



AGENDA

SUPPORTING PEOPLE IN KENT COMMISSIONING BODY

Thursday, 11th October, 2012, at 2.00 pm

Ask for: **Geoff Mills**

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

Telephone **(01622) 694289**

1. Apologies
2. Introductions
3. Minutes of meeting of the Core Strategy Group held on 10 September 2012 (Pages 1 - 4)
4. Minutes of the meeting of the Commissioning Body held on 23 July 2012 (Pages 5 - 8)
5. Presentation of offender case studies (Oral)
6. Update on outcome of Floating Support and Home Improvements & handyman Services tenders (Oral)
7. Update on outcome of the tender process for a teenage parents accommodation based service in Maidstone (Pages 9 - 12)
8. 3 - 5 Year Commissioning Plan (Pages 13 - 16)
9. Performance Management (Pages 17 - 24)
10. Supporting People funding 2012-13 (Pages 25 - 28)
11. Review of Reserves 2011-12 (Pages 29 - 32)
12. Any other business
13. Risk Update (Pages 33 - 36)
14. Glossary (Pages 37 - 42)
15. Meeting dates 2013
Wednesday 23 January

Wednesday 17 April

Tuesday 23 July

Thursday 10 October

All meetings to be held at Sessions House, County Hall Maidstone, commencing at 2.00pm

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Core Strategy Group Minutes
Monday 10 September 2012
2pm Swale Room 2, Sessions House, Maidstone

Meeting	Core Strategy Group		
Date & Time:	10 September 2012	Meeting No:	
Meeting Place:	Swale Room 2 Sessions House	Minutes By:	Vicky Teague KCC Customer & Communities Commissioned Services
Present:		Job Title:	
Angela Slaven		KCC – Director Service Improvement (Customer & Communities)	
Melanie Anthony		KCC – Customer & Communities, Commissioned Services	
Fizz Annand		KCC – Interim Head of Service, Customer & Communities	
Christy Holden		KCC – Families & Social Care, Strategic Commissioning	
Dave Garraway		KCC – Finance	
Jane Rogers		Tonbridge Wells Borough Council	
Chris Knowles		Tonbridge & Malling Borough Council	
Gavin Missons		Sevenoaks District Council	
Jay Edwins		NHS Kent & Medway	
Victoria Marshall		NHS Kent & Medway	
Apologies:			
Janet Walton		Tonbridge & Malling Borough Council	
Gary Peskett		Canterbury City Council	
Helen Jones		KCC - Head of Commissioning, Families & Social Care	
Alison Haines		Dartford Borough Council	
Peter Dosad		Dartford Borough Council	
John Littlemore		Maidstone Borough Council	
Howard Cohn		Kent Probation	
Pat Smith		Sevenoaks Council	
Amber Christou		Swale Borough Council	
Jo Tonkin		KCC Commissioned Service	

Item No	Details of the Item/decisions taken	CSG Member responsible for action
1 & 2.	<p>Apologies & Introductions The group introduced themselves and apologies were received as above.</p>	
3.	<p>Minutes of meeting of last commissioning body meeting Not presented</p>	
4.	<p>Minutes of meeting 28 June 2012 The minutes were agreed as accurate.</p>	
5.	<p>Actions And Matters Arising All actions were complete.</p>	
6.	<p>Floating Support, Home Improvement Agencies and Handyperson Services tender processes This was a verbal update by Mel Anthony. The group noted the update including the outcome of the retendering processes. Detail regarding the evaluation processes and expertise was given. No challenges were received to processes used for any of the 16 lots that were tendered. Awaiting signing of contracts – services to go live on 1 October 2012. There were discussions around the Freedom of Information and the volume of work involved in such a large tender process.</p>	
7.	<p>Update on outcome of Teenage Parent Tender The group noted the paper and the progress undertaken for the newly developed teenage parent service in Maidstone. The group discussed planning for future supported housing schemes development. Report to go to the Commissioning Body</p>	
8.	<p>3-5 Year Commissioning Plan The Commissioning Body agreed the Supporting People Strategy 2010-15. The needs analysis that underpinned the strategy should now be refreshed and the commissioning priorities set out in the strategy reviewed to ensure their continuing strategic fit. This refresh will enable a Commissioning Plan to be drawn up, setting out the commissioning activity that will be undertaken over the next 5 years. The group discussed the issues that will impact upon the refreshed analysis and Commissioning Plan. Report to go to the Commissioning Body to reflect the groups comments</p>	
9.	<p>Performance Management This report highlights the aspects of performance management within the Supporting People programme. The revised key performance indicator that relates to people maintaining or achieving independence has been achieved in Quarter 1 of 2012/13. The revised target for the indicator that relates to</p>	

