	818,032	470,532	7,020,833	1,578,689	5,524,592	3,700,552	11,764,369	30,877,600
Support Team								594,419
								31,472,019

**Supporting People 2011/12****Finance Summary****1.Forecast Outturn - November**

	Commissioned Services £k	Support Team £k	Total £k
Gross Expenditure (November)	30,878	594	31,472
Budget - KCC	(29,821)		(29,821)
Budget - Reserves	(1,155)	(659)	(1,814)
Net Expenditure	(99)	(65)	(164)

**2. Drawdown on Reserves**

	Commissioned Services £k	Support Team £k	Total £k
Gross Expenditure (November)	30,878	594	31,472
Prior year repayment	(96)		(96)
Net Expenditure	30,781	594	31,376
KCC Area Base Grant	(29,162)	(659)	(29,821)
Drawdown From Reserves	1,619	(65)	1,555

**2. Reserves Balances**

	2011/12 £
Opening Balance	3,178
Forecast Drawdown 2010/11	(1,555)
Forecast Closing Balance	1,623

**Retendered Services 2011/12**

<b>Contract</b>	<b>Value</b>	<b>Start date</b>
<b>Floating Support:</b>		
Generic (North)	£480,000	6 <sup>th</sup> February 2012
Generic (South)	£531,000	6 <sup>th</sup> February 2012
Generic (East)	£555,000	6 <sup>th</sup> February 2012
Generic (West)	£446,000	6 <sup>th</sup> February 2012
Offenders (West)	£52,000	6 <sup>th</sup> February 2012
Offenders (East)	£64,000	6 <sup>th</sup> February 2012
Mental Health (West)	£159,000	6 <sup>th</sup> February 2012
Mental Health (East)	£199,000	6 <sup>th</sup> February 2012
Young People at Risk (East)	£149,000	6 <sup>th</sup> February 2012
Young People at Risk (West)	£125,000	6 <sup>th</sup> February 2012
BME (East)	£34,000	6 <sup>th</sup> February 2012
BME (West)	£50,000	6 <sup>th</sup> February 2012
Domestic Abuse (East)	£167,000	6 <sup>th</sup> February 2012
Domestic Abuse (West)	£159,000	6 <sup>th</sup> February 2012
Rough Sleepers (East)	£68,000	6 <sup>th</sup> February 2012
Rough Sleepers (West)	£68,000	6 <sup>th</sup> February 2012
Deaf (Countywide)	£40,000	6 <sup>th</sup> February 2012
<b>Accommodation-based:</b>		
Teenage Parents (Maidstone)	£93,070	1 <sup>st</sup> April 2012
Young People at Risk (Dover)	£279,209	1 <sup>st</sup> April 2012
<b>Total</b>	<b>£3,718,279</b>	

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## Supporting People in Kent – Glossary of Terms

Abbreviation or Term	Description
Accommodation based	The housing related support being delivered is linked to specific properties with a service. These properties may include self-contained or shared accommodation. It may also include staff based in an office or a visiting arrangement. Accommodation based services are also known as “Supported Housing”
Accreditation	This is a regular assessment of a support provider to check if they are able to provide a good quality Supporting People service
Administering Authority (AA) or Administering Local Authority (ALA)	The local authority which receives the Supporting People (SP) grant and administers contracts for the SP services on behalf of the Commissioning Body
Area-Based Grant (ABG)	Area Based Grant is a general grant allocated directly to local authorities as revenue funding to areas. It is allocated according to specific policy criteria rather than general formulae. Local authorities are free to use the all of this non-ringfenced funding as they see fit to support the delivery of local, regional and national priorities in their areas.
Audit Commission	An independent body responsible for ensuring that public money is used responsibly, economically and effectively
Banding	All floating support applications received onto the central waiting list by the Supporting People team are prioritised or banded according to the needs of the individual who needs support. There are 3 bands A, B and C and they are described in the Floating Support protocols
Band A	Those individuals who are in highest need of floating support are banded A on the central waiting list. They include those who <ul style="list-style-type: none"> <li>• Are under threat of eviction</li> <li>• Experiencing domestic abuse or harassment</li> <li>• Are under 18</li> <li>• Sleeping rough, in their first tenancy, setting up a new dwelling or going to move-on accommodation after a period in an accommodation-based service</li> <li>• Are vulnerable due to having been institutionalised</li> </ul>
Band B	Those individuals who are in medium need of floating support are banded B on the centralised waiting list. They include those who <ul style="list-style-type: none"> <li>• Need help managing finances</li> <li>• Lack parenting skills or life skills</li> </ul>
Band C	Those individuals who are in lowest need of floating support are banded C on the central waiting list. They include those who <ul style="list-style-type: none"> <li>• Need advocacy, advice and assistance with liaison</li> <li>• Are unable to maintain themselves or their property</li> </ul>
Benchmarking	A comparison of similar services by quality, performance and cost. This is one of the ways of ensuring the quality of services provided in Kent
Best Value	A duty on local authorities to assess and review the services they provide for local people and improve them by the best means available. This must be done in consultation with the people who use the services and the wider local community
BME	Black and Minority Ethnic
Block Contract	The purchase of support services for more than one person, usually before the service is delivered
Block Gross Contract	A contract for a support service which is delivered for a short period, i.e. less than two years. Payments are made for a fixed number of service users. Service users are not charged for the support.
Block Subsidy Contract	A contract for a support service which is usually long-term or permanent e.g. sheltered housing. Grant payments to the provider will vary, depending on how many people receiving the support service qualify for the subsidy at any given time.

