



## **AGENDA**

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

**Wednesday, 23rd January, 2013, at 2.00 pm**

**Ask for: Ann Hunter**

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

**Telephone (01622) 694703  
Ann.hunter@kent.gov.uk**

1. Apologies
2. Introductions
3. Draft Minutes of the last meeting of the Core Strategy Group - 6 December 2012 (Pages 1 - 4)
4. Minutes of the Last Meeting of the Commissioning Body (Pages 5 - 8)
5. Matters Arising
6. Young People Services Presentation
7. Overview and Outcome of the Re-tender Process for Home Improvement Agencies Services (Pages 9 - 14)
8. Welfare Reform Overview (Pages 15 - 18)
9. Quarter 2 Performance Management Report (Pages 19 - 24)
10. 2012-13 Outturn, 2013-14 Budget (Pages 25 - 28)
11. Any Other Business
12. Glossary (Pages 29 - 34)
13. Date of Next Meeting

The next meeting of the Supporting People in Kent Commissioning Body will take place at 2pm on Wednesday 17 April 2013 at Sessions House, County Hall, Maidstone.

#### **MOTION TO EXCLUDE THE PRESS AND PUBLIC**

That under Section 100A of the Local Government Act 1972, the press and public be excluded from the meeting for the following business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Act.

### **EXEMPT ITEMS**

(During these items the meeting is likely NOT to be open to the public)

- 14.** Excellent Homes for All Housing PFI - Development Costs Proposal (Pages 35 - 40)

**Contact:** Ann Hunter, Room 1.99 Sessions House, County Hall, Maidstone ME14 1XQ Tel (01622) 6964703 e-mail: [ann.hunter@kent.gov.uk](mailto:ann.hunter@kent.gov.uk)

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

<b>Meeting</b>	Core Strategy Group		
<b>Date &amp; Time:</b>	6 December 2012	<b>Meeting No:</b>	
<b>Meeting Place:</b>	Medway Room Sessions House	<b>Minutes By:</b>	Pam McConnell KCC Customer & Communities Commissioned Services
<b>Present:</b>	<b>Job Title:</b>		
Angela Slaven	KCC – Director Service Improvement (Customer & Communities)		
Melanie Anthony	KCC – Customer & Communities, Commissioned Services		
Sarah Lewis	Tonbridge Wells Borough Council		
Dave Garraway	KCC – Finance		
Janet Walton	Tonbridge & Malling Borough Council		
Neil Coles	Maidstone Borough Council		
Alison Haines	Dartford Borough Council		
Lauren Hemsley	Thanet Borough Council		
Paul Whitfield	Dover District Council		
Howard Cohn	Kent Probation		
Sally Duncan	KCC – Customer & Communities, Commissioned Services		
David Weiss*	KCC – Customer & Communities, Business Transformation		
Anne Tidmarsh*	KCC – Families & Social Care		
<b>Apologies:</b>			
Tracey Kerly	Ashford Borough Council		
Kevin Hetherington	Canterbury City Council		
Helen Jones	KCC - Head of Commissioning, Families & Social Care		
Amber Christou	Swale Borough Council		
Helen Jones	FSC Commissioning		
Jay Edwins	Sevenoaks District Council		
Fizz Annand	KCC – Interim Head of Service, Customer & Communities		

\*present for part of the meeting

Item No	Details of the Item/decisions taken	CSG Member responsible for action
1 & 2.	<b>Apologies &amp; Introductions</b> The group introduced themselves and apologies were received from the above list of people.	
3.	<b>Minutes of meeting of last commissioning body meeting</b> Not presented	
4.	<b>Minutes of meeting 10 September 2012</b> The minutes were agreed as accurate after a minor change	
5.	<b>Actions And Matters Arising</b> All actions were noted as complete. The group were advised that the draft specification for the Needs Analysis will be circulated for comment within the next week which has the following timeframe; <ul style="list-style-type: none"> <li>• Draft analysis – to be sent out by 14 December 2012</li> <li>• Comments/feedback to be received by 4 January 2013</li> </ul> Action 1a: Needs analysis to be circulated for comment Action 1b: Evidence and feedback to be received by 4 January 2013	<b>MA</b> <b>All</b>
6.	<b>Excellent Homes for All</b> An overview of the paper was given to members who were asked to agree the recommendation of utilising £400,000 of the reserves to enable the project to continue. In approving the recommendation for the paper to be presented at the commissioning body for ratification members asked for more detailed narrative of exactly what the money will be used for.  Action 2: Paper to be revised before submission to the commissioning body.	<b>DW/AT</b>
7.	<b>Home Improvement Agencies and Handyperson Services</b> The above paper gave members an overview of the process in retendering the above services. Highlighting the following: <ul style="list-style-type: none"> <li>• Provision within the contract to allow local districts and councils to agree with providers in extra HIA services if required.</li> <li>• The contract is for three years with an option for a further two</li> </ul> The group were assured that an agreement with providers on outputs would be finalised by the end of December 2012 and assured the members that the delivery of service would remain at the same levels commissioned through Supporting People funding.	

