

## **AGENDA**

### **SUPPORTING PEOPLE IN KENT COMMISSIONING BODY**

**Tuesday, 17th April, 2012, at 2.00 pm**

**Ask for: Andrew Swan**

**Swale 2 & 3, Sessions House, County Hall,  
Maidstone**

**Telephone (01622) 696388**

- 1 Apologies and Introductions
- 2 Minutes of 26 January 2012, and matters arising (Pages 1 - 6)
- 3 Core Strategy Group Minutes, Action Plan and matters arising (Pages 7 - 14)
- 4 Floating Support (Pages 15 - 18)
- 5 Home Improvement Agencies and handypersons services (Pages 19 - 22)
- 6 Extra Care Sheltered Accommodation (Pages 23 - 26)
- 7 Access to Short Term accommodation and Floating Support Services (Pages 27 - 30)
- 8 Floating Support Impact Assessment (Pages 31 - 42)
- 9 Performance Management (Pages 43 - 52)
- 10 Financial Outturn - January 2011-12 (Pages 53 - 56)
- 11 Supporting People funding 2012-13 (Pages 57 - 60)
- 12 Glossary (Pages 61 - 66)
- 13 Risk register update (Pages 67 - 70)
- 14 Any other business
- 15 Date of next meeting:  
**23 July 2012, at 2pm in the Darent Room, Sessions House,  
County Hall, Maidstone.**

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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 Thursday, 26 January 2012.

PRESENT: Mr P M Hill, OBE (Chairman), Cllr J Anderson (Vice-Chairman), Cllr K Belcourt, Cllr T Austin, Cllr S Chandler, Cllr A Hicks, Cllr C Clark, Mr R Clark, Mr P Dosad, Mr J Littlemore, Mr Craig George, Mrs T Kerly, Jane Rogers, Mr P Whitfield, Mr B Porter, Mrs J Walton and Mr Peskett

IN ATTENDANCE: Ms A Slaven (Director of Service Improvement), Mrs L Andrews (Head of Commissioned Services (Customer and Communities)), Miss C Martin (Head of Supporting People), Mr Hud Manuel (Finance Manager (Kent Supporting People)), Ms Melanie Anthony (Performance and Review Manager (Kent Supporting People)), Ms Ute Vann (Policy & Strategy Officer (Kent Supporting People)) and Andrew Swan (Democratic Services)

### **UNRESTRICTED ITEMS**

#### **1. Apologies**

*(Item 1)*

Noted

#### **2. Introductions**

*(Item 2)*

Mr Hill introduced and welcomed Lesley Andrews who has recently been appointed as Head of Commissioned Services within KCC's Customer and Communities Directorate, which includes in its remit the Kent Supporting People Team.

#### **3. Election of Vice Chair**

*(Item 3)*

(1) Mr Hill advised the Commissioning Body that the position of Vice Chair was due for re-election.

(2) Mr Hill indicated that he wished to nominate Cllr Anderson for re-election, and asked the Commissioning Body whether there were any other nominations. No further nominations were received, and Cllr Austin seconded the nomination of Cllr Anderson.

(3) The Commissioning Body AGREED that Cllr Anderson be re-elected as Vice Chair for another term.

#### **4. Minutes of meeting on 11 October 2011 with Action Plan of matters arising** *(Item 4)*

The minutes of the meeting of the Commissioning Body held on 11 October 2011 were agreed as a true record.

#### **5. Minutes of the Core Strategy Group meeting** *(Item 5)*

(1) The Commissioning Body noted for information the minutes of the meeting of the Core Strategy Group held on 5 December 2011.

(2) Cllr Anderson expressed disappointment in the level of attendance at the Core Strategy Group meeting.

#### **6. Extra Care Sheltered Accommodation** *(Item 6) Report by Angela Slaven, Director of Service Improvement*

*(An exempt appendix to this report was tabled at the meeting. Mr Hill advised the Commissioning Body that the meeting would go into closed session if at any time there needed to be specific discussion on the contents of the exempt appendix. However, in the event no such discussion arose).*

(1) This report had been requested at the previous meeting by Cllr Austin, who thanked the Kent Supporting People Team for the detail now provided. The report outlined the approach being taken in relation to the reduction in funding for extra care sheltered accommodation.

(2) Cllr Austin stated that he did not agree with the application of the general activities identified as housing related support in paragraph 1(5) on page 14 when looking at the specific activities listed in Appendix 1 (page 17) as 'Other'. Cllr Austin stated that many of the specific activities listed as 'Other' do in fact fall within the general headings indicated in paragraph 1(5) and so should be classed as housing related. Cllr Austin felt that these activities should be seen as part of an enhanced care package, and so were being unfairly discounted.

(3) Bob Porter added that the purpose of extra care is to prevent more expensive forms of care, and that the activities listed in the 'Other' section contribute to the extra value which may prevent the need for more expensive forms of care. Bob felt that the current proposals overlooked the additional value of staff based on site, and that the report didn't address the issue of what is the most cost effective approach. He also suggested that if on site staff are not fully engaged at all times it would be good to explore how they could be used to meet other needs within the wider community.

(4) Cllr Anderson suggested looking at the client perspective, where it may appear complicated to have several different people delivering care, and so there is a benefit from at least having someone on site who understands where clients need to go for the specific support they need.

(5) Cllr Chandler stated that surely it was possible to integrate adult social care and utilise extra resources to allow people to remain independent.

(6) Mr Hill expressed sympathy with the points raised, but said that there is an issue about who is paying. If services are to be delivered on site it is crucial to make sure that the right agency is paying for each service.

(7) The Commissioning Body AGREED that there should be no decision on this matter at this time, and that it would be deferred to the next meeting.

## **7. HIA/Handypersons**

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

(1) This report provided the background to a delay in the tendering process for Home Improvement Agency and Handyperson Services which has resulted in the need to extend existing contracts for a further 6 months to 30 September 2012.

(2) In introducing this report Claire Martin advised the Commissioning Body that the second recommendation at paragraph 9(1) on page 26 should be amended to indicate reserves up to £445K rather than £345K.

(3) John Littlemore also requested that the wording of the first part of the recommendation be amended as the reference to legal liability was misleading. Angela Slaven confirmed that, whilst it was crucial that contracts should reflect that KCC has no legal liability as KCC is procuring on behalf of districts/boroughs, there is no need for this to be stated in the recommendation to the Commissioning Body and so this particular sentence can be removed from the recommendation.

(4) There was some discussion about expectations on district/borough contributions, however Mr Hill advised that this sort of detail should be dealt with at the Core Strategy Group meetings rather than by the Commissioning Body.

(5) Mr Hill asked what the benefit of delay would be bearing in mind the cost, and Claire Martin advised that the delay would ensure a better service.

(6) The Commissioning Body AGREED the following revised recommendations:

1. 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.
2. The use of non recurring reserves up to £445K to support the extension of the existing service provision.

## **8. Kent Reconnection Paper**

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

(1) This report presented a revised Kent Reconnection Policy 2012/13 based on a review previously requested by the Commissioning Body.

(2) The Commissioning Body AGREED the Kent Supporting People Reconnection Policy 2012/13

## **9. Kent Supporting People Eligibility**

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

(1) This report presented an amended Kent Eligibility Policy based on a general review of the current policy agreed by the Commissioning Body in 2008.

(2) The Commissioning Body AGREED to the amended Kent Supporting People Eligibility Policy 2012/13.

## **10. Scoping Paper - Supported Housing and the Supporting People Programme**

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

(1) This report provided context for the operating environment within which the Supporting People Programme currently exists and the circumstances that service users find themselves in relating to welfare benefits and access to rented housing, education, training, and employment.

(2) The Commissioning Body NOTED the content of the report, for which there will be a further update at the next meeting on 17<sup>th</sup> April.

## **11. Performance Management**

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

(1) This report updated the Commissioning Body in relation to performance against Key Performance Indicators, including for the first time indicators relating to service utilisation.

(2) The 98% target for KPI1 has now been met in Quarter 2, and the KPI2 target of 71% has been consistently surpassed over the last five quarters.

(3) The Commissioning Body NOTED the content of this report, and Mr Hill suggested consideration of raising the KPI2 target for which a report should be included at the next meeting.

## **12. Floating Support Impact Assessment**

*(Item 12) Report by Angela Slaven, Director of Service Improvement*

(1) This report provided the third quarterly assessment of the impact of the reduction in April 2011 of the capacity of floating support services.

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

## **13. Future of Floating Support**

*(Item 13) Report by Angela Slaven, Director of Service Improvement*

(1) This report set out the future direction of floating support in order to reflect current and future strategic challenges.

(2) The Commissioning Body NOTED the content of the report, and that a further report will be brought to the next meeting in April regarding revision of protocols, with

a second report regarding automation of the application process to follow at a later meeting.

#### **14. Supporting People Finance**

*(Item 14) Report by Angela Slaven, Director of Service Improvement*

(1) This report provided details of the projected financial outturn and the balance held on reserves for 2011/12 as at November 2011.

(2) The Commissioning Body NOTED the content of this report, and advised that the under-spend should be closely monitored to ensure that it continues to go back into the Supporting People Programme.