Abbreviation or Term	Description
	Providers tell the SP team on a monthly basis who has moved in and out of their service, and the subsidy payment is adjusted accordingly. Some service users may be charged for this service. In Kent there are very few of these contracts, having largely been replaced by <i>fixed capacity contracts</i>
Capacity	The total number of support packages or accommodation with support units deliverable at any one time.
Choice Based Lettings (CBL)	A new system in the allocation of social housing designed to offer more choice and involvement for customers in selecting a new home. Available social rented housing is let by being openly advertised, allowing customers to 'bid' or 'register an interest' in those homes which are advertised widely in the neighbourhood (e.g. in the local newspaper or on a website).
Client Record Form	Forms used to monitor all new clients who use Supporting People services. The statistics are then collated by The Centre for Housing Research (CHR) and data is used to help SP teams identify needs. Details available at <a href="http://www.spclientrecord.org.uk">www.spclientrecord.org.uk</a> These are completed by providers each time they take on a new client. Details such as previous type of accommodation, client group and ethnicity are recorded so Supporting People teams can monitor who is using the services. No personally identifying details are recorded
Commissioning Body	The group is made up of representatives from all of the partners involved in Supporting People, such as Housing, Social Services, Health (PCT) and Probation. Its role is to strategically direct and scrutinise the programme.
Contract Monitoring	Contract monitoring is the regular process undertaken by Administering Authorities to ensure that providers comply with the requirements of the contract and are performing effectively. Contract monitoring is an extremely important process as it provides regular information to update authorities' understanding of the quality and effectiveness of Supporting People services and the Value for Money the programme achieves. In Kent, much of the contract monitoring is conducted by local Monitoring and Review (M & R) Officers.
Contract Schedules	These are part of the Supporting People contract and contain details of the services to be provided in the contract and the cost of each service
Core Strategy Development Group	This multi agency group provides a strategic steer to the programme and report to the Commissioning Body. Membership includes provider and service user representation.
Cross Authority Group (CAG)	Neighbouring AA's working together to plan and develop policies and services across the group
Cross Authority Provision	A service designated by the CLG to provide support for service users originating from another Administering Authority (AA)
CLG	Department for Communities and Local Government (formerly the ODPM)
Direct Payment	Direct payments are paid to people who have been assessed as needing help from social services, and who would like to arrange and pay for their own care and support services instead of receiving them directly from council commissioned services. A person must be able to give their consent to getting direct payments and manage them, even if they need daily help to do this.
DV/DA	Domestic Violence/Domestic Abuse
Eligibility Criteria (EC)	A document that sets out what tasks Supporting People money can pay for and those it cannot.
Essential Role of Sheltered Housing (EROSH)	EROSH is the national consortium for sheltered and retirement housing working on behalf of residents and providers of these services.
Fixed Capacity Contracts	A contract under which the units to be paid Supporting People grant are fixed at a number agreeable to both the Provider and the Supporting People team. The number of units relates to housing benefit claimants. The contract changes from a block subsidy model to a block gross model to assist with budget monitoring and budget setting for both the Provider and the Supporting People team. The contract value agreed is subject to review should the amount of units available fall below