	<p>The paper was noted.</p> <p>Action 3: Confirmation of output targets to be sent to the group.</p>	<b>SD/MA</b>
<b>8.</b>	<p><b>Performance Management – Quarter 2</b></p> <p>The key areas highlighted in the above paper were:</p> <ul style="list-style-type: none"> <li>• Transition period of the new Floating Support services going live</li> <li>• Greater numbers of those exiting services as achieved independent living that in the previous quarter</li> <li>• Both KPI targets have been missed with the main causes being the transition of services and poor data quality of submissions.</li> </ul> <p>The group were assured that this was being addressed by running free training events in December for all providers to improve the quality of data submitted, which as similar events previously have demonstrate.</p> <p>The paper was noted and to go the commissioning body</p>	
<b>9.</b>	<p><b>Finance Report</b></p> <p>The above paper showed the following:</p> <p>2012/13 position forecast of spend</p> <p>Reduction of budget of £750k for 2013/14</p> <p>The use of £400k from reserves to support the PFI project</p> <p>In noting the spend forecast members requested more clarification of spend for HIA services.</p> <p>Members agreed the budget reduction for 2013/14 and the £400K spend on the PFI project presented in Item 6.</p> <p>Action 3: The paper is to go to the commissioning body with the clarification on the budget for HIA services.</p>	<b>DG/MA</b>
<b>10.</b>	<p><b>Any Other Business</b></p> <p>None minuted</p>	
	<p><b>Dates of future meetings</b></p> <p>18 March 2013      2.00pm – 4.00pm Waterton Lee Room, Invicta House</p> <p>25 June 2013      10.00am – 12.00noon Swale 3 Sessions House</p> <p>12 September 2013 10.00am – 12.00noon Medway Room Sessions House</p> <p>6 December 2013   2.00pm – 4.00pm Medway Room Sessions House</p>	

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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, 11 October 2012.

PRESENT: Cllr Ms J Anderson (Vice-Chairman, in the Chair), Mr J Littlemore, Cllr Mrs S Chandler, Mr W Adetoro, Mr H Cohn (Substitute) (Substitute for Mr R Clark), Ms L Hemsley, Mrs T Kerly, Mr Peskett, Mrs J Walton and Mr P Whitfield.

ALSO PRESENT: Mr P W A Lake

IN ATTENDANCE: Ms M Anthony (Commissioning and Development Manager), Ms C Holden (Head of Strategic Commissioning (Accommodation Solutions)-FSC), Mr D Garraway (Senior Accountant), Ms A Slaven (Director of Service Improvement), Mrs A Hunter (Principal Democratic Services Officer) and Mr G Mills (Democratic Services)

### **UNRESTRICTED ITEMS**

#### **41. Minutes of meeting of the Core Strategy Group held on 10 September 2012** *(Item 3)*

**AGREED** to note the minutes of the Core Strategy Group meeting held on 10 September 2012 subject to the addition of Paul Whitfield to the list of attendees.

#### **42. Minutes of the meeting of the Commissioning Body held on 23 July 2012** *(Item 4)*

**AGREED** to approve the minutes of the meeting of 23 July 2012 as a correct record.

#### **43. Presentation of Offender Case Studies (Oral)** *(Item 5)*

- (1) Melanie Anthony (Commissioning and Development Manager – Supporting People team) gave a presentation on offender management. She outlined: the background; the numbers of offenders involved; the role of supported accommodation; how “move-ons” were planned and counted; and concluded with a case study illustrating how partner organisations had come together to provide support.
- (2) The Supporting People Commissioning Body thanked Melanie Anthony for the informative presentation.