#### **15. Any other business**

*(Item 15)*

None

#### **16. Glossary**

*(Item 16)*

For information

#### **17. Risk update**

*(Item 17)*

For information

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**Core Strategy Group Minutes**  
**Tuesday 20 March 2012**  
**10am, Medway room, Sessions House, Maidstone**

Meeting	Core Strategy Group		
Date & Time:	5 December 2011	Meeting No:	
Meeting Place:	Medway room, Sessions House	Minutes By:	Margaret Turner
Present:		Job Title:	
Angela Slaven		KCC – Director Service Improvement (Customer & Communities)	
Claire Martin		KCC – Customer & Communities, Supporting People team	
Lesley Andrews		KCC – Customer & Communities	
Tracey Kerly		Ashford Borough Council	
Jay Edwins		NHS Kent & Medway	
Neil Coles		Maidstone Borough Council	
Janet Walton		Tonbridge & Malling Borough Council	
Amber Christou		Swale Borough Council	
Ashley Stacey		Thanet District Council	
Wale Adetoro		Gravesham Borough Council	
Pat Smith		Sevenoaks District Council	
Howard Cohn		Kent Probation	
Gary Peskett		Canterbury City Council	
Kevin Hetherington		Tunbridge Wells Borough Council	
Christy Hubbard		KCC - Families & Social Care	
Hud Manuel		KCC – Customer & Communities	
Mel Anthony		KCC – Customer & Communities, Supporting People team	
Margaret Turner		KCC – Customer & Communities, Supporting People team (Minutes)	
Apologies:			
Helen Jones		KCC - Families & Social Care	
Mike Dorman		KCC – Families and Social Care	
Next Meeting:	Thursday 28 June at 2pm. Medway room, Sessions House, Maidstone.		

Item No	Details of the Item/decisions taken	CSG Member responsible for action
1 & 2.	<p><b>Apologies &amp; Introductions</b></p> <p>Apologies were received from Mike Dorman and Helen Jones both of KCC, Families and Social Care.</p>	
3.	<p><b>Minutes of meeting 13 September 2011 and Matters Arising.</b></p> <p>The minutes were agreed as accurate.</p>	
4.	<p><b>Minutes of the last meeting of the Commissioning Body</b></p> <p>The Minutes of the last Commissioning Body are awaiting final approval and were not available for the meeting.</p>	
5.	<p><b>Matters Arising</b></p> <ul style="list-style-type: none"> <li>Item 4 – Scoping paper.</li> </ul> <p>The deadline for providers to send in details of their affordable rent policies is approaching. Chase up to be done.</p> <p><b>Action: SP team to chase up providers for details of affordable rent policies.</b></p> <ul style="list-style-type: none"> <li>Item 8 – Eligibility Policy.</li> <li>Although the revised policy has been approved by the Commissioning Body, Tonbridge &amp; Malling Borough Council has been contacted by a couple of providers with concerns about the resettlement element and potential implications for additional costs in relation to visiting or retaining contact with former supported housing residents. This issue also relates to the reconnection policy which was recently agreed by the Commissioning Body. Claire Martin agreed to meet with the two providers who have raised these issues with Tonbridge &amp; Malling Borough Council.</li> </ul> <p><b>Action: Claire Martin to meet with the two providers who have expressed concern.</b></p>	<p><b>SP team</b></p> <p><b>Claire Martin</b></p>
6.	<p><b>Floating Support</b></p> <ul style="list-style-type: none"> <li>Update on the tendering process provided and the steps being taken now.</li> </ul>	

	<ul style="list-style-type: none"> <li>There was a discussion around the waiting list for floating support. It was confirmed that the programme is already taking appropriate action to deal with applicants whose referral is graded at a Band B and Band C. These applicants are being signposted to other agencies within their area. The programme provides an information sheet to these applicants. It was requested that this list was shared with all the Districts and Boroughs.</li> </ul> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li><b>Supporting People team to send a copy of the list of other agencies for applicants to contact within their area to each District and Borough.</b></li> <li><b>Report to go to the Commissioning Body.</b></li> </ul>	SP team
7.	<p><b>Home Improvement Agencies and Handyperson Services</b></p> <ul style="list-style-type: none"> <li>This report is a follow up to the paper that went to the Commissioning Body in January 2012. It set out the reasons for the procurement process commencing in April 2012.</li> <li>There will be Market Engagement Day on 11 April 2012 which will enable prospective providers and key stakeholders to gain an understanding of the contracts, specifications, and procurement process that will be undertaken in order to enable contracts to be put in place by the 1 October 2012. There will be District &amp; Borough involvement in this day.</li> <li>The report set out a proposed configuration of areas but this is to be discussed with providers at the Market Engagement Day.</li> </ul> <p><b>Action:</b> <b>Report to go to the Commissioning Body.</b></p>	
8.	<p><b>Extra Care Sheltered Accommodation</b></p> <ul style="list-style-type: none"> <li>This report was as a result of the Commissioning Body's request to look again at the proposed rates for Extra Care Sheltered Accommodation.</li> <li>There was considerable debate around this issue and some concern that although the majority of providers had agreed to and understood the change nevertheless at least one provider was not happy with the proposed changes. One of the providers would need to rely on the Housing Revenue Account to absorb the change in weekly rates and would need to consider a significant reconfiguration of services.</li> <li>The Families and Social Care Directorate are undertaking a strategic review of older persons' services and it was felt that it might be difficult to make a decision on costs before the review is completed later this year. Questions were raised about the appropriateness of the Commissioning Body subsidising via reserves the providers whilst the Families and Social Care Directorate and other key stakeholders undertake the strategic</li> </ul>	

	<p>review. The point was reemphasised on the original decision made by the Commissioning Body within the delivering of the savings to the programme.</p> <ul style="list-style-type: none"> <li>It was proposed that the Commissioning Body would be asked to make a decision which was either to impose the original decision to pay Extra Care Sheltered providers at the same rates as sheltered providers or to pay Extra Care Sheltered providers at double the rates of sheltered providers from April 2012 to the end of September 2012 and then to pay Extra Care Sheltered providers at the same rates as sheltered providers. The Commissioning Body will need to decide whether or not it is prepared to utilise reserves to make an additional payment to Extra Care Sheltered housing providers.</li> </ul> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li><b>Claire Martin to rewrite the report in light of the debate that had taken place at the Core Strategy Group and to submit the two options outlined above to the Commissioning Body for final decision.</b></li> </ul>	Claire Martin
9.	<p><b>Access to Short-term Supported Housing and Floating Support Services</b></p> <ul style="list-style-type: none"> <li>Update on the proposals to automate referral access to short-term accommodation and floating support via the Choice Based Lettings website is ongoing.</li> <li>The processes and protocols being produced for automation.</li> </ul> <p><b>Report to go to the Commissioning Body.</b></p>	
10.	<p><b>Floating Support Impact Assessment</b></p> <p>This is the 4<sup>th</sup> quarterly report and set out the current situation with regard to floating support and the waiting list. The revision of the processes and protocols is ongoing ready for automation.</p> <p><b>Report to go to the Commissioning Body</b></p>	
11.	<p><b>Performance Management</b></p> <ul style="list-style-type: none"> <li>It was pointed out that the format of the report was slightly different to previous ones following discussion at the last meeting.</li> <li>The KPI 1 target of 98% has been achieved for the last quarter. The KPI 2 target has again been exceeded. It is proposed that the KPI 1 target be increased to 98.2% and the KPI 2 target to 80%.</li> <li>There was one comment about the summary and the mention of Handyperson/HIA interventions. This to be expanded on for the Commissioning Body report.</li> </ul>	

	<b>Action:</b> <b>The Summary section of report to be amended ready to go to the Commissioning Body.</b>	<b>SP team</b>
<b>12.</b>	<b>Supporting People funding 2012-13</b>  Summary of report provided and agreed to send to Commissioning Body.  <b>Report to go to the Commissioning Body.</b>	
<b>13.</b>	<b>Finance Outturn – January 2011/2012</b>  <ul style="list-style-type: none"> <li>• A summary of the content of the report was provided.</li> <li>• The report included a table of Activity Data which gives an overview of the investments and how they are performing. It was noted that there were a number of gaps on the table. Presentation layout to be changed.</li> <li>• Members of the group were asked to email any comments they might have in time for the report to go to the Commissioning Body.</li> </ul> <b>Action:</b> <b>Presentation of Activity Data to be amended for report to go to the Commissioning Body.</b>	<b>Hud Manual</b>
<b>14.</b>	<b>Any Other Business</b>  <ul style="list-style-type: none"> <li>• Howard Cohn welcomed the opportunity to be involved in the work with Locata.</li> <li>• Hud Manual is taking on a new role within KCC and Angela Slaven thanked him for his work for the Supporting People programme over the last 2 years.</li> </ul>	
<b>15.</b>	<b>Risk Update</b>  No report.	
<b>16.</b>	<b>Glossary</b>	
	<b>Dates of future meetings</b>  Thursday 28 June 2012 at 2pm, Medway room, Sessions House, Maidstone.	