	<p>successful move on from short term services has been narrowly missed. The programme has funded 8955 contracted household units relating to community alarms.</p> <p>Discussion took place regarding the small number of individuals that had influenced the performance against KPI2, where the target had been narrowly missed. It was agreed the report should be amended to include the actual number of individuals</p> <p>Action Report to go to the Commissioning Body to reflect the groups comments</p>	
10.	<p>Finance Report</p> <p>The core Kent County Council funding allocation for KCC Supporting People in 2012-13 is £25.7m which includes administration of £0.5m. Planned expenditure totals £25.7m and the report set out how this is currently allocated by service along with the Key Performance Indicators.</p> <p>Report to go to the Commissioning Body</p>	
11.	<p>Review of Reserves</p> <p>The KCC core budget for 2011/12 was £29.7962m and with net expenditure totalling £30.8405m the drawdown on reserves was £1.044m. This leaves £2.133m on account at year-end. The needs analysis and commissioning plan will set out future commissioning activity. The future use of reserves will be considered in this context.</p> <p>Report to go to the Commissioning Body</p>	
12.	<p>Any Other Business</p> <p>Chris Knowles highlighted the impact of welfare reform on future demand for services and gave a local example in the gypsy and traveller community. It was agreed that this should be highlighted in the report in item 8. The Supporting People team will meet with those authorities who identified commissioning priorities in the 2010-15 Strategy to establish progress.</p>	
	<p>Dates of future meetings</p> <p>Thursday 6 December 2012 at 10am, Medway room, Sessions House, Maidstone.</p>	

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KENT COUNTY COUNCIL

SUPPORTING PEOPLE IN KENT COMMISSIONING BODY

MINUTES of a meeting of the Supporting People In Kent Commissioning Body held at Sessions House, County Hall on Monday 23 July 2012.

PRESENT: Mr P M Hill, OBE (Chairman), Cllr Ms J Anderson (Vice-Chairman), Cllr Mrs K Belcourt, Cllr Mrs S Chandler, Ms A Christou, Cllr Mrs C Clark, Cllr Mrs S Chandler, Ms A Haines, Mr K Hetherington, Cllr Mr J Howes, Cllr Mrs A Hicks, Mr J Littlemore, Mrs T Kerly, Mr H Cohn, Mrs J Walton, Mr G Peskett, Mr A Hammond and Mr P Whitfield

ALSO PRESENT: Mr P Lake and Mrs C Waters

IN ATTENDANCE: Ms A Slaven (Director of Service Improvement), Christy Holden (Project Manager -FSC), Ms F Annand, Mr S Southworth, (KCC) Ms E Ockleford, and Mr G Mills (Democratic Services)

Apologies: Noted

UNRESTRICTED ITEMS

32 Minutes of 12 April 2012,

The minutes of the meeting of the Commissioning Body held on 12 April 2012 January 2012 were agreed as a true record and signed by the Chairman.

33 Core Strategy Group Minutes,
(Item 3)

The Commissioning Body noted for information the minutes of the meeting of the Core Strategy Group held on 28 June 2012.

34 Departures in Services for Offenders
(Item 6)

This item was deferred until the next meeting

35 Home Improvement Agencies and handypersons services
(Item 7)

Report by Angela Slaven, Director of Service Improvement

(1) The Commissioning Body had agreed that Home Improvement Agencies and Handyman services should be re-tendered in time for a re let of contracts on 1

October 2012. The contracts with the current providers had been extended by six months in order to facilitate the procurement of the new services. The Supporting People Programme had held a Market Engagement Day on 11 April 2012, which gave a good indication that there was a range of provider interest in delivering this service. A competitive tendering exercise was now underway with a revised specification in place, which had been the subject of consultation with all the districts and boroughs. The Invitation to Tender (ITT) had now been published on the South East Business Portal inviting providers to submit bids for the service. All bids would be evaluated by a panel against agreed set criteria.

(2) During the course of discussion it was confirmed that any staff affected by these proposals would be covered by TUPE. It was also agreed to amend paragraph 8 (1) of the report to make clear the intent was to have the new contract arrangements in place by October 2012

(3) Subject to the comments in paragraph 35 (2) above, the Commissioning Body noted this report.