#### **44. Update on outcome of Floating Support and Home Improvements & Handyman Services Tenders (Oral)** *(Item 6)*

- (1) Melanie Anthony (Commissioning and Development Manager- Supporting People team) gave an update on the outcome of the Floating Support and Home Improvements and Handyman Services Tender. She said 10 services were being tendered for. Twenty-five submissions had been received and they had been evaluated by internal and external assessors. She further said there had been minimum disruption in the handover to the new providers, it was intended to seek feedback from those who had bid for the contracts and from those who had helped with the evaluations and to reflect this feedback in any further tenders.
- (2) **AGREED** to receive a paper summarising the process undertaken in commissioning the Home Improvement Agencies.

**45. Update on Outcome of the Tender Process for a Teenage Parents' Accommodation Based Service in Maidstone**  
(Item 7)

- (1) Melanie Anthony (Commissioning and Development Manager – Supporting People) introduced the report by Angela Slaven (Director – Service Improvement Customer and Communities Directorate) on the outcome of a teenage parents' accommodation based service in Maidstone.
- (2) In response to a question Melanie Anthony undertook to send members of the Supporting People in Kent Commissioning Body detailed information about the tender and contract award.
- (3) **AGREED** to note that the contract for the new teenage parents' service identified in the Supporting People Strategy had been awarded to Golding Homes.

**46. 3 - 5 Year Commissioning Plan**  
(Item 8)

- (1) Melanie Anthony (Commissioning and Development Manager – Supporting People) introduced the report which said that: the Commissioning Body had agreed the Supporting People Strategy 2010-15; the strategy now needed to be refreshed and the commissioning priorities reviewed to ensure their continuing strategic fit. This refresh would enable a commissioning plan to be drawn up, setting out the commissioning activity that will be undertaken over the next 5 years.
- (2) **AGREED** to undertake a needs analysis in order that the Supporting People can be refreshed and to receive a report on its findings at a future meeting.

**47. Performance Management**  
(Item 9)

- (1) The report highlighted aspects of performance management within the Supporting People programme.



- (2) The revised key performance indicator that relates to people maintaining or achieving independence had been achieved in Quarter 1 of 2012/13.
- (3) The revised target for the indicator that relates to success move-on from short term services had been narrowly missed.
- (4) The programme had funded 8,955 contracted household units relating to community alarms. It had contributed to over 2,215 handyperson/home improvement agency interventions and had also delivered housing related support services to over 9,990 vulnerable people within sheltered, supported and floating support services.
- (5) **AGREED** to note the report.

#### **48. Supporting People Funding 2012-13**

*(Item 10)*

- (1) The report said that 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.
- (2) **AGREED** to note:
  - (a) the report and Appendix 1;
  - (b) that KCC 2012/13 budget allocation is £25.7m of which planned expenditure is £25.7m;
  - (c) the revised budget allocation for 2012/13;
  - (d) the reserves balance of £2.1m as at 1 April 2012;
  - (e) the £500k transfer from reserves no longer required.

#### **49. Review of Reserves 2011-12**

*(Item 11)*

- (1) Dave Garraway (Senior Accountant) introduced the report which set out the actual financial outturn and the balance held on reserves for 2011/12 as at 31 March 2012.
- (2) **AGREED** to note:
  - (a) the report and appendix 1;
  - (b) actual expenditure to March 2012 of £30.84m with a drawdown on reserves for 2011/12 of £1.044m;
  - (c) balance on reserves at year end is £2.133m.

#### **50. Risk Update**

*(Item 13)*

- (1) The report updated risks relating to the Support People Programme.
- (2) **AGREED** to note the report.

## **51. Supporting People in Kent - Glossary of Terms**

*(Item 14)*

- (1) The terms and acronyms used in Supporting People in Kent was set out in a glossary.
- (2) **AGREED** to note the glossary.

## **52. Any Other Business**

*(Item 12)*

### **(1) AGREED:**

- (a) That using case histories in the presentations at the meeting had been very helpful in illustrating the issues and making information clear.
- (b) To receive a presentation at the next meeting with young people as its theme including information about the Troubled Families project and housing for young people illustrated with case histories where appropriate.