	Tuesday 4 September 2012 at 10am, Medway room, Sessions House, Maidstone. Thursday 6 December 2012 at 10am, Medway room, Sessions House, Maidstone.	
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**Action Sheet**  
**Core Strategy Group Minutes**  
**Tuesday 20 March 2012**  
**10am, Medway room, Sessions House, Maidstone**

<b>Item No</b>	<b>Agenda Item</b>	<b>CSG Member responsible for action</b>
<b>5.</b>	<b>Matters Arising</b>  Claire Martin to meet with the two providers who have expressed concern.	<b>Claire Martin</b>
<b>6.</b>	<b>Floating Support</b>  Supporting People team to send a copy of the list of other agencies for applicants to contact within their area to each District and Borough.	<b>SP team</b>
<b>8.</b>	<b>Extra Care Sheltered Accommodation</b>  Claire Martin agreed to rewrite the report in light of the debate that had taken place at the Core Strategy Group and to submit the two options outlined above to the Commissioning Body for final decision.	<b>Claire Martin</b>
<b>11.</b>	<b>Performance Management</b>  The Summary section of report to be amended ready to go to the Commissioning Body.	<b>SP team</b>
<b>13.</b>	<b>Finance Outturn</b>  Presentation of Activity Data to be amended for report to go to the Commissioning Body.	<b>Hud Manual</b>

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

**To:** Supporting People Commissioning Body 17 April 2012

**Subject:** Floating Support

**Classification:** **Restricted**

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### **Summary**

The Commissioning Body agreed to the tendering of all floating support services in June 2011. The County Council commenced a tendering process and reached the stage when it awarded contracts. There were 2 separate formal challenges on the process during the standstill period. Following investigation and seeking legal advice it was considered appropriate to start the re-tendering process and this was communicated to all relevant provider groups. In the meantime current providers have been asked to continue providing floating support services until the end of September 2012 when the new services will be in place.

### **1. Introduction**

- (1) The Commissioning Body agreed to retender floating support on the 30<sup>th</sup> June 2011. The tendering process ran almost to the point of final award but was challenged during the 10 day stand still period by 2 individual providers. Following legal advice and a thorough investigation it was recognised that the challenges had some validity and in the interests of fairness and transparency it was appropriate to start the retender process again.
- (2) A procurement plan has been developed (see Appendix One), which provides a timeframe in which the retendering will take place with a view to having new services from 1<sup>st</sup> October 2012. In the meantime existing providers have been asked to continue providing floating support services until 30<sup>th</sup> September. This has caused a budget pressure that will be met through the original monies set aside for the delivery of new services during late 2011/12.

### **2. Consultation and Communication**

- (2) A letter has been sent to all providers who tendered for the service highlighting the challenge and the decision to retender. A second communication has been sent to existing providers of floating support services asking them to continue with delivery until 30<sup>th</sup> September 2012. All have now agreed and confirmed in writing.

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

- (1) Any risk initially identified has been minimised through close communication with providers and service users remain unaffected with

existing providers agreeing to the continuation of services until the new services are retendered.

**4. Financial Implications**

- (1) The challenge to the procurement process and the decision to start the retendering process again has caused an additional budget pressure. This will be met through the £556k set aside for the delivery of new services during late 2011/12.

**5. Legal implications**

- (1) Supporting People are obligated to procure services in an open and transparent manner. Relevant legal advice has been sought and in the interests of fairness and transparency for all providers has been recognised that there is a need to start the tender process again.

**6. Conclusion**

- (1) The retendering of Floating Support services has resulted in 2 formal challenges during the 10 day stand still period. Following legal advice on the challenges it has been decided in the interests of fairness and transparency to for all the providers concerned to start the re-tender again. Floating Support services will continue in their current form until 30<sup>th</sup> September when the new services are expected to be in place. All providers who have been part of the retender process have been informed.

**Recommendations**

The Commissioning Body is asked to note that;

- 1) Floating support is being re-tendered. New contracts will be awarded in time for October 2012.

**Contact details -**

**Claire Martin**

**Head of Supporting People**

**01622 221179**

[Claire.Martin@kent.gov.uk](mailto:Claire.Martin@kent.gov.uk)

Appendix One Project Plan for Procurement

2012							Jan '12	Feb '12	Mar '12	Apr '12	May '12	Jun '12	Jul '12	Aug '12	Sep '12	Oct '12
ID	WBS	Task Name	Duration	Start	Finish	Resource Names										
1		<b>5.1 Floating Support</b>	<b>163 days</b>	<b>Thu 16/02/12</b>	<b>Mon 01/10/12</b>		<b>Floating Support</b>									
2	5.1.1	<b>Floating Support Tender Preparation</b>	<b>22 days</b>	<b>Thu 16/02/12</b>	<b>Fri 16/03/12</b>		<b>Floating Support Tender Preparation</b>									
3	5.1.1.1	Gather TUPE information	22 days	Thu 16/02/12	Fri 16/03/12	SP	<b>Gather TUPE Information</b>									
4	5.1.1.2	Develop procurement plan	10 days	Thu 16/02/12	Wed 29/02/12	Procurement	<b>Develop procurement plan</b>									
5	5.1.2	<b>Floating Support Tendering Process</b>	<b>31 days</b>	<b>Mon 19/03/12</b>	<b>Mon 30/04/12</b>		<b>Floating Support Tendering Process</b>									
6	5.1.2.1	Invite expressions of interest	10 days	Mon 19/03/12	Fri 30/03/12	SP	<b>Invite expressions of interest</b>									
7	5.1.2.2	Invite ITTs	1 day	Mon 02/04/12	Mon 02/04/12	SP	<b>Invite ITTs</b>									
8	5.1.2.3	Prepare tenders	20 days	Tue 03/04/12	Mon 30/04/12	Bidders	<b>Prepare tenders</b>									
9	5.1.2.4	Tender submission deadline	0 days	Mon 30/04/12	Mon 30/04/12	Bidders	<b>Tender submission deadline</b>									
10	5.1.3	<b>Floating Support Tender Evaluation</b>	<b>44 days</b>	<b>Tue 01/05/12</b>	<b>Fri 29/06/12</b>		<b>Floating Support Tender Evaluation</b>									
11	5.1.3.1	Evaluate tenders	25 days	Tue 01/05/12	Mon 04/06/12	SP Evaluation Panel	<b>Evaluate tenders</b>									
12	5.1.3.2	Prepare evaluation report	3 days	Tue 05/06/12	Thu 07/06/12	SP	<b>Prepare evaluation report</b>									
13	5.1.3.3	Review and agree evaluation decision	5 days	Fri 08/06/12	Thu 14/06/12	SP	<b>Review and agree evaluation decision</b>									
14	5.1.3.4	Notify tenderers of award decisions	1 day	Fri 15/06/12	Fri 15/06/12	SP	<b>Notify tenderers of award decisions</b>									
15	5.1.3.5	Standstill period	10 days	Mon 18/06/12	Fri 29/06/12	SP	<b>Standstill period</b>									
16	5.1.4	<b>Floating Support Transition Period</b>	<b>66 days</b>	<b>Mon 02/07/12</b>	<b>Mon 01/10/12</b>		<b>Floating Support Transition Period</b>									
17	5.1.4.1	Transition period	66 days	Mon 02/07/12	Mon 01/10/12	SP	<b>Transition period</b>									
18	5.1.4.2	Service start date	0 days	Mon 01/10/12	Mon 01/10/12	SP	<b>Service start date</b>									

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

**To:** Supporting People Commissioning Body 17 April 2012

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

**Classification:** Unrestricted

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### **Summary**

The Commissioning Body has agreed that HIAs and Handyperson services should be re-tendered in time for a relet of contracts on the 1<sup>st</sup> October 2012. The contracts with the current providers are to be extended by six months in order to facilitate the procurement of the new services. The Supporting People Programme will be hosting a Market Engagement Day on the 11<sup>th</sup> April 2012 to ascertain the level of provider interest in delivering this service. This will be followed by a competitive tendering exercise.

### **1. Introduction**

- (1) The Commissioning Body agreed in January 2012 for the commencement of the procurement process to start early April 2012 with the understanding that the final award of newly tendered contracts for Home Improvement Agencies and Handyperson Services begin on 1<sup>st</sup> October 2012. The use of £445k from reserves has been agreed in order to continue to contract with current providers from the 1<sup>st</sup> April 2012 to the 30<sup>th</sup> September 2012. The aim is to ensure that service users are able to continue to receive an uninterrupted service until the tender process is successfully completed.

### **2. The Procurement Process**

- (1) The Programme will be undertaking the final preparatory work in March 2012 in order to be in a position to commence the procurement process by the beginning of April 2012. One of the first key elements of this is the Market Engagement Day on the 11<sup>th</sup> April. This will enable prospective tenderers and key stakeholders to gain an understanding of the contracts, specifications, and procurement process that will be undertaken in order to enable contracts to be put in place by the 1<sup>st</sup> October 2012.
- (2) The Programme is currently in the process of understanding the requirements of the Districts and Boroughs in relation to the Disabled

Facilities Grant. This is in order to include an option in the retendering process relating to Disabled Facilities Grants if required.

- (3) The proposed configuration for the procurement, subject to the views and opinions determined at the market event 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
- (4) The tender evaluation will comprise of internal and external evaluators which will include representatives from two district/borough councils. Any district that is part of a tender submission process will not be involved in the evaluation of the tenders.

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

- (1) The Market Engagement Day will provide an excellent opportunity to ensure there is enough provider interest in tendering for the services and understanding their capabilities in relation to the expectations set out in the service specification.

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

- (1) The Commissioning Body agreed that existing services will continue to be funded pro rata at 2011/12 levels until the 30 September 2012. The objective is to ensure that customers continue to experience continuity of service, whilst new services are being procured. The risk of not undertaking a competitive retendering process will present significant budget pressures going forward and could result in a legal challenge from any provider looking for an opportunity to tender for this type of service.