(Item 8)

Report by Angela Slaven, Director of Service Improvement

(1) In June 2011 the Commissioning Body agreed to retender floating support services and 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) The procurement timeframe would enable these services to be in place from 1 October 2012. In the meantime existing providers have been asked to continue providing floating support services until 30 September when the new services will be in place. This had caused a budget pressure that would be met through the original monies set aside for the delivery of new services during late 2011/12.

(3) The Commissioning Body noted that Floating support was being re-tendered with new contracts being awarded to commence from October 2012

37 Floating Support Impact Assessment

(Item 9)

Report by Angela Slaven, Director of Service Improvement

(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 showed 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 had decreased overall since the reconfiguration of services. Both the number of people waiting and the

length of their wait had remained consistently lower than they were prior to April 2011.

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

38. Performance Management

(Item 10)

Report by Angela Slaven, Director of Service Improvement

(1) This report highlighted 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 was in progress and would be finalised for reporting to the next meeting of the Commissioning Body. The key performance indicators that relate to people maintaining or achieving independence had been achieved again in Quarter 4 of 2011/12. The programme had funded 10,421 contracted household units relating to community alarms. It has contributed to over 2591 handyperson/HIA interventions. It had also delivered housing related support services to just over 10,500 vulnerable people within sheltered, supported and floating support services.

(2) The Commissioning Body agreed to note the report.

39 Finance Report

(Item 11)

Report by Angela Slaven, Director of Service Improvement

(1) The Commissioning Body agreed to note the report.

39 Supporting People funding 2012-13

(Item 11)

Report by Angela Slaven, Director of Service Improvement

(1) The agreed funding allocation for KCC Supporting People in 2012-13 is £26.2m which included £0.5m non recurring funding from reserves. The Commissioning Body had already agreed planned spending for the year of £26.048m with the balance to be allocated in year. The Unit was currently reporting to budget and to planned activity for 2012/13.

(2) Kent County Council (KCC) funding allocation for Supporting People in 2012-13 was £25.7m which included the final instalment (£4m) of the £7m efficiency savings agreed in 2009/10 for delivery by 2012/13. The Commissioning Body had also agreed additional funding of £0.5m from reserves to support the retendering of the Home Improvement Agency (HIA) contracts from October 2012. The first quarter information from service providers would not be available until later in July 2012. When received an updated report would be submitted to the next meeting of the Core Strategy Group.

(3) • The Commissioning Body agreed the report and its appendix and noted in particular:

- (i) funding for the year is £26.2m of which £26.048m had been allocated
- (ii) the balance on reserves net of commitments was £1.6m
- (iii) An updated summary performance schedule (appendix 1) would be sent to members at the end of July/ early August 2012. and ;
- (iv) a further report would be submitted discussion options for the future use of the reserve

40 Date of next meeting

Thursday 11 October 2012, Sessions House, County Hall, Maidstone.

Recommendation No

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

To: Supporting People Commissioning Body, 11 October
2012

Subject: Update on the outcome of the tender process for a
teenage parents accommodation based service in
Maidstone

Classification: **Unrestricted**

Summary

This paper gives an update on the tender process undertaken for a newly developed teenage parent service in Maidstone

1. Introduction

- (1) The Supporting People strategy 2010 – 15 identified the need for an accommodation-based teenage parent service in the Maidstone area.
- (2) The tender process for this service was concluded on 21 July 2012.

2. Context

- (1) The contract for the service will run from the 1 August 2012 to 31 July 2014 with a possibility of a further one year extension until 31 July 2015 subject to satisfactory performance.
- (2) The annual contract value is £91.5k per year. The total contract value is £183k, over the two year contract period; the possible one year extension would bring the contract value to £274.5k.

3. The tender process

- (1) The opportunity to tender was advertised on the South East Business Portal.
- (2) Nine expressions of interest were received with two tenders submitted from the following organisations:
 - CASA Support
 - Golding Homes

- (3) The tenders were submitted through the South East Business Portal ProContract system and were evaluated in accordance with the agreed Procurement Plan.

4. Evaluation

- (1) Both tenders were judged to comply with tender submission requirements and were evaluated in two phases against published selection criteria.
- (2) The evaluation of bids against the selection criteria was undertaken by an evaluation panel comprising the following members of the Evaluation Team:
 - 2 x Commissioning Officers – Commissioned Services
 - 1 x Commissioning Officer – FSC
- (3) The award criteria were grouped into two sections: Service Quality (40% weighting); Price (60% weighting).