Abbreviation or Term	Description
	10% of the capped amount.
Floating Support	This kind of support is "attached" to the person, not the property and can follow a service user if they move to another address. It only lasts for as long as the client needs it and then "floats" away to the next person in need. The service user does not need to live at a certain address to receive the support.
Floating Support protocols	This countywide agreement describes how the waiting list for floating support will be administered.
Foundations	The national co-ordinating body for Home Improvements Agencies (HIA)
Grant Condition	Produced by CLG, these conditions set out how the money paid to the AA is to be spent and how the programme is to be managed.
Homes and Communities Agency (HCA)	The Homes and Communities Agency (HCA) is the national housing and regeneration agency for England, with an annual investment budget of more than £5bn. The HCA was formed on 1 December 2008 along with the <i>Tenant Services Authority</i> and is a non-departmental public body, sponsored by Communities and Local Government (CLG).
Home improvements Agency (HIA)	An agency which enables vulnerable people to maintain their independence in their chosen home for the foreseeable future. "Vulnerable people" may include older people, people on low incomes, disabled people etc.. Their homes would usually be private rented leasehold or owner occupied.
Housing Benefit (HB)	A means tested benefit paid to council or private tenants who need help paying their rent
Housing Related Support (HRS)	Support specifically aimed at helping people to establish themselves, or to stay in their own homes. Examples of housing related support include helping people learn to manage their own money, apply for benefits, keep their home secure, access to other services
Indices of Multiple Deprivation (IMD)	The Index of Multiple Deprivation 2007 combines a number of indicators, chosen to cover a range of economic, social and housing issues, into a single deprivation score for each small area in England. This allows each area to be ranked relative to one another according to their level of deprivation. Together these various Indices make up the Indices of Deprivation 2007.
Individual budget	Funding from a variety of sources that is brought together into one bank account. This allows greater choice and control over many aspects of life e.g. housing, community care, health, benefits, income, grants etc. The person can choose to use their individual budget themselves or a third party can manage the funds for them.
KASS	Kent Adult Social Services
LSVT	Large scale voluntary transfers of council housing. This could be to a private company or to a registered social landlord.
Managing Agent	A managing agent is an organisation providing housing management services (such as collecting rent) on behalf of another body, often a Registered Social Landlord (RSL). The managing agent may also provide the support services.
NHF - National Housing Federation	The NHF provides advice and support for not-for-profit housing providers. Their website address is <a href="http://www.housing.org.uk">www.housing.org.uk</a>

Abbreviation or Term	Description
Primary Care Trusts (PCT)	Primary Care Trusts are responsible for planning and providing healthcare services. In Kent there are 2 PCTs: West Kent, and Eastern and Coastal Kent, both are partners in the SP programme.
Performance Indicators (PI's)	Performance statistics submitted to the Supporting People teams by Providers. They are used as part of contracts and monitoring Key Performance Indicator 1 (KPI1) measures the percentage of people who have maintained independence Key Performance Indicator 2(KPI2)measures the percentage of service users who have moved on in a planned way from temporary living arrangements
Procurement	The process to obtain materials, supplies and contracts, obtaining best value through open and fair competition
Quality Assessment Framework (QAF)	Quality assessment framework. Providers self assess their service against national objectives (such as consulting service users on how they want the service to be run). The Supporting People team use the results as part of the benchmarking process with the aim of continually improving the quality of services in Kent.
Registered Social Landlord (RSL)	A non profit making voluntary group, generally a housing association, formed to provide affordable housing
Scheme Manager	A scheme manager is the support worker who manages a housing related support service. The term is also used to describe the support worker within a sheltered scheme (may have been termed a 'warden' previously).
Service Review	A service review examines the support provided to see if there is a need for it, if it is good quality support, if it gives value for money and if there needs to be any changes.
Service Users	The term "service users" is used to refer to people who use Supporting People services and also to carers and advocates where applicable. It is important that, in consulting and involving service users, providers also seek the views of carers and advocates where service users may not be able to participate fully.
Service User Involvement	The processes and mechanisms by which the AA consults and engages with people who use the service, or who may use the service and ensures that their views are reflected in the programme. It is good practice and a grant condition that providers involve service users.
Sheltered Housing	Housing specifically for older and or disabled people. Includes a block or group of houses with resident or visiting warden and individual house, bungalow and flats which receive support from a mobile warden or pendant (emergency) alarm
SPLS	Supporting People Local System. A local authority computer system used to hold service provider, payment and client details for the Supporting People programme
SERIG	South East Regional Implementation Group This group comprises the Lead Officers of Supporting People programmes across the region. They meet to consider issues of national and regional policy and liaise with CLG
SPkweb	The Supporting People Knowledge website (published by CLG) - this is accessible to all by logging onto <a href="http://www.spkweb.org.uk">www.spkweb.org.uk</a> The SPkweb contains all the guidance and related documents on the Supporting People programme
Supported Housing	These are services that provide both accommodation and support together to enable people to live independently. Examples of supported housing services include women's refuges, sheltered housing and homeless hostels
Stakeholders	People or organisations that form part of the SP programme. Stakeholders share or contribute to the aim of the SP programme