### **5. Financial Implications**

- (1) 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.
- (2) A further £445k of investment (£345k for the twelve HIA/Handypersons services and for £100k for the Countywide Handypersons services) is required. It was proposed and agreed at the Commissioning Body on the 26<sup>th</sup> January 2012, that this is supported through the use of non recurring reserve funds.

### **6. Legal implications**

- (1) The Supporting People Programme is obligated to ensure services are commissioned in an open and transparent way. It is essential that a competitive procurement exercise is undertaken to minimise the risk of

any legal challenge and to ensure delivery of best value for money in the resulting contract.

## **7. Sustainability Implications**

- (1) The intention has been to ensure that the procurement process which incorporates 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 in the process of putting in place the key elements to ensure that the procurement exercise in relation to HIAs and Handypersons goes as smoothly as possible. It is anticipated that new services will be in place by the beginning of October 2012.

## **9. Recommendations:**

- |   |
|---|
| (1) The Commissioning Body is asked to note the update on progress. |
|---|

## **Background Documents**

**None**

## **Appendix A: Procurement Plan**

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

**To:** Supporting People Commissioning Body 17 April 2012

**Subject:** Extra Care Sheltered Accommodation

**Classification:** Unrestricted

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### **Summary**

The Commissioning Body received a report on extra care sheltered housing in January 2012. The decision was deferred to this meeting. The Core Strategy Group discussed extra care sheltered housing weekly rates at its meeting in March. The Core Strategy Group concluded that two options should be presented for consideration by the Commissioning Body. The options are to pay the same weekly rates in extra care sheltered housing as in sheltered housing with immediate effect **or** to pay double the weekly rate that it currently pays in sheltered housing for the first six months of 2012/13 allowing time for providers to make provision for any adjustment to services. This will result in payments to extra care sheltered housing providers at the same weekly rate as sheltered providers from the 1<sup>st</sup> October 2012.

## **1. Introduction**

1(1) The Commissioning Body asked for a decision to be deferred on the weekly rates to be applied to Extra Care Sheltered Housing at its last meeting and for further discussion to take place with the housing providers. The weekly rates within extra care sheltered housing have been subject to review by the Commissioning Body since January 2011. Extra Care Sheltered Housing weekly rates were discussed at the Core Strategy Group in March 2012.

## **2. The Core Strategy Group Meeting**

2(1) The Core Strategy Group discussed two options. One is to pay the same weekly rates as sheltered housing and the other is to pay twice the weekly rates as are currently paid within sheltered housing for a further period of six months to allow for transition arrangements to be implemented. The key elements of the discussion were:

- a. Concern that this matter has been discussed at length and that a previous decision made by the Commissioning Body will be subject to further delay
- b. Budgetary pressures to the Programme if the previous decision is deferred
- c. Budgetary pressures that will be borne by the providers
- d. The implication of a decision made by the Commissioning Body ahead of the conclusion of the review of Enhanced Care being conducted within Families and Social Care
- e. The requirement for providers to become registered care providers and to tender for any opportunities that might arise to provide social care services

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

3(1) Canterbury City Council has consulted with their residents and the outcome of the Supporting People funding decision will be to fund any differential in funding from their Housing Revenue Account. Moat Housing Society is intending to consult with their residents once the novation of their contracts has been agreed. West Kent Housing Association has not consulted with their residents. They are intending to fund services themselves. Orbit Housing has not consulted with their residents.

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

4(1) The Kent Supporting People Programme and Kent County Council's Families and Social Care Directorate have been working with extra care sheltered housing providers to identify any areas of service delivery that cannot be met by housing related support, health, housing management and social care.

4(2) Canterbury City Council has advised that if they do not receive the current £36 per service user per week they will need to recoup the funding from their Housing Revenue Account.

### **5. Financial Implications**

5(1) The Commissioning Body agreed that Extra Care Sheltered would be paid at a weekly rate of between £8.24 and £10.24 per service user per week. The budget build for 2012/13 has made provision for these weekly rates to be reflected within the contract values for Canterbury City Council, Moat Housing Society, Orbit South Housing Association, and West Kent Housing Association.

5(2) The Supporting People Programme is currently spending £470,531 on extra care sheltered housing. The change to the funding rates would reduce this spend to £128,940. If the Commissioning Body agrees to option one there would no budgetary pressure. If the Commissioning Body agrees to option two

there would be a budgetary pressure of £64,469 to allow for the transition to the new rate. This would require agreement on a one off non-recurring contribution from the reserves.

## **6. Legal implications**

6(1) There are no legal implications at this time.

## **7. Sustainability Implications**

7(1) The Supporting People Programme will work with the Families and Social Care Directorate and providers to ensure that services are sustainable and that the Programme continues to support the most vulnerable. Families and Social Care are looking at how they provide out of hours social care, and will be looking at introducing new models of service delivery. Supporting People, FSC, and extra care sheltered housing providers will need to work with each other to continue to evaluate the model of provision going forward.

## **8. Conclusion**

8(1) The Commissioning Body is asked to consider two options with different financial consequences. One is cost neutral, the other would incur a cost of £64,469. This would require agreement on a one off non-recurring contribution from the reserves.

**Option One** – That a weekly rate of either £8.24, or £9.24, or £10.24 is paid. This would be dependant on the Quality Assessment Grading of the service. The following rates would apply per service user per week:

- Canterbury City Council £9.24
- Moat Housing Society £10.24
- Orbit South Housing Association £9.24
- West Kent Housing Association £10.24

**Option Two** – That a weekly rate of either £16.48, or £18.48, or £20.48 is paid for the first six months of 2012/13. This would be dependant on the Quality Assessment Grading of the service.

- Canterbury City Council £18.48
- Moat Housing Society £20.48
- Orbit South Housing Association £18.48
- West Kent Housing Association £20.48

## **9. Recommendations**

9(1) The Commissioning Body is asked to agree either option one or two as outlined above.

*Name of Author:* Claire Martin  
*Title of Author:* Head of Supporting People  
*Date of Report:* 28.03.12

## **Background**

- 1. Commissioning Body Delivering the Savings Proposal Report January 2011**
- 2. Commissioning Body Delivering the Savings Impact Assessment Report March 2011**
- 3. Commissioning Body Minutes October 2011**
- 4. Commissioning Body Report Extra Care Sheltered Accommodation January 2012**

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

**To:** Supporting People Commissioning Body 17 April 2012

**Subject:** Access to Short Term Accommodation Based Supported  
Housing and Floating Support Services

**Classification:** Unrestricted

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### **Summary**

The Kent Supporting People Programme is working on the automation of access to short term accommodation based supported housing and floating support services. This paper provides an update on the status of work currently being undertaken by the Supporting People Programme. Discussions with Locata about the development of the tool indicate that the cost will be a maximum £10,000 to implement this.

## **1. Introduction**

- (1) The Commissioning Body agreed on 11 October 2011 that referrals to all short term accommodation based supported housing with the exception of women's refuges should be managed utilising a centralised referral mechanism within the Kent Home Choice system. Kent Home Choice is already managing a choice based lettings system provided by Locata on behalf of all the Local Housing Authorities and Housing Associations in Kent.
- (2) The Commissioning Body also agreed to automate the floating support centralised referral mechanism within the Kent Home Choice system. This is currently administered by the Supporting People Programme.

## **2. The Current Status of Implementation**

- (1) The Supporting People Programme has created a Task and Finish Group of providers. The Task and Finish Group are working with Supporting People to co-produce the processes, procedures and rules on which the referral mechanism for short term accommodation based supported housing will be based.

## **3. Consultation and Communication**

- (1) As part of the strategic review of access to short term accommodation based supported housing, the Programme consulted with a wide range

of stakeholders, including districts/boroughs, the Probation Service, providers and current service users. An Equality Impact Assessment was carried out.

- (2) Once the Task and Finish Group has concluded its work on the processes and procedures relating to access. A further consultation exercise with all key stakeholders including district and boroughs, providers, and service users will be undertaken.

#### **4. Financial Implications**

- (1) Discussions have been held with Locata about developing the tool required for automation. Locata has indicated that the cost of developing the automated referral system for both floating support services and short term accommodation based supported housing will be a one off cost of a maximum of £10,000. This presents a cost pressure on the current budget and would therefore have to be met through the use of reserve funds.

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

- (1) The Supporting People Programme will ensure a smooth and managed transition to the implementation of automation by Kent Home Choice/Supporting People of access to short-term accommodation-based supported housing and floating support services through continued monitoring and review.

#### **6. Conclusion**

- (1) The Supporting People Programme has commenced work to develop the tools required to implement centralised and automated referral mechanisms for both short term accommodation based supported housing and floating support services. The developer Locata has estimated that the cost of developing the mechanism will be a one off cost of a maximum of £10,000.

#### **Recommendations**

The Commissioning Body is asked to agree that;

The cost of the implementation for the automation of both the floating support and short-term accommodation based supported housing referral a mechanism is met through the use of reserve funds. This will be at a maximum cost of £10k.

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

**To:** Supporting People Commissioning Body 17 April 2012

**Subject:** Floating Support Impact Assessment

**Classification:** Unrestricted

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### Summary

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

The report covers the period November 2011 - February 2012 and shows that there are fewer people waiting for a service than before the capacity of services were reduced and waiting times remain lower than they were at that time.