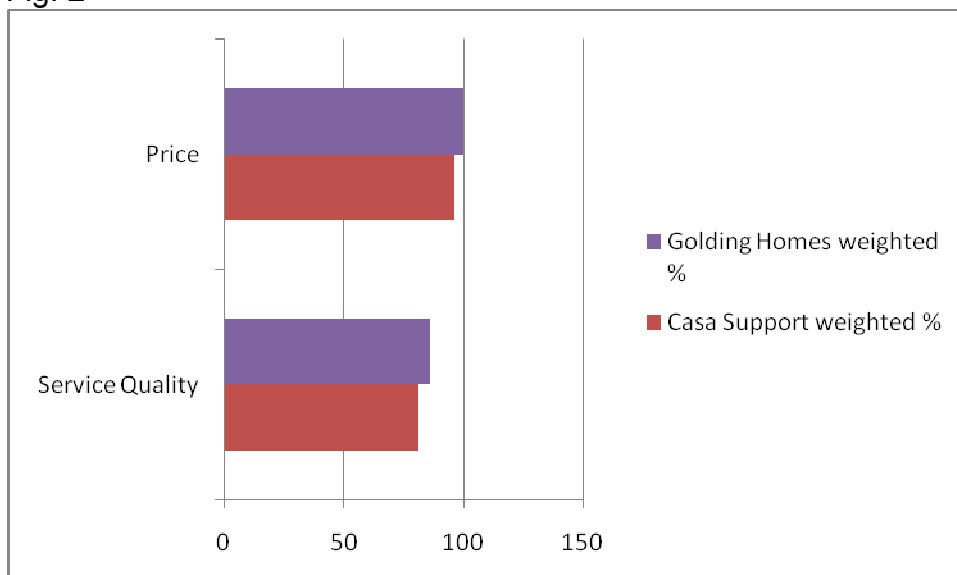
5. Results

- (1) The table and charts below (fig. 1 & 2) provide an overview of the scores for each tender against the award criteria:

Fig. 1

Section	Weight(%)	Casa Support score	Casa Support weighted %	Golding Homes score	Golding Homes weighted %
Service Quality	40	32.5	81%	34.5	86
Price	60	57.6	96%	60	100
Grand Total		90.1	90%	94.5	95

Fig. 2



- (2) These scores show that Golding Homes received higher scores in both sections of the evaluation. The detailed evaluation undertaken of the tenders submitted for the Maidstone Teenage Parents Service clearly identify the tender submitted by Golding Homes as providing the most suitable and effective proposal for the Maidstone Teenage Parents Service.
- (3) The contract for the service was awarded to Golding Homes on 24 July 2012.

6. Post Award

- (1) Willowbrook Place has been fully furnished by the landlord with all landscaping to outside places completed. Extra security measures (additional CCTV) has been added to the building upon the request of Golding Homes.
- (2) Golding Homes have drafted policy and procedures relating to the service with referral documentation being sent to all potential referral agencies. The Housing Option Team of Maidstone, Sevenoaks, Tonbridge & Malling, Tunbridge Wells Borough/District Councils have visited the scheme and submitted referrals. Representatives from KCC FSC and Youth Offending services have attended the scheme.
- (3) Planned monthly update meetings between Golding Homes and Commissioned Services are in place to monitoring the progress of the scheme.

7. Conclusion

- (1) The contract for a newly developed accommodation based service for teenage parents in Maidstone has been awarded following the successful conclusion of a competitive tender process.

Recommendations

The Commissioning Body is asked to note that

- 1) The contract for the new teenage parents' service identified in the Supporting People strategy has been awarded to Golding Homes.

Contact details -
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Recommendation Yes

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

To: Supporting People Commissioning Body, 11 October
2012

Subject: 3 – 5 year Commissioning Plan

Classification: **Unrestricted**

Summary

The Commissioning Body agreed the Supporting People Strategy 2010-15. The needs analysis that underpinned the strategy should now be refreshed and the commissioning priorities set out in the strategy reviewed to ensure their continuing strategic fit. This refresh will enable a Commissioning Plan to be drawn up, setting out the commissioning activity that will be undertaken over the next 5 years.

1. Introduction

- (1) The Commissioning Body agreed the Supporting People Strategy 2010-15 (**Appendix 1**).
- (2) The strategy set out the key commissioning actions and priorities that the programme would undertake during that period.