## **53. Meeting Dates 2013**

*(Item 15)*

**RESOLVED** that the Supporting People in Kent Commissioning Body would meet at Sessions House, County Hall Maidstone at 2pm on the following dates:

Wednesday 23 January 2013

Wednesday 17 April 2013

Tuesday 23 July 2013 and

Thursday 10 October 2013.

Item 7

Recommendation No

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

**To:** Supporting People Commissioning Body, 23 January 2013

**Subject:** Overview and outcome of the re-tender process for the  
Home Improvement Agencies (HIA) services

**Classification:** Unrestricted

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**Summary**

**This paper gives an overview of the re-tender process undertaken for the Home Improvement Agencies (HIA) services**

**1. Introduction**

- 1(1) In March 2011 the Commissioning Body agreed the implementation of Option Two of the Savings Proposal – Impact Assessment for the delivery of the £7 million savings on the Supporting People Programme between 2011/2012 and 2012/2013.
- 1(2) Option Two removed the funding of the Handyperson element of the HIA services leading to a savings of approximately £889,000 per annum.
- 1(3) The HIA services (minus Handypersons) were to be retendered with an intended commencement date of 1 October 2012 using Supporting People funds only. The budget for 2012/13 included an allocation of £689K for HIA and Handyperson services only.
- 1(4) As in previous arrangements district and boroughs were invited to contribute core funding to support the delivery of disabled facilities grant projects where required to ensure current activity levels.

**2. Context**

- 2(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 October 2012. Consultation delivered a service specification on which consensus had been agreed between partners including district and borough councils.

- 2(2) Following a market engagement event a procurement exercise was undertaken to award six contracts based on geographical areas. To meet the differing requirements of the districts and boroughs to utilise additional funding including disabled facilities grant, a funding framework was developed. All successful suppliers awarded contracts would be admitted to the framework. The framework agreement was intended to allow local authorities and health partners to procure further work over and above that funded by Supporting People funding, under a mini competition, providing an efficient route to the market and reducing the administrative burden on suppliers and authorities alike.
- 2(3) The framework approach has been developed and approved by the county council's procurement team.

### **3 The tender process**

- 3(1) The opportunity to tender was advertised on the South East Business Portal. To maximise competition the advert was also placed on the Foundations UK, the national body for Home Improvement and Handyman Services website.
- 3(2) The advert attracted expressions of interest from forty-seven organisations, all of whom were invited to tender. Tenders were submitted from the following organisations:
- Global House
  - In Touch
  - Swale Borough Council
- 3(3) All three tenders received were judged to comply with submission requirements.
- 3(4) The contract offer was split into lots based on six geographical areas for HIA services. Tendering organisations were invited to bid for one or more of six geographical lots. A single contract would be awarded for each lot as follows:
- Dartford, Gravesham, Sevenoaks, Tonbridge & Malling, Tunbridge Wells
  - Maidstone

- Swale
- Canterbury
- Thanet
- Ashford, Dover & Shepway

#### **4. Evaluation**

4(1) Tenders were evaluated in accordance with the agreed Procurement Plan.

4(2) There were 2 stages of evaluation:

- Selection
- Award

Only those who passed the selection criteria would proceed to be evaluated against the award criteria.

##### **Selection**

4(3) The evaluation of bids against the selection criteria was undertaken by an evaluation panel comprising the following members

- Commissioning Manager – Commissioned Services
- Commissioning Officer – Commissioned Services
- Service Manager – Substance Misuse

4(4) One bidder (Global House) failed to meet the pass/fail selection criteria. Only the remaining two bidders were judged eligible to proceed to the award stage.

#### **5 Award**

5(1) The Award criteria evaluation focused on the following areas:

- Service quality
- Business volume
- Price

5(2) The Award criteria section was evaluated by a panel comprising the following:

- Commissioning Manager - Commissioned Services
- Commissioning Officer - Commissioned Services
- Service Manager - Substance Misuse
- Community Services Manager, Families & Social Care
- Private Sector Housing Manager, Tonbridge & Malling Borough Council
- A panel of three service users

- 5(3) All bidders who achieved the 65% threshold were assessed against their tendered annual contract price, and the lowest price bid was assessed as the winning tender.