### 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 overall despite the reduction in capacity. Both the number of people waiting and the length of their wait have remained lower than they were prior to April 2011.

### 2. Context

- (1) **Currently commissioned services** – There has been a small change in the number of floating support units commissioned as at 10.02.12 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

- (1) **Priority Band** – The programme accepted 752 applications for floating support during the period Nov 2011 - Feb 2012, a fall of 79 from the last report. **Appendix 2** shows an analysis of applications accepted during the period. Most of the referrals accepted were Band A (84%) as during the

period; action was taken to ensure that lower priority applications were redirected to more appropriate sources of help.

- (2) **Primary Client Group** – As in all previous analyses, the highest number of applicants (162) was those identified as Single Homeless with Support Needs, representing 22% of all of those made during the period - a figure consistent with last period. All but 4 of the applications for this group were given a priority of Band A. Of these applicants, 147 were living in temporary situations, including lodging with relatives or sofa surfing. Those requiring a generic service (102 applicants or 14%) and those with mental health problems (102 applicants or 14%) were the next most frequently received with 87 applications (12%) from those experiencing domestic abuse.
- (3) **Locality** – As in all previous analyses, more applications were received from applicants in east Kent (60%) than west Kent (40%). This distribution is consistent with previous reports. One again, more applications (124 or 16%) came from Thanet than any other district.

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

- (1) Applications can be passed to support services when vacancies within them arise. The number of applications passed to providers (812) has exceeded the number of new applications (752) received. **Appendix 3** shows that the result of this work is that 813 applications were referred on to providers for service delivery to begin.
- (2) In a reflection of demand, the greatest number of applications passed to providers were from those described as single homeless with support needs, mental health, generic and domestic abuse groups which collectively account for more than half (429 or 52%) of all referrals passed to providers.
- (3) The greatest number of referrals passed to providers was for people living in Thanet, Maidstone and Ashford. These referrals accounted for just over a third (34%) of all applications passed to providers.

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

- (1) An overview of the number and distribution of those waiting to receive a floating support service on 10.02.12 is attached at **Appendix 4**. Whilst the number of people waiting to receive a service has fallen significantly since the first assessment in May 2011, there has been a rise in the number of people waiting when compared with the previous period. The reason for this temporary rise is set out in the introduction of this report.

An analysis of the cases is provided below.

#### **6. Waiting time**

- (1) The waiting time for applicants to receive a service remains much reduced across all client groups and districts and boroughs since the first analysis in May 2011. Most Band A referrals (89%) have been waiting 1 month or less. Almost all Band A referrals have been waiting less than 12 weeks to receive a

service, with the exception of 7 applications where this date has been exceeded.

- (2) In some of these 7 cases, applications were made whilst the individual was in supported housing and therefore ineligible for floating support because they were already in receipt of housing related support in a supported housing or sheltered context. In the remaining cases the individual's support needs at point of referral were identified at a lower band and lower priority. For instance, at point of application, they may have needed help with managing money (Band B) but they have now identified that they are subject to domestic abuse or harassment (Band A). Each of these cases is now eligible for a service at Band A, but the date of the original application gives the appearance of having waited at this band for period of over 12 weeks.

## **7. Primary Client Group**

Since the last report the number of people waiting at the end of the period fell or remained the same in six client groups, including those with drug or alcohol problems and young people leaving care. There has been an increase in the number of people waiting in all other client groups with the largest increases in domestic abuse (38 people waiting) generic (31 people waiting) and single homeless (46 people waiting). Despite these small temporary increases, there are still significantly fewer people waiting in these groups than in the first analysis in May 2011.

## **8. Locality**

- (1) The number of people waiting fell in each district/borough during the period compared with the first analysis, however due the features earlier described, there have been small temporary rises in seven of these areas.
- (2) Of those waiting, a greater number are waiting in east Kent (169) than in the west of the county (48). Thanet has the highest number of people waiting in any one district (45 people, or 20%).
- (3) The programme has continued to assertively manage the referrals that have been assessed in lower priority i.e. Band B and C and signpost these referrals to enable the applicant to access the help they need without waiting any further.
- (4) Where relevant, new applicants whose support needs fall into these lower priority bands have similarly been signposted to district-specific help that is more appropriate to their needs.
- (5) The programme is currently consulting with partners with a view to continuing and enhancing this approach in the future protocols and processes devised for floating support. Current providers have already indicated their support the principles of the revisions and made suggestions for enhancements to the processes, tools and procedures to be used. The consultation with stakeholders will continue and recommendations will be brought to the Core Strategy Group in its June meeting.

- (6) The protocols will take account of the automation of the referral mechanism for floating support which is discussed in a further report on this agenda.

## **9. 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 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, that is to say that the non-renewal of district-based services has not had an impact on the number of people waiting or upon waiting times.
- (3) There has been a significant reduction in waiting times for the most urgent referrals since April 2011, 89% of these referrals receive a service in 1 month or less.
- (4) New floating support services are commencing in October 2012 and there are contingency arrangements for the continuation of services in the meantime.
- (5) Individuals who have non-urgent needs or who do not require a housing related support service have been enabled access alternative sources of help to meet their needs.
- (6) Consultations with providers and stakeholders are being undertaken in order that the principles, processes and procedures for floating support can be revised. The revisions will take into the account the future automation of the referral mechanism.

### **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 10.02.11**

**Appendix Two Analysis of Applications Received**

**Appendix Three Applications Referred to Providers**

**Appendix Four Analysis of Waiting List at 10.02.12**

## Appendix One      Analysis of current commissioned services as at 10.02.12

Primary Client Group	West	East	Kent	Grand Total
Alcohol Problems	50			50*
Domestic Abuse	108	88		196*
Drug Problems	53	66		119
Generic	275	258	90	723
HIV / AIDS			22	22
Homeless Families	78	91		169
Mental Health	82	148		230*
Offenders	30	25		55
Older people			168	168
Phys/Sens Dis			36	36
Rough Sleeper	32	47		79
Teen Parents	47	69		116*
Young People at Risk	24	134		158*
<b>Total</b>	<b>779</b>	<b>1026</b>	<b>316</b>	<b>2121</b>

(36.7%)    (48.4%)    (14.9%)

\* 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
East	Ashford	65	8	2	75
	Canterbury	63	11	1	75
	Dover	50	7	1	58
	Shepway	58	8	1	68
	Swale	38	14	2	54
	Thanet	110	12	2	124
	East total	384	60	9	454
West	Dartford	43	8	1	52
	Gravesham	46	6		52
	Maidstone	45	14	3	62
	Sevenoaks	30	3	2	35
	T/Wells	47	8		55
	Ton & Mall	38	4		42
	West Total	249	43	6	298
	All Kent	633	103	15	752

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

	SUDistrict	Alcohol	Domestic Abuse	Drug Problems	Families	Frail Elderly	Generic	Men Dis Off	Offenders	Older people	OP MH	Learning Dis	Mental Health	Phys/Sens Dis	Refugees	Rough Sleeper	Single Homeless	Teen Parents	Traveller	YP Risk	YP Care	Grand Total
East	Ashford		10	1	13		11	1	3	1			8	1			14	3		8	1	75
	Canterbury	4	7	2	2		13		1	3		4	11	2			14	4	1	6	1	75
	Dover	1	5		2		15		1	1	1	1	6				18	1		6		58
	Shepway	2	11	2	2	2	5			4	1	3	7	3			13	4		7	1	68
	Swale		14		1		4			3	1	3	8	4			9	2		2	3	54
	Thanet	2	11	2	8	2	15		4	4	3	1	16	5			29	6		10	6	124
	East Total	9	58	7	28	4	63	1	9	16	6	12	56	15	0	0	97	20	1	39	12	454
West	Dartford	4	2		3		5			2		2	5		1	1	19	2		5	1	52
	Gravesham	3	4		7		8			1			10				14			4	1	52
	Maidstone	3	7		1		7					1	8	6			13	12		4		62
	Sevenoaks		2	1	1		6	1	2	1			9	2			6			4		35
	Tonbridge & Malling	1	11	1	2	1	9			1		1	11	2			4	5		6		55
	Tunbridge Wells	1	3	1			4	1	6	1		2	3	3		1	9	3	1	3		42
	West Total	12	29	3	14	1	39	2	8	6	0	6	46	13	1	2	65	22	1	26	2	298
	Grand Total	21	87	10	42	5	102	3	17	22	6	18	102	28	1	2	162	42	2	65	14	752



### Appendix Three Applications Referred to Providers

	Band			Total
	A	B	C	
Alcohol	20	5	1	26
Domestic Abuse	80	1		81
Drug Problems	16	2		18
Families with Support Needs	39	2		41
Frail Elderly	2	2	1	5
Generic	77	17	1	95
Men Disordered Offenders	3			3
Offenders	19	6	2	27
Older people mental health dementia	8			8
Older people	19	23	6	48
Physical/Sensory Disability	17	12	2	31
Learning Disability	13	8		21
Mental Health Problems	74	25	5	104
Refugees		1		1
Rough Sleeper	4			4
Single Homeless	148	1		149
Teenage Parents	32	19	3	54
Traveller	1			1
Young People at Risk	61	14	1	76
Young People Leaving Care	18	2		20
<b>Grand Total</b>	<b>651</b>	<b>140</b>	<b>22</b>	<b>813</b>

## Appendix Four

Analysis of numbers of people waiting at 10.02.11 to receive a service by district/borough and primary client group