2. Revising the strategy

- (1) There is a need to refresh the strategy to account for the changes in the requirements, demands and capacity of the programme. This will ensure that the programme continues to be able to deliver on its strategic commitments, not least in the light of the economic and funding shifts since the strategy was written and key agendas such as welfare reform.
- (2) The revision will be informed by a comprehensive needs assessment which will be independently sourced and will examine current and projected demands. The assessment will review and examine the strategic relevance of the existing £25.7m investment.
- (3) The assessment will profile and analyse data regarding existing services, current and future demand. It will take into account the views of service users, providers and stakeholders. The Core Strategy Group and Commissioning Body will be involved in the consultation process.

- (4) The assessment will highlight appropriate commissioning models that will inform a comprehensive plan of the commissioning activity to be undertaken throughout the programme over the next 3-5 years. An equality impact assessment will be undertaken as part of this work.
- (5) It is proposed that the envisaged £30k cost of this assessment is met from the reserves and that assessment is concluded by March 2013.
- (6) The needs assessment, revised strategy and commissioning plan will be brought to the Core Strategy Group and Commissioning Body.

3. Consultation

- (1) The needs analysis, revised strategy and commissioning plan will be consulted upon widely with strategic partners, including the Core Strategy Group and Commissioning Body to ensure its relevance.

4. Risk and Business Continuity Management

- (1) A register of any risks associated with the strategy and needs analysis will be retained and reported to the Core Strategy Group and Commissioning Body.

5. Conclusion

- (1) The Supporting People Strategy 2012-15 should be refreshed. The revision will be informed by an independently sourced needs analysis. The cost of the needs assessment should be sourced from the programme's reserve. The assessment will be concluded by March 2013 and reported to the Commissioning Body in April 2013.
- (2) The needs analysis will shape the development of a commissioning plan that will describe the commissioning activity that the programme will undertake over the next 3-5 years.

Recommendations

The Commissioning Body is asked to agree that;

- 1) A needs analysis will be undertaken in order that the Supporting People strategy can be refreshed.

Contact details -

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Appendix 1 Executive Summary Supporting People Strategy 2010-15

Appendix 1 Supporting People Strategy 2010-15 Executive Summary

Executive Summary

The Supporting People Programme is a delivery vehicle for the strategic objectives of partnerships across the County of Kent to enable vulnerable people to maintain their housing situation, manage their finances, co-exist successfully in their community, acquire independent living skills, stay safe, liaise with other agencies, and access training, education, and employment. The Programme is closely inter-linked to other statutory and non-statutory agency strategies that aim to achieve similar or overlapping objectives. The Programme facilitates the delivery of the Local Area Agreement and contributes to achieving the Kent Partnership's jointly agreed targets relating to housing and independent living. The strategy will be supported by a Commissioning Plan/Framework that will set out in detail the delivery of the Supporting People Strategy over the next five years based on a strategic review of need, investment and resources.

The assessment of need has identified that the programme for 2010 -2015 must develop additional services for young people at risk, people who have mental health problems as well as substance misuse problems (dual diagnosis), people fleeing domestic abuse, single homeless people and families with support needs. These are set out as the priority area for new service delivery and resource allocation.

The Programme aims to focus services on prevention and provide most services within people's own homes. Resources will be targeted more effectively on those in need of support rather than on people living in particular types of services/accommodation.

Services will be commissioned where there is more emphasis on time limited objectives and interventions that clearly link people to social and economic resources in the community as a route to maximising independence.

Over the lifetime of the strategy, any investment in new services will have to be funded at least in part by savings generated through decommissioning other services and priority will be given to short-term accommodation based and floating support services.

The Strategy will be delivered using a range of mechanisms and tools:

- Keeping service users at the heart of the programme, including capacity building
- Enhanced partnership working, with partners involved from identifying need to commissioning services
- Improving service efficiency, effectiveness and the use of resources
- Benchmarking

The Kent Supporting People Programme will retain the existing governance arrangements.

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

To: Supporting People Commissioning Body, 11 October 2012

Subject: Performance Management

Classification: Unrestricted

Summary

This report highlights the aspects of performance management within the Supporting People programme. The revised key performance indicator that relates to people maintaining or achieving independence has been achieved in Quarter 1 of 2012/13. The revised target for the indicator that relates to successful move on from short term services has been narrowly missed. The programme has funded 8955 contracted household units relating to community alarms. It has contributed to over 2215 handyperson/HIA interventions. It has also delivered housing related support services to over 9990 vulnerable people within sheltered, supported and floating support services.

1. Introduction

- (1) This report contains performance information relating Quarter 1 of 2012/13.
- (2) For the first time data is provided on the revised targets agreed by the Commissioning Body for Key Performance Indicators 1 and 2 in 2012/13.