## 6 Results

- 6(1) The final scores across the award criteria for all lots are shown below:

Section	Weight	In Touch score	In Touch weighted	Swale score	Swale weighted
Service Quality	(20%)	20	100%	15.5	78%
Business Volume	(30%)	30	100%	30	100%
Price	(50%)	50	100%	50	100%
Total		100	100%	95.5	96%

- 6 (2) The following suppliers were evaluated as providing the required quality combined with the lowest cost annual contract bid:

- **Lot 1:** Dartford, Gravesham, Sevenoaks, Tonbridge & Malling and Tunbridge Wells - **In Touch Support**
- **Lot 2:** Ashford, Dover and Shepway - **In Touch Support**
- **Lot 3:** Maidstone - **In Touch Support**
- **Lot 4:** Thanet - **In Touch Support**
- **Lot 5:** Canterbury - **In Touch Support**
- **Lot 6:** Swale - **Swale Borough Council**

- 6(3) The contracts for HIAs were awarded to the suppliers as detailed above.

## 7 Finance

- 7(1) The Commissioning Body agreed to utilise £445k from reserves to extend existing contracts to enable services to continue whilst the retendering of HIA services took place.
- 7(2) The new contracts will run from 1 October 2012 – 30 September 2015 with an option to extend of a further two year extension until 30 September 2017 subject to satisfactory performance.
- 7(3) The annual value of all six contracts is £583,076. The total value over three years £1,749,230. Should the option to extend be taken, the contract value would be £2,915,384 in total.

## **8. Post Award**

- 8(1) The opportunity was given to all tendering organisations to submit alternative contract prices based upon the number of successful bids they made. These alternative proposals were only taken into account following the conclusion of the scoring of the award criteria. Only one organisation made more than one successful bid and offered a reduced cost in this way.
- 8(2) There are two HIA providers in the framework and neither wish to compete for work outside the awarded geographical areas. Those district and borough councils and health partners who wish to utilise the framework and award contracts for additional HIA related services, including core funding for disabled facilities grant, can do so directly with the contracted provider detailed above without recourse to further competition as first envisaged.
- 8(3) The county council is currently in discussions with HIA providers to agree outputs in relation to the contracts. It is anticipated that the service will deliver the same amount of activity as previously delivered with Supporting People funding, subject to core funding for disabled facilities grant being made available from districts and boroughs. A meeting between the provider, county council, Tonbridge and Malling Borough Council is scheduled for 17 January 2013 to confirm these arrangements.
- 8(4) Public Health are currently seeking to use the newly commissioned HIAs to deliver additional initiatives such as Warm Homes, Healthy People as part of the Kent Health and Affordable Warmth Strategy using the framework as described.

### **Recommendations**

**The Commissioning Body is asked to note that in accordance with the savings proposed by the Commissioning Body the contracts for the HIA services have been awarded to:**

- In Touch
- Swale Borough Council

### **Contact details –**

**Sally Duncan**

**Commissioning Officer**

**01622 694755**

**[sally.duncan@kent.gov.uk](mailto:sally.duncan@kent.gov.uk)**

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Recommendation: No

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

**To:** Supporting People Commissioning Body, 23 January 2013

**Subject:** Welfare Reform Overview

**Classification:** Unrestricted

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### Summary

**This paper gives an overview of the forthcoming changes due to be implemented in the progressing of welfare reform.**

## 1. Introduction

1(1) On 8 March 2012 the Welfare Reform Act received Royal Assent. The Act introduces a wide range of reforms to make the benefits and tax credits system fairer and simpler by:

- creating the right incentives to get more people into work
- protecting the most vulnerable in our society
- delivering fairness to those claiming benefit and to the tax payer.

1(2) The main elements of the Act are:

- the introduction of Universal Credit to provide a single streamlined payment
- a stronger approach to reducing fraud and error with tougher penalties for the most serious offences
- a new claimant commitment showing clearly what is expected of claimants while giving protection to those with the greatest needs
- reforms to Disability Living Allowance, through the introduction of the Personal Independence Payment
- creating a fairer approach to Housing Benefit to bring stability to the market and improve incentives to work
- driving out abuse of the Social Fund system by giving greater power to local authorities
- reforming Employment and Support Allowance to ensure that help goes to those with the greatest need
- changes to support a new system of child support

## **2. A summary of the changes so far**

- 2(1) **Local Housing Allowance (LHA) April 2011** – the maximum amount of housing benefit paid to people in private rented tenancies whose income is too low to meet the costs of their rent.
- 2(2) **LHA Shared Room rates January 2012** – the amount of LHA that single people between 25 and 34 can claim is capped to the LHA rate equal to that of someone renting a room in a shared house.
- 2(3) **Employment Support Allowance April 2012** – this benefit becomes time-limited for those who are deemed able to work and a sanctions regime is introduced from December 2012.