	Ashford	Canterbury	Dartford	Dover	Gravesham	Maidstone	Sevenoaks	Shepway	Swale	Thanet	Tonbridge & Malling	Tunbridge Wells	Total
Alcohol Problems		2		1						1			4
Domestic Abuse	5	4		2	1		2	7	9	8			38
Drug Problems	1									1	1		3
Families with support needs	6		1	1	3			2	1	1			15
Frail Elderly										1			1
Generic	5	6	1	5	1	2	2	2		6		1	31
Learning Disability		1	1	2					1	1		1	7
Mental Health	2	7	1	1	2		1	4		5	2	1	26
Offenders	1	1		1						3		2	8
Older people	1							2					3
Older People Mental Health/Dementia								1					1
Phys/Sens Disability						1	1		1	2			5
Single Homeless	5	7		8	1	2		7	2	12		2	46
Teen Parents				1		2			2	3	5	1	14
Traveller		1											1
Young People Care									1				1
Young People Risk	1	3	2		2	2		1		1	1		13
<b>Total</b>	<b>27</b>	<b>32</b>	<b>6</b>	<b>22</b>	<b>10</b>	<b>9</b>	<b>6</b>	<b>26</b>	<b>17</b>	<b>45</b>	<b>9</b>	<b>8</b>	<b>217</b>



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

**To:** Supporting People Commissioning Body 17 April 2012

**Subject:** Performance Management

**Classification:** Unrestricted

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### **Summary**

This report highlights the aspects of performance management within the Supporting People programme. The streamlining of data collection to minimise the administration for both the providers and the programme is in progress and will be finalised for reporting to the next meeting of the Commissioning Body. The key performance indicators that relate to people maintaining or achieving independence have been achieved again in Quarter 3 of 2011/12. Recommendations are set out as to how these targets can be revised for 2012/13. The programme has funded 10,421 contracted household units relating to community alarms. It has contributed to over 2180 handyperson/HIA interventions. It has also delivered housing related support services to just under 11,000 vulnerable people within sheltered, supported and floating support services.

### **1. Introduction**

- (1) This report contains information relating to the revised framework for the performance management within the programme as recommended by the Supporting People Performance Management Task and Finish group. Further enhancements will be implemented in the next report.
- (2) The changes to data collection requested by the Task and Finish Group are in progress and will be in use by the time the next report is delivered. These were outlined at the last Commissioning Body meeting.

### **2. Context**

- (1) An analysis of the currently commissioned services and the cost is supplied in **Appendix 1.**

### **3. Key Achievements**

- (1) Since the last report the providers' achievements are as follows:-
  - Providers of sheltered, supported accommodation and floating support services have helped just under 11,000 people to attain or maintain independence during Quarter 3.

- The key performance indicator target of 71% set for short term accommodation based services (KPI2) has been met.
- The key performance indicator target of 98% set for long term accommodation based services and floating support (KPI1) has been met
- Utilisation has continued to improve on the position in the same period last year and on the previous quarter, with the most significant improvements in floating support services.
- The proportion of the programme's services that have attained quality grade B or above has remained stable at 73%.
- In a sample of service users in long term services, providers were able to achieve 92.6% of the support needs that service users identified in their support plans in the first six months of the year.
- Providers have achieved 82.6% of the support needs of those who left short term services in the first three quarter of the year.

#### **4. Revision of Key Performance Indicator targets**

- (1) Providers have been able to improve performance against KPI1 in long term accommodation-based services and floating support services. The overall target KPI1 of 98% has been achieved only in the last two quarters. The target will continue to remain a challenge to achieve and this should be taken into account in any future revision. Taking into account performance of these services over the last two years, a revised overall target of 98.2% for 2012/13 would remain demanding for these services to achieve as a whole, but is deliverable.
- (2) Most short term accommodation-based services have consistently exceeded the 71% target set by the Commissioning Body over the last two years. It is likely that the programme will continue to be able to achieve overall KPI2 figures of over 71% and it is recommended that the target is revised for 2012/13. a revised target of 80% would be a significant stretch and challenge for 2012/13 but is likely to be deliverable
- (3) As successful, planned, move-on from accommodation-based services is reliant upon new accommodation being found for the service user to move into, the Core Strategy Group is advised that any stretch target will present challenges in the current climate and in the context of the future central government policy changes to welfare benefits as outlined in the scoping paper to the last Commissioning Body. The revised target is likely to be a particular challenge for very short term services such as those for single homeless with support needs

#### **5. Conclusion**

- (1) Most providers of sheltered housing, floating support and supported accommodation have met their overall targets for both Key Performance Indicators 1 and 2, which relate to people attaining and maintaining independence. There have been notable improvements in floating support services.
- (2) The improvements in performance have led to just under 11,000 vulnerable people to be supported in quarter 3 in 10,393 household units of sheltered and supported accommodation and floating support.
- (3) The proportion of programme's services that have reached quality grade B or above continues to increase, with 73% now exceeding the minimum grade.
- (4) The programme has the opportunity to revise the targets for its key performance indicators and these targets are recommended to be 98.2% for KPI1 and 80% for KPI2.

### **Recommendations;**

The Commissioning Body is asked to:

1. Note the report
2. Agree to a revision of the Key Performance Indicators for floating support and accommodation based services: 98.2% for KPI1 and 80% for KPI2.

### **Background Documents**

None`

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**Appendix 1 Contractual Information**

**Appendix 2 Key Performance Indicators**

**Appendix 3 Destination data - Quarter 3 (Oct-Dec 2011)**

**Appendix 4 Utilisation data**

**Appendix 5 Quality Assessment Framework**

**Appendix 6 Outcomes**

## Appendix 1 Contractual Information

Service Type	Contracted	Units
Community Alarms	870,978	10,421
Extra Care	470,532	254
Floating Support Service	5,893,669	2,206
HIA	1,578,689	3,243*
Long Term Accommodation	5,675,072	563
Sheltered Housing	3,538,418	6,255
Short Term Accommodation	12,949,312	1,128
<b>Total Contracted</b>	<b>30,976,670</b>	<b>24,070</b>

*As at close of quarter 3*

*\* definition of “unit” in HIA services is subject to variation*



## Appendix 2 Key Performance Indicators

### Key Performance Indicator 1 Quarter 3 (Oct-Dec 2011)

- (1) As anticipated in the last report, the programme has again attained its target of 98% against **Key Performance Indicator 1** (KPI1) in quarter 3 (Oct-Dec) of 2011/2012 (Figure 1) in both Floating Support and Accommodation based services

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

KPI 1	Q3 2010/11	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12
Accommodation (long term)	97.4	97.6	98.9	98.7	98.4
Floating Support	94.4	90.7	92.3	97.2	98.2
<b>Overall KPI1</b>	<b>96.1</b>	<b>94.9</b>	<b>97.6</b>	<b>98.3</b>	<b>98.4</b>

(132 services)

### Key Performance Indicator 2 - Quarter 3 (Oct-Dec 2011)

- (1) The Programme's performance against the target for Key Performance Indicator 2 (KPI2 - **the percentage of planned departures from short term accommodation services**) continued to exceed the 71% target set by the Commissioning Body in quarter 3.

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

KPI2	Q3 2011/12	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12
Accommodation (Short Term)	80.7	79.6	83.0	<b>79.5</b>	<b>81.4</b>
Floating Support (1 service)	80.6	83.0	93.8	<b>80.1</b>	<b>81.2</b>
<b>Overall KPI 2</b>	<b>80.7</b>	<b>80.0</b>	<b>85.7</b>	<b>79.7</b>	<b>81.4</b>

(91 services)

- (2) In all services that fell below the target in quarter 3, the small number of people who left during the quarter amplified the effect of any unplanned departures.

### Appendix 3 Destination data - Quarter 3 (Oct-Dec 2011)

- (3) Most people left Supporting People services in a successful, planned way having been supported to achieve greater independence. Of the 259 planned moves from short term services, 135 were made into the social rented sector. Of those leaving long term and outreach services 68 entered the social rented sector.

**Figure 3 Departures destinations achieved in Quarter 3**

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

Departure Reason	Total
Moved into Independent accommodation/completed support programme	390
Planned - Supported/Sheltered Housing	83
Planned - Institutional care e.g. Hospice, Hospital, residential care.	57
Planned – Private rented	41
Planned - Local Authority	12
Planned - Staying with friends/Family	28
Planned - B&B	5
Planned-RSL	3
Planned - Home	3
Unplanned - Other/Unknown	54
Died	85
Unplanned - Taken into custody	10
Unplanned - Abandoned Tenancy	4
Unplanned - Staying with friends/family	2
Unplanned - Sleeping Rough	1
<b>Total</b>	<b>778</b>

#### Short Term accommodation (KPI2)

Departure Reason	Total
Planned - Staying with friends/Family	72
Planned - Local Authority	61
Planned - Supported/Sheltered Housing	49
Planned – Private rented	34
Planned-RSL	25
Planned - Home	7
Planned - B&B	1
Planned - Owner/Occupier	3
Planned - Institutional care e.g. Prison, Hospice, Hospital, care.	7
Unplanned - Staying with friends/family	24
Unplanned - Abandoned Tenancy	15
Unplanned - Other/Unknown	13
Unplanned - Evicted	13
Unplanned - Taken into custody	11
Unplanned - Sleeping Rough	2
Died	2
Unplanned - Local Authority	2
Unplanned – Private Rented	2
Unplanned - B&B	1
Unplanned - Supported Housing	1
<b>Total</b>	<b>345</b>

## Appendix 4 Utilisation

(1) Utilisation is a measure of how 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

(2) In **floating support services** utilisation of 80% and above is indicative of good performance. Utilisation of over 100% can be achieved, but persistent performance at this level should be cross-referenced with other performance data to ensure that outcomes are not compromised.