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 over 9,990 people to attain or maintain independence during Quarter 1.
 - The revised key performance indicator target of 98.2% set for long term accommodation based services and floating support (KPI1) has been met

4. 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.

Recommendations;

The Commissioning Body is asked to:

1. Note the report

Background Documents

None`

Author Contact details -

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Appendix 1 Contractual Information

Appendix 2 Key Performance Indicators

Appendix 3 Destination data - Quarter 4 (Jan-Apr 2012)

Appendix 4 Utilisation data

Appendix 5 Quality Assessment Framework

Appendix 1 Contractual Information

Service Type	Contracted £	Units
Community Alarms	414591	8955
Extra Care	128940	254
Floating Support Service	5766910	1942
HIA	1133507	3243*
Long Term Accommodation	4430028	550
Sheltered Housing	2792873	5695
Short Term Accommodation	10604451	1126
Total Contracted	£25,271,300	21,126

As at Sept 2012

** definition of "unit" in HIA services is subject to variation*

Appendix 2 Key Performance Indicators

Key Performance Indicator 1 Quarter 1 (Apr- July 2012)

- (1) The programme has met its revised overall target of 98.2% against **Key Performance Indicator 1 (KPI1)** in quarter 1 (Apr-July) of 2012/2013 (Figure 1)

Figure 1 Key Performance indicator 1 – Achieving or maintaining independence Target 98.2%

KPI 1 (%)	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q1 2012/13
Accommodation (long term)	98.9	98.7	98.4	98.8	99.3
Floating Support	92.3	97.2	98.2	97.2	98.2
Overall KPI1	97.6	98.3	98.4	98.4	98.9

(132 services)

Key Performance Indicator 2 - Quarter 1 (Apr- July 2012)

- (1) The Programme's performance against the target for Key Performance Indicator 2 (KPI2 - **the percentage of planned departures from short term accommodation services**) narrowly missed the revised target of 80% set by the Commissioning Body.

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

KPI2	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q1 2012/13
Accommodation (Short Term)	83.0	79.5	81.4	78.7	80.3
Floating Support (5 services)	93.8	80.1	81.2	85.8	67.6
Overall KPI 2	85.7	79.7	81.4	80.4	79.5

(79 services)

- (2) The table shows that there was a fall in the Q1 figure for floating support services. This relates to a small number of new resettlement services. Because the services are new, there have been a small number of departures in their first quarter. The effect of the 22 unplanned departures that have occurred is greater by comparison. It is not anticipated that this will occur again in Quarter 2.

Appendix 3 Destination data - Quarter 1 (Apr- July 2012)

- (1) Most people left Supporting People services in a successful, planned way having been supported to achieve greater independence. Of the 335 planned moves from short term services, 145 were made into the social rented sector. Of those leaving long term and outreach services 53 entered the social rented sector

Figure 3 Departures destinations achieved in Quarter 1

Floating Support, Long Term Accommodation (KPI 1)

Departure Reason (KPI 1)	Total
Moved into Independent accommodation/ completed support programme	448
Short Term Supported Housing	6
Care/Nursing Home	54
Sheltered/ Long Term Supported Housing	47
Abandoned Tenancy	4
Other Unknown	30
Evicted	2
Died	83
Taken into custody	1
Total	675

Short Term accommodation (KPI2)

Departure Reason (KPI 2)	Total
Planned - Staying with family/friends	96
Planned - Rented private	73
Planned - Supported Housing	67
Planned - LA	55
Planned - RSL	23
Planned - Home	12
Planned - Institutional care e.g. Prison, Hospice, Hospital, care.	5
Planned - B&B	4
Unplanned - Staying with family/friends	15
Unplanned - B&B	2
Unplanned - LA	1
Unplanned - Rented	1
Unplanned - RSL	1
Unplanned - Home	1
Unplanned Institutional care - Prison/Care/Hospital	16
Sleeping Rough	3
Evicted	9
Abandoned Tenancy	7
Died	1
Other Unknown	31
Total	423

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
2011/12 Q1	70.2	93.7
Q2	78.6	95.1
Q3	83.1	95.9
Q4	80.8	94.7
2012/13 Q1	71.2	93.9

(4) The fall in utilisation in floating support is due to the start up of 4 new services from April. As the services become established an improved utilisation figure is anticipated in quarter 2

(5) 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 9,739 household units in floating support and supported accommodation during quarter 4. Just under 10,000 vulnerable people in Kent were supported by the programme to achieve or maintain independence in floating support or accommodation based services within these units.