## **3. A summary of the changes to come**

- 3(1) **April 2013 Underoccupation rule in Housing Benefit** – A reduction of up to 25% in housing benefit will apply if tenants are underoccupying their property. Restrictions will apply to council and housing association tenants who claim housing benefit to allow for one bedroom for each person or couple living as part of the household, with the following exceptions:
  - Children under 16 of same gender expected to share
  - Children under 10 expected to share regardless of gender
  - Disabled tenant or partner who needs non resident overnight carer will be allowed an extra bedroom
- 3(2) **April 2013 Localised Council Tax Support schemes**  
Councils will replace council tax benefit with local Council Tax Support schemes for working age claimants. Government funding for the schemes will be cut by 10% nationally. A national scheme will be implemented for pensioners.
- 3(3) **April 2013 – Disability Living Allowance (DLA) becomes Personal Independence Payment (PIP)**  
Disability Living Allowance will be replaced for people of working age with the new Personal Independence Payment. All new and exiting claimants will be subject to a medical assessment to determine their entitlement. It is expected that people of working age in receipt of DLA will be transferred to PIP by 2016.
- 3(4) **October 2013 Universal credit** - all claimants will be migrated by late 2017  
Universal credit will become the main means tested benefit for people of working age, replacing the current housing benefit, income support, income related Employment and Support Allowance (ESA), Income-based Job Seeker's Allowance, Working Tax Credit and Child Tax Credit. The introduction of this benefit aims to simplify systems for claimants and to

replicate the way people are paid and manage money when they are in work by merging into a single monthly household payment. Most working-age claimants will no longer be able to choose to have the Housing Benefit component paid directly to their landlord, instead receiving it personally as part of their monthly payment. All claimants will be migrated to the new arrangements by late 2017.

**3(5) October 2013 - Total benefit cap – roll out**

From October 2013 there will be a phased implementation of a cap on the overall limit on the amount of benefit payable to people of working age to

- £26,000 per year (£500 per week) for couples and lone parents and
- £350 per week for single person households. There is no Benefit Cap on older person's benefits.

The Benefit Cap will first be applied in four local authorities in the London area. The cap will not apply to households that are in receipt of disability benefits working tax credit or war widows pensions. The cap will be applied by first reducing any Housing Benefit and then from out of work benefits.

**3(6) April 2013 – Discretionary Social Fund Localisation**

From April 2013, Community Care Grants and Crisis Loans will be abolished. Some money will be allocated to local authorities to provide a local scheme.

**4 Housing related support and welfare reform.**

- 4(1) It is likely that the existing recipients of housing related support services will be affected by the reforms outlined, to which support providers are well placed to provide this short term assistance to those who are multiple impacted by the strands of the reform as they are skilled in dealing with welfare benefit enquiries, with excellent links to local private landlords, local authority benefit departments and DWP job centre plus.
- 4(3) Commissioned services are already involved in the commissioning of a localised welfare solution to discretionary social fund applicants.
- 4(4) Using links to the Kent Housing Group Welfare Reform Subgroup, Commissioned Services will maintain a watching briefing on the impact of welfare reform.

**5. Conclusion**

- 5(1) A great deal of welfare reform is due to be implemented from April 2013.
- 5(2) Commissioned Services will utilise the established links it has with local DWP Partnership managers, providers and the Kent Housing Group Welfare

Reform Group to observe trends and report back to Commissioning Body as necessary.

**Recommendations**

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

**Contact details –**

**Mel Anthony**

**Commissioning & Development Manager**

**01622 694937**

**Melanie.Anthony@kent.gov.uk**

## Recommendation No

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

**To:** Supporting People Commissioning Body, 23 January 2013

**Subject:** Quarter 2 Performance Management

**Classification:** Unrestricted

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**Summary**

This report highlights the aspects of performance management within the Supporting People programme. Targets for the key performance indicators have been missed in quarter 2, though a greater number of people have achieved independent living than in the previous quarter. The programme has funded 8955 contracted household units relating to community alarms. Its HIA services has supported 2176 vulnerable people to Housing related support services have been delivered to over 9802 vulnerable people within sheltered, supported and floating support services.