Abbreviation or Term	Description
Supporting People Distribution Formula	A formula developed by the CLG to decide how much Supporting People grant each Administering Authority will be allocated
Supporting People Grant	Money from the government to pay for the housing related support services under the Supporting People programme
Supporting People	The programme came into effect on the 1st April 2003 to deliver housing-related support services to vulnerable people through a single funding stream, administered by local authorities according to the needs of people in their area
Supporting People Five Year Strategy	The strategy is a five year plan giving detailed supply and needs mapping information across the county in relation to the various vulnerable client groups that the Supporting People programme assists
Support Provider	The organisation providing housing related support services paid for by Supporting People. Organisation types include registered social landlords, voluntary sector organisations, local authorities, charities and the private sector
Support Service	A service eligible for funding through Supporting People. This could include advice on maintaining a tenancy, help with filling in forms, help with keeping accommodation safe and secure etc.
Tenant Services Authority (TSA)	The TSA is the regulatory body for social housing. Having formed on 1 December 2008, the TSA took over the regulatory powers of the Housing Corporation.
Tenure neutral	Tenure neutral floating support services means that support can be offered to an individual regardless of the sort of housing they live in e.g. private rented, social housing, owner occupied.
Triple Aim	<p>Triple Aim is a concept led by the NHS Institute for Innovation and Improvement. It is designed to optimise the health system by taking into account three dimensions:</p> <ul style="list-style-type: none"> <li>• The experience of the individual</li> <li>• The health of a defined population</li> <li>• Per capita cost for the population</li> </ul> <p>NHS Eastern and Coastal Kent have adopted this approach to tackle health inequalities in two deprived wards in Thanet, Margate Central and Cliftonville West</p>
Total Place	<p>Total Place is a new initiative that looks at how a 'whole area' approach to public services can lead to better services at less cost. It seeks to identify and avoid overlap and duplication between organisations – delivering a step change in both service improvement and efficiency at the local level, as well as across Whitehall.</p> <p>Kent is one of the thirteen local authorities which have been selected as Total Place Initiative pilots. The aim of the pilots is to develop and test methodologies that will enable all partners in a 'whole place' simultaneously to deliver improved outcomes and greater efficiencies across the whole of the public realm.</p>
Workbook	The workbook is completed on a quarterly basis by each service (except community alarms) under contract with the Supporting People team. It is the means by which the Supporting People team gathers Performance Indicator information required by central government
Validation Visit	A reality check by a SP Local Monitoring and Review Officer to a support service to establish whether the Provider is achieving the standards they are contracted to deliver. Supporting People team members will also consult with service users and staff and stakeholders to find out their views of the service. The aim of these visits is to work with providers to improve the quality of the services in Kent, and for the findings feed into strategic decision making

## Links

The following links may provide further insight into the programme.

- [www.communities.gov.uk](http://www.communities.gov.uk)
- [www.spkweb.org.uk](http://www.spkweb.org.uk)
- [www.spdirectory.org.uk/DirectoryServices](http://www.spdirectory.org.uk/DirectoryServices)
- [www.sitra.org.uk](http://www.sitra.org.uk)
- [www.housing.org.uk](http://www.housing.org.uk)
- [www.kent.gov.uk/supportingpeople](http://www.kent.gov.uk/supportingpeople)