Appendix 5 Quality Assessment Framework

- (1) Figure 6 below shows the current status of quality assessment framework grades at the end of Quarter 1.
- (2) New services have yet to be graded. These assessments will be carried out with the current contract cycle.

Figure 7 Current grades of live services

Service Type	A	B	C
Short Term Accommodation	47%	25%	23%
Long Term Accommodation	39%	20%	36%
Floating Support	65%	20%	10%
Total	47%	21%	26%

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Recommendation No

By: Angela Slaven, Director of Service Improvement Customer and Communities

To: Supporting People Commissioning Body, 11 October 2012

Subject: Supporting People funding 2012-13

Classification: **Unrestricted**

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 £25.7m and the following report sets out how this is currently allocated by service along with the Key Performance Indicators.

1. Report

- (1) The Kent County Council (KCC) funding allocation for Supporting People in 2012-13 is £25.7m which includes the final provision of £4m towards the £7m efficiency savings agreed in the KCC budget plan 2009/10 for delivery by 2012/13. The following report and attached appendix provide a summary overview of funding allocations and key financial performance indicators for this coming financial year. (Appendices 1)
- (2) The Commissioning Body approved a £500k drawdown from reserves to support the HIA contract in 2012/13. This drawdown is no longer needed as the additional cost of the HIA contract is affordable within the initial 2012/13 budget allocation due to under spends on Community Alarms; Floating Support; Sheltered Housing and Short term accommodation. In addition to these under spends, a further £200k remained unallocated within the budget.
- (3) As a result of the £500k no longer being required, the budget for 2012/13 has been re-presented to show the correct budget for the year. These revised figures are shown on Appendix (1).

2. Reserve Balances

- (1) The actual reserve balance at the end of the 2011/12 financial year stands at £2,133,448. An analysis of this reserve is provided in item 11.

3. Recommendations

(1)The Supporting People Commissioning Body is asked to note:

- The above report and Appendix (1)
- KCC 2012/13 budget allocation is £25.7m of which planned expenditure is £25.7m
- The revised budget allocation for 2012/13
- Reserves balance £2.1m as at 1 April 2012
- £500k transfer from reserves no longer required.

Contact details

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Appendix 1:

Funding and Capacity 2012/13	FINANCIAL			ACTIVITY			
	Budgeted	Forecast Outturn	Variance	Budgeted Capacity	Usage	KPI 1 (98.2)	KPI 2 (80)
	£	£	£	Units	%	%	%
Community Alarms	414,591	414,591	0	8,955	N/A	N/A	N/A
Extra Care	128,940	128,940	0	254	91.6%	97.4%	N/A
Floating Support Service	5,766,910	5,766,910	0	1,942	71%	98.2%	67.6%
HIA	1,133,507	1,133,507	0	N/A	N/A	N/A	N/A
Leaseholders	18,700	18,700	0	N/A	N/A	N/A	N/A
Long Term	4,430,028	4,430,028	0	550	95.3%	99.5%	N/A
Sheltered	2,792,873	2,792,873	0	5,695	97.4%	99.1%	N/A
Short Term Accomodation	10,604,451	10,604,451	0	1,126	91.8%	N/A	80.3%
Total	25,290,000	25,290,000	0				
Admin		458,000					
Total Budget for 2012/13		25,748,000					

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Recommendation No

By: Angela Slaven, Director of Service Improvement Customer and Communities

To: Supporting People Commissioning Body 11 October 2012

Subject: Review of Reserves 2011/12

Classification: Unrestricted

Summary

To report to members of the Supporting People Core Strategy Group the actual financial outturn and the balance held on reserves for 2011/12 as at 31 March 2012.

The actual outturn for the service was:

	<u>Budget</u>	<u>Actual</u>	<u>Variance</u>
	<u>£k</u>	<u>£k</u>	<u>£k</u>
Commissioned Services	30,976.7	30,289.7	(687.0)
Admin- Support Team	659.0	550.8	(108.2)
Total	31,635.7	30,840.5	(795.2)

1. Report

The following report and attached appendix provide a summary overview of the actual expenditure and drawdown on reserves for KCC - Supporting People as at 31 March 2011/12.

2. Commissioned Services

- (1) A summary of the outturn by service type is provided in Appendix (1). The spend on Commissioned Services for the 11-12 financial year was £30,289.7

3. Supporting People Team

- (1) There were no significant movements from the January forecast for the support team, with an actual spend for the year of £550,802.