(3) **Figure 4 Service Indicators Utilisation by quarter**

	Floating Support	Accommodation Based Service
Quarter	Utilisation	Utilisation
2010/11 Q3	79.1	93.2
Q4	60.1	93.9
2011/12 Q1	70.2	93.7
Q2	78.6	95.1
Q3	83.1	95.9

(4) In **accommodation-based services** utilisation levels of 90% and above are anticipated in supporting people commissioned services. Utilisation should not exceed 100%.

(5) Services reported on the utilisation of 10,393 household units in floating support and supported accommodation during quarter 3. Over 10,633 vulnerable people in Kent were supported by the programme to achieve or maintain independence in floating support or accommodation based services within these units. When final data is available for this quarter it is likely to reveal that this figure is nearer 10,900.

## Appendix 5 Quality Assessment Framework

- (1) Visits to a further 20 services have been concluded in quarter 3. Figure 6 below shows the grade awarded as a result of these visits and the current grades of all visited services.

**Figure 6 Grades awarded following validation visits 2009/present**

Visits conducted in current contracting cycle 2009/11	A	B	C	Not graded	Total
Existing Grade	87	50	17	52	206
Self assessed grade	98	49	19	40	206
Final grade Awarded	97	47	56		206

**Figure 7 Current grades of live services**

Service Type	A		B		C		D		Ungraded		Total
Short Term Accommodation	39	45%	21	24%	18	21%	0	0%	9	10%	87
Long Term Accommodation	38	39%	18	18%	34	35%	0	0%	8	8%	98
Floating Support	26	67%	8	21%	4	10%	0	0%	1	3%	39
Total	103	46%	47	21%	56	25%	0	0%	18	8%	224

*Live services as at 01 March 2012*

## Appendix 6 Outcomes

- (1) A summary of the **outcomes achieved in short term services** such as supported housing and floating support up to during quarter 3 (April - December 2011) across the five themed domains is supplied in Figure 8 below.

**Figure 8 Performance of floating support and short term accommodation based services against the Outcomes Framework April 2011 – December 2011 (Q1 – 3)**

**Total 2256 individuals**

Type of Support	Number of individuals who required this support (of 2256 individuals)	Number of individuals who had successfully achieved this outcome at point of departure	As a % of those who required this support
<b>Achieving Economic Wellbeing</b>			
To maximise Income	1767	1658	94%
To reduce debt	1003	805	80%
To obtain paid work	629	216	34%
<b>Enjoy and Achieve</b>			
To participate in training/education	815	584	72%
To participate in informal learning	515	449	87%
To participate in work-like activities	451	318	71%
To establish contact with external groups	1315	1229	93%
<b>Be Healthy</b>			
Manage physical health	948	845	89%
Manage mental health	1116	959	86%
Manage substance misuse issues	691	492	71%
Technology helping to maintain independence	114	107	94%
<b>Stay Safe</b>			
To maintain their accommodation	1224	1017	83%
To secure/obtain settled accommodation	1602	1225	76%
To comply with statutory orders	386	298	77%
To better manage self harm	227	203	89%
To avoid causing harm to others	193	162	84%
To minimise risk of harm from others	529	486	92%
<b>Make a positive Contribution</b>			
To develop confidence and choice	1374	1248	91%

- (2) Providers made returns in respect of 2256 individuals who left short term services from April to December 2011. The number of outcomes each

individual may seek during their stay within the service will vary and almost all service users seek more than one outcome whilst they are using the service. Supporting People services have successfully delivered 82.6% of the outcomes sought by service users on their individual support plans.

- (3) A analysis of the **outcomes achieved in long term services** such as sheltered housing and supported accommodation up to Quarter 2 (Apr 11 – Oct 11) across the five themed domains is supplied in Figure 9 below. The returns received to date relate to a sample of 209 individuals. The data shows that Supporting People services have successfully delivered 92.6% of all outcomes sought by service users as part of the support planning process.

**Figure 9 Performance of long term accommodation based services against the Outcomes Framework April 2011 – October 2011 (Q1 – 2)**

**Sample size 209 individuals**

Type of Support	Number of individuals who required this support)	Number of individuals who had successfully achieved this outcome	As a % of those who required this support
<b>Achieving Economic Wellbeing</b>			
To maximise Income	130	127	98%
To reduce debt	16	11	69%
To obtain paid work	11	1	9%
<b>Enjoy and Achieve</b>			
To participate in training/education	27	17	63%
To participate in informal learning	49	45	92%
To participate in work-like activities	23	15	65%
To establish contact with external groups	90	83	92%
<b>Be Healthy</b>			
Manage physical health	110	103	94%
Manage mental health	35	34	97%
Manage substance misuse issues	2	1	50%
Technology helping to maintain independence	150	147	98%
<b>Stay Safe</b>			
To maintain their accommodation	83	81	98%
To secure/obtain settled accommodation	15	13	87%
To comply with statutory orders	3	3	100%
To better manage self harm	6	5	83%
To avoid causing harm to others	11	11	100%
To minimise risk of harm from others	32	32	100%
<b>Make a positive contribution</b>			
To develop confidence and choice	68	68	100%

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

**To:** Supporting People Commissioning Body 17 October 2011  
re Strategy Group 20 March 2012

**Subject:** Finance Outturn – January 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 January 2012.

The forecast net expenditure to March 2012 has decreased significantly by £540k mainly as a result of receiving a formal challenge to the floating support tendering process. The service is currently forecasting an under-spend of £766k as follows:

	<u>Budget</u>	<u>Forecast</u>	<u>Variance</u>
	<u>£k</u>	<u>£k</u>	<u>£k</u>
Commissioned Services	30,976.7	30,316.0	(660.7)
Admin- Support Team	659.0	553.8	(105.2)
Total	31,635.7	30,869.8	(765.9)

### 1. Report

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

### 2. Commissioned Services,

- (1) The forecast contracted expenditure to March 2012 has decreased £496k in January to £30.3m as a result of:

- I. KCC receiving a formal challenge on the process of retendering of floating support services - £556k. The new contracts were due to commence beginning of February 2012 but will now be retendered from October 2012.

II. Provision for back payment to a service provider 777 alarm units (£60k) from April 2011.

(2) A summary of the forecast outturn by service type is provided in Appendix (1).

**3. Supporting People Team**

(1) The support team forecast outturn has also decreased this month by £45k to £554k following a revision of agency and finance support costs.

**4. Reserve Balances.**

(1) Appendix (1) provides a summary overview of the reserve balances for 2011/12. KCC core budget for 2011/12 is £29.8m and with net forecast expenditure totalling £30.8m the estimated drawdown on reserves is £0.95m. This leaves an estimated £2.2m on account at yearend of which £0.5m has been allocated to support the HIA contracts in 2012/13.

**5. Recommendations**

- (1) The Supporting People Commissioning Body is asked to note:
- The above report and Appendix (1)
  - Forecast expenditure to March 2012 of £30.8m with an estimated drawdown on reserves for 2011/12 of £0.95m
  - Estimated balance on reserves at year end is £2.2m of which £0.5m is committed in 2012/13

**Contact details:**

Hud Manuel

Finance Manager, KDAAT, YOS, & Supporting People

KCC Customer and Communities Directorate

01622 694285/221676



**1.) Commissioned Services - Forecast Outturn as at January 2012**

Data	Community Alarms	Extra Care	Floating Support Service	HIA	Long Term	Sheltered	Short Term Accomodation	Grand Total
Budget	871.0	470.5	5,893.7	1,578.7	5,675.1	3,538.4	12,949.3	30,976.7
Forecast Outturn	878.8	470.5	6,399.5	1,578.7	5,518.7	3,700.6	11,769.3	30,316.0
Variance - £k	7.8	0.0	505.8	0.0	(156.3)	162.1	(1,180.1)	(660.6)

**2.) Finance Summary****2.1) Summary Outturn 2011/12**

	Commissioned Services £k	Commissioning Team £k	Total £k
Gross Expenditure (January)	30,316.0	553.8	30,870
<i>Income</i>			
KCC Area Base Grant	(29,821)		(29,821)
Prior year repayment	(96)		(96)
			0
Drawdown From Reserves	398.6	553.8	952.4

**2.2) Reserves Balances**

	2011/12 £k
Opening Balance	3,178
Drawdown 2011/12	
<i>Estimated commitments:</i>	
Commissioned Services	(952)
Locator contribution (to be confirmed)	(11)
Forecast Closing Balance	2,214.8

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

**To:** Supporting People Commissioning Body.

**Subject:** Supporting People funding 2012-13

**Classification:** Unrestricted

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### **Summary**

The core Kent County Council (KCC) funding allocation for KCC Supporting People in 2012-13 is £25.7m which includes administration of £0.5m. Planned expenditure totals £25.6m and the following report sets out how this is currently allocated by service.