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

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

Date	Report title	Risk identified	Update
January 2011	Delivering the savings proposal	The Supporting People Programme will need to work with providers to ensure the viability of services is not impacted by the proposed changes.	The Supporting People programme is on target to deliver the £7m of savings agreed by the Commissioning Body. There are further discussions to be held with extra care sheltered providers in order to manage the transition. There appear to be no outstanding issues in relation to long term supported. The programme will need to utilise £445k of reserves due to the delay in tendering the HIA and handypersons services.
	Delivering the savings proposal	The Core Strategy Group has been asked to consider the financial and business risks that may arise and that should be reported to the Commissioning Body	The Core Strategy reconsidered the Delivering the savings proposal and it was resubmitted to the March Commissioning Body with additional recommendations
	Performance Management report	The Supporting People Team will produce a risk and business continuity issues log for the implementation of a refined performance management framework	The Task and Finish Group has concluded its business. The revised performance management framework is included in the performance management report to the January Commissioning Body. The programme will be monitoring any risks and issues that emerge from the revised framework. Performance Management regime is subject to Kent County Council's Statements of Required Practice (SORP) and other relevant changes met once and has further meetings scheduled.
March 2011	Administration of the Supporting People Programme	The Programme will need to undertake a risk and business continuity evaluation to ensure that the core essentials of the service can still be delivered	The Supporting people team is subject to a restructure and the Commissioning Body will receive a report in July 2012 which will outline the staff compliment and the responsibilities that the team will be undertaking.
	Administration of the Supporting People Programme	The County Council will need to maintain the confidence of the Commissioning Body, Core Strategy Group, Executive Forum of providers, and Service Providers	The Supporting people team is subject to a restructure and the Commissioning Body will receive a report in July 2012 which will outline the staff compliment and the responsibilities that the team will be undertaking
	Memorandum of Understanding	It is important that at a time of significant challenge for the Programme and the key stakeholders engaged within the Programme that there is no de-stabilisation of the excellent partnership that has been developed. It would therefore seem appropriate to minimise risk and ensure business continuity by retaining the relationships that exist at the moment and that are enshrined within the Memorandum of Understanding	The Supporting people team is subject to a restructure and the Commissioning Body will receive a report in July 2012 which will outline the staff compliment and the responsibilities that the team will be undertaking
	Memorandum of Understanding	The strategic and operational functionality are dependent on the Core Strategy Group and the Commissioning Body in order to consider, recommend and make decisions relating to the Programme's investment and development. This enables	The Supporting people team is subject to a restructure and the Commissioning Body will receive a report in July 2012 which will outline the staff compliment and the responsibilities that the team will be undertaking

Date	Report title	Risk identified	Update
		providers and service users to feel a degree of confidence in the Programme. The Kent Programme has a good reputation, and the strength of the partnerships within Kent is an element of this	
June 2011	Payment by Results	The Task and Finish Group, providers, and the Service User Panel will inform a risk and business continuity management impact assessment.	The Task and Finish Group for Performance Management has concluded its work and has made its recommendations for a revised performance management framework to the Commissioning Body in January 2012.
	The Commissioning of Floating Support	The Supporting People Programme will work with key stakeholders, providers and service users to monitor and evaluate the viability of services relating to any impact of the proposed changes. The Supporting People Programme has set up a risk and business continuity issues log for the implementation of the proposed changes. The log identifies specific risks relating to finance, the market place, local service provision and the tendering process. The Supporting People Programme believes that the risks identified can be mitigated.	Kent County Council has not indicated that it will further reduce funding to the programme in 2012-13. The programme has received expressions of interest from a wide range of providers, some of whom are from outside Kent. The nature of commissioning should lead to a locally responsive service. The processes and procedures for floating support are to be reviewed to ensure that the programme is targeted at those in most need. An assessment of the impact of the transitional phase has been presented to the Commissioning Body each quarter
October 2011	Strategic Review of Home Improvement Agencies and Handyperson Services	The Supporting People Programme will work with providers to ensure that services continue to be delivered until newly commissioned services can commence in April 2012. The Supporting People Programme has produced a risk and business continuity issue log for the implementation process of the proposed changes. This is attached to the report as an appendix	The tendering of HIA and Handypersons is due to be completed by October 1 2012. The Commissioning Body will be asked to approve the expenditure of £445k of reserves to extend the current contracts to the end of September 2012. The procurement will include a proposal for districts and boroughs to contract separately with the successful providers for a DFG service This is however subject to reassurance from legal and procurement that he county council will not hold any liability for the DFG services.
	Strategic Review of Access to Short-term Supported Housing	The Supporting People Programme will continue to monitor and review providers on the basis of the findings of the strategic review, and will ensure that there is a smooth and managed transition to the utilisation of Kent Home Choice to access to short-term accommodation-based supported housing. The risks and issues log is attached to the report as an appendix	The programme is working with key stakeholders and Kent Homechoice to implement this by the end of March 2013. A progress report will be submitted to the Commissioning Body in July 2012.

Date	Report title	Risk identified	Update
January 2012	Eligibility policy	The Supporting People Programme is working with Families and Social Care and providers to identify any areas of service delivery that cannot be met by housing related support, housing management, health and social care. The Programme will need to work with key stakeholders, providers and service users to identify alternative solutions to needs that cannot be met by the public sector.	The Core Strategy Group requested that a report about the implementation of the Southwark Judgement and its impact on short term supported housing services should be made to the meetings of the Core Strategy Group and the Commissioning Body at the start of the new financial year (Core Strategy Group and Commissioning Body dates for 2012/13 have not yet been finalised).

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