4. Reserve Balances.

- (1) Appendix (1) provides a summary overview of the reserve balances for 2011/12. The KCC core budget for 2011/12 was £29.7962m and with net expenditure totalling £30.8405m the drawdown on reserves was £1.044m. This leaves £2.133m on account at year-end.

- (2) There is a need to revisit the commissioning priorities for Supporting People provision. The priorities will be informed by a comprehensive assessment which will be the basis of the development of a 3-5 year commissioning strategy. It is proposed that a sum of £30k is utilised from the reserve to source this assessment following the county council's procurement processes. The commissioning strategy will consider the potential use of reserves will be considered within this.

5. Recommendations

- (1) The Supporting People Commissioning Body is asked to note:
- The above report and appendix (1)
 - Actual expenditure to March 2012 of £30.84m with a drawdown on reserves for 2011/12 of £1.044m
 - Balance on reserves at year end is £2.133m

Contact details:

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Senior Accountant (Service Support),
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01622 694964

1.) Commissioned Services - Outturn as at 31 March 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	878.8	470.5	6,399.5	1,578.7	5,518.7	3,700.6	11,743.0	30,289.7
Variance - £'000	7.8	0.0	505.8	0.0	(156.3)	162.1	(1,180.1)	(686.6)

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

	Commissioned Services £'000	Commissioning Team £'000	Total £'000
Gross Expenditure	30,289.7	550.8	30,840.5
<i>Income</i>			
KCC Area Base Grant	(29,796.2)		(29,796.2)
Drawdown From Reserves	493.5	550.8	1,044.3

2.2) Reserves Balances

	2011/12 £'000
Opening Balance	3,178
Drawdown 2011/12	
<i>Drawdown of reserves during year:</i>	
Commissioned Services	(1,044)
Closing Balance	2,133.4

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RISK UPDATE

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 final instalment of the £7m efficiency savings agreed has now been delivered. The Commissioned services Team has worked with providers to ensure that viability is not affected.
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 has been subject to a restructure and the Commissioning Body received a verbal report in July 2012 which outlined the staff compliment and the responsibilities that the commissioned services team will be undertaking which addresses the risks and continuity of the service.
	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 has been subject to a restructure and the Commissioning Body received a verbal report in July 2012 which outlined the staff compliment and the responsibilities that the team will be undertaking including the efforts that will be undertaken o retain enhance and strengthen the relationships with stakeholders. The Core Strategy Group, Commissioning Body and Provider forums continue to be well supported The Commissioning Team will closely involve stakeholders in the development of a commissioning plan in 2013-14. The plan will set out clearly all commissioning activity to be undertaken within housing related support services over the next 3-5 years.
	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 Commissioning Body agreed to retain their role in the governance of the programme, under the auspices of the Memorandum of Understanding.
	Memorandum of Understanding	The strategic and operational functionality are dependent on the Core Strategy Group and the Commissioning Body in order to consider, recommend and make decisions relating to the Programme's investment and development. This enables 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	The compliment, roles and responsibilities of the Commissioned Services team was set out in a verbal report to the Commissioning in July 2012. The governance structures within the programme are to remain and the memorandum of understanding remains in place.

Date	Report title	Risk identified	Update
		of this	
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 competitive tendering of HIA and Handypersons was successfully concluded and the services went live on October 1 2012.
	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.
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 2012-13. Made by the Law Lords in May 2009, the Southwark Judgement was a piece of case law that obliges children's services to provide accommodation and support to homeless 16- and 17-year-olds.
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 were retendered. The challenge to the initial procurement process and the decision to start the retendering process again caused an additional budget pressure. This was met through the £556k set aside for the delivery of new services during late 2011/12. The new services went live on 1 st October 2012.

Date	Report title	Risk identified	Update
	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 st 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 were extended by six months in order to facilitate the procurement of the new services and there was no interruption to service. The competitive tendering of HIA and Handypersons was successfully concluded and the services went live on October 1 2012.
	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 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, that is £10.24, £9.24 and £8.24 per unit per week)	<p>The Programme and Kent County Council's Families and Social Care Directorate worked 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 worked with the Families and Social Care Directorate and providers to ensure that services are sustainable and continue to support the most vulnerable. Supporting People, FSC, and extra care sheltered housing providers 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

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Supporting People in Kent – Glossary of Terms

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

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

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

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

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

Contact the Kent Supporting People team supportingpeopleteam@kent.gov.uk

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