For 2012/13 the finance report will include two activity performance indicators to provide a more informed and quantitative analysis of the funds invested. Over the coming months this reporting framework will be developed by the Team to form part of the standard monthly/quarterly reporting framework for Supporting People.

### **1. Report**

The Kent County Council (KCC) funding allocation for Supporting People in 2012-13 is £25.7m which includes the final instalment (£4m) of the £7m efficiency savings agreed in 2009/10 for delivery by 2012/13. The following report and attached appendices provide a summary overview of draft funding allocations and key financial performance indicators for this coming financial year. (Appendix 1 & 2)

The retendering of services from October 2012 for 6 months is provisionally set at just under £1.7m. The cost of supporting existing contracts to September 2012 is funded from reductions to some existing contracts and planned reduction to the Administration Team budget.

### **2. Performance Monitoring**

From 2012/13 activity data is to be included within the finance paper to show more clearly the relationship between the two and how these are performing on a quarterly basis.

The attached Appendix (1) shows the budgeted spend and the number of units (Capacity) commissioned for 2012/13 for each of the 7 service types shown. This will be updated quarterly to show the forecast outturn and the number of units delivered/ accessed (Usage).

The “Unit” number shown is unique to that service type, ie alarm, hours delivered, or number of beds available etc. There are no “units” set for the Home Improvement Agency because there is currently no specific unit of delivery measurement.

Appendix (2) provides the budget allocations and capacity units by area/district.

## **Reserve Balances.**

As stated previously in the 2011/12 outturn finance paper the estimated balance at year end is £2.2m of which £0.5m has been allocated to support the HIA contracts in 2012/13.

## **2. Recommendations**

The Supporting People Core Strategy Group is asked to note:

- The above report and appendices (1) and (2)
- KCC 2012/13 budget allocation is £25.7m of which planned expenditure is £25.6m
- Estimated balance on reserves net of commitments is £1.7m at 1 April 2012
- The inclusion of summary activity in future finance reports

## **Contact details –**

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Finance Manager, KDAAT, YOS, & Supporting People

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**Appendix 1:**

Funding and Capacity 2012/13	FINANCIAL			ACTIVITY				
	Budgeted	Forecast Outturn	Variance	Budgeted Capacity	Actual	Usage	KPI 1	KPI 2
	£	£	£	Units	Units	%	%	%
Community Alarms	478,926	478,926	0	8,955			-	-
Extra Care	128,940	128,940	0	254			98%	-
Floating Support Service	5,843,300	5,843,300	0	1,942			98%	-
HIA	1,134,017	1,134,017	0	-	-	-	-	-
Leaseholders	21,000	21,000	0	-	-	-	-	-
Long Term	4,453,918	4,453,918	0	550			98%	-
Sheltered	2,852,836	2,852,836	0	5,695			98%	-
Short Term Accommodation	10,677,801	10,677,801	0	1,126			-	80%
<b>Total</b>	<b>25,590,738</b>	<b>25,590,738</b>	<b>0</b>					

## 2012/13 Budgeted Allocations and Capacity Units

( Note 1)

	Com Alarms		Extra Care		Floating Support		HIA	Long Term		Sheltered		Short Term Accm'dn		2012/13	
District	Budget	Units	Budget	Units	Budget	Units	Budget	Budget	Units	Budget	Units	Budget	Units	Budget	Units
Ashford	38,385	818					28,723	153,787	34	183,666	344	306,581	32	711,142	1,228
Canterbury	39,699	448	65,158	132			28,723	100,031	13	148,224	345	1,435,644	134	1,817,479	1,072
Dartford	24,871	530					28,723	302,238	56	280,263	530	378,822	77	1,014,916	1,193
Dover	46,879	777					28,723	84,303	7	172,988	324	853,960	65	1,186,853	1,173
Gravesham	51,243	650					28,723	69,404	23	226,434	470	342,083	47	717,886	1,190
Maidstone	45,894	789					28,723	716,638	61	418,054	783	1,373,053	156	2,582,362	1,789
Sevenoaks	36,227	772	51,256	96			28,723	234,638	25	127,071	238	452,137	35	930,052	1,166
Shepway	41,764	890					28,723	570,045	65	281,735	531	358,487	33	1,280,754	1,519
Swale	45,471	969					28,723	134,467	24	110,520	207	1,084,834	175	1,404,015	1,375
Thanet	13,937	297	12,526	26			28,723	749,877	79	122,852	255	452,426	39	1,380,342	696
Tonbridge & Malling	11,544	246					28,723	171,187	18	123,868	232	332,507	36	667,828	532
Tunbridge Wells	19,240	410					28,723	493,282	54	194,917	395	714,686	91	1,450,848	950
East Kent	610	13			2,084,240	993				5,585	13	259,811	23	2,350,246	1,042
West Kent					1,380,608	671		428,372	42			187,553	13	1,996,532	726
County	63,162	1,346			2,378,452	278	789,345	245,650	49	477,658	1,028	2,145,217	170	6,099,483	2,871

Note1: - Short Term Accommodation services are not restricted to that district/area and are accessible to all clients across the County

## Supporting People in Kent – Glossary of Terms

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

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



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

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

Abbreviation or Term	Description
Supporting People Distribution Formula	A formula developed by the CLG to decide how much Supporting People grant each Administering Authority will be allocated
Supporting People Grant	Money from the government to pay for the housing related support services under the Supporting People programme
Supporting People	The programme came into effect on the 1st April 2003 to deliver housing-related support services to vulnerable people through a single funding stream, administered by local authorities according to the needs of people in their area
Supporting People Five Year Strategy	The strategy is a five year plan giving detailed supply and needs mapping information across the county in relation to the various vulnerable client groups that the Supporting People programme assists
Support Provider	The organisation providing housing related support services paid for by Supporting People. Organisation types include registered social landlords, voluntary sector organisations, local authorities, charities and the private sector
Support Service	A service eligible for funding through Supporting People. This could include advice on maintaining a tenancy, help with filling in forms, help with keeping accommodation safe and secure etc.
Tenant Services Authority (TSA)	The TSA is the regulatory body for social housing. Having formed on 1 December 2008, the TSA took over the regulatory powers of the Housing Corporation.
Tenure neutral	Tenure neutral floating support services means that support can be offered to an individual regardless of the sort of housing they live in e.g. private rented, social housing, owner occupied.
Triple Aim	<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 and was agreed.
	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 was 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	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

Date	Report title	Risk identified	Update
		Programme's investment and development. This enables 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	responsibilities that the team will be undertaking
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.	<b>See April 2012</b>  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 approved 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.
	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 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.
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 during the new financial year

Date	Report title	Risk identified	Update
April 2012	Floating Support	The Commissioning Body agreed to the tendering of all floating support services in June 2011. The County Council commenced a tendering process and reached the stage when it awarded contracts. There were 2 separate formal challenges on the process during the standstill period. Following investigation and seeking legal advice it was considered appropriate to start the re-tendering process and this was communicated to all relevant provider groups. In the meantime current providers have been asked to continue providing floating support services until the end of September 2012 when the new services will be in place.	Any risk initially identified has been minimised through close communication with providers and service users remain unaffected with existing providers agreeing to the continuation of services until the new services are retendered. The challenge to the procurement process and the decision to start the retendering process again has caused an additional budget pressure. This will be met through the £556k set aside for the delivery of new services during late 2011/12.
	HIA and Handy Person	The Commissioning Body has agreed that HIAs and Handyperson services should be re-tendered in time for a relet of contracts on the 1 <sup>st</sup> October 2012. There is potential for service to be interrupted when current contracts end on 31 March 2012 and newly tendered services are let in October 2012.	The contracts with the current providers are to be extended by six months in order to facilitate the procurement of the new services. A Market Engagement Day on the 11 <sup>th</sup> April 2012 to ensure there is provider interest in delivering this service. This will be followed by a competitive tendering exercise.
	Extra Care Sheltered Accommodation	The Commissioning Body received a report on extra care sheltered housing in January 2012. The decision was deferred to the April meeting. The Core Strategy Group discussed extra care sheltered housing weekly rates at its meeting in March. The Core Strategy Group concluded that two options should be presented for consideration by the Commissioning Body. The options are to pay the same weekly rates in extra care sheltered housing as in sheltered housing with immediate effect <b>or</b> to pay double the weekly rate that it currently pays in sheltered housing for the first six months of 2012/13 allowing time for providers to make provision for any adjustment to services. This will result in payments to extra care sheltered housing providers at the same weekly rate as sheltered providers from the 1 <sup>st</sup> October 2012.	<p>The Programme and Kent County Council's Families and Social Care Directorate have been working with extra care sheltered housing providers to identify any areas of service delivery that cannot be met by housing related support, health, housing management and social care.</p> <p>The Programme will work with the Families and Social Care Directorate and providers to ensure that services are sustainable and continue to support the most vulnerable. Families and Social Care are looking at how they provide out of hours social care, and will be looking at introducing new models of service delivery. Supporting People, FSC, and extra care sheltered housing providers will need to work with each other to continue to evaluate the model of provision going forward</p>
	Access to Short Term Accommodation Based Services and Floating Support	The Programme is working on the automation of access to short term accommodation based supported housing and floating support services. Discussions with Locata about the development of the tool indicate that the cost will be a maximum £10,000 to implement this	The Supporting People Programme will ensure a smooth and managed transition to the implementation of automation by Kent Home Choice/Supporting People of access to short-term accommodation-based supported housing and floating support services through continued monitoring and review