**1. Introduction**

- (1) This report contains performance information relating Quarter 2 of 2012/13.
- (2) 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**.
- (2) Quarter 2 covers the period of preparation for the mobilisation of the newly commissioned floating support services.

**3. Key Features**

- (1) Since the last report the providers' achievements are as follows:-
  - Providers of sheltered, supported accommodation and floating support services have supported just over 9,800 people towards attaining or maintaining independence during quarter 2.

- The number of people who achieved independence has increased substantially from 501 in quarter 1 to 892 in quarter 2 (Appendix 3)
  - The number of people who moved from temporary living arrangements also increased from 335 in quarter 1 to 409 in quarter 2. (Appendix 3)
- (2) The revised key performance indicator target of 98.2% for Long Term Accommodation and Floating support (KPI1) has been missed (Appendix 2)
  - (3) The revised key performance indicator target of 80% set for short term services (KPI2) has also been narrowly missed. (Appendix 2)
  - (4) The fall in reported performance is in part due to data cleansing conducted by the Commissioned Service Team to improve future reporting. Commissioned Services have run four free training events in December for providers in order that data quality is improved. It is anticipated that this will result in more accurate performance reporting in the future.

#### **4. Conclusion**

- (1) A greater number of people in sheltered housing, floating support and supported accommodation have achieved and maintained independence. However, the targets for both Key Performance Indicators 1 and 2, which relate to the overall proportion of people attaining and maintaining independence, have been missed.
- (2) Commissioned services are running free training events in December for all providers to improve the quality of data that this reported.

#### **Recommendations;**

The Commissioning Body is asked to:

1. Note the report

#### **Background Documents**

None

**Melanie Anthony**  
**Commissioning and Development Manager**  
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[Melanie.Anthony@kent.gov.uk](mailto:Melanie.Anthony@kent.gov.uk)

**Helen Groombridge**  
**Business Analyst**  
**01622 694102**

**Appendix 1 Contractual Information**

**Appendix 2 Key Performance Indicators**

**Appendix 3 Destination data - Quarter 2 (Jul-Oct 2012)**

## Appendix 1 Contractual Information

Service Type	Contracted £	Units
Community Alarms	414,591	8955
Extra Care	128,940	254
Floating Support Service	5,766,910	1942
HIA	1,133,507	3243*
Long Term Accommodation	4,430,028	550
Sheltered Housing	2,792,873	5695
Short Term Accommodation	10,604,451	1126
<b>Total Contracted</b>	<b>£25,271,300</b>	<b>21,126</b>

As at Sept 2012

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

## Appendix 2 Key Performance Indicators

### Key Performance Indicator 1 Quarter 2 (July- October 2012)

- (1) The programme has missed its revised overall target of 98.2% against **Key Performance Indicator 1** (KPI1) in quarter 2 (July-October) of 2012/2013 (Figure 1)

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

KPI 1 (%)	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q1 2012/13	Q2 2012/13
Accommodation (long term)	98.7	98.4	98.8	99.3	97.8
Floating Support	97.2	98.2	97.2	98.2	93.3
Overall KPI1	98.3	98.4	98.4	98.9	96.9

(133 services)

- (2) Examination of the data reveals that 46 of the 133 services that report on this indicator missed the target this quarter. The figure has been negatively impacted by the high number of cases (95) where the provider has reported that the outcome of the intervention is “other unknown”.
- (3) 239 young people accessed the young person specific services during quarter; 148 of these young people moved to independent living. The KPI 1 measure achieved in these services was 93.7%.
- (4) Free provider training events were run in December to improve the quality of reporting which is anticipated will have a positive impact upon the reported performance.

### 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) missed the revised target of 80% set by the Commissioning Body. However young person specific services exceeded the target by achieving 86.7% planned departures.



**Figure 2 Key Performance Indicator 2 - Percentage of planned move-ons from short term services Target 80%**

KPI2	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q1 2012/13	Q2 2012/13
<b>Accommodation (Short Term)</b>	79.5	81.4	78.7	80.3	<b>81.5</b>
<b>Floating Support (5 services)</b>	80.1	81.2	85.8	67.6	<b>71.3</b>
<b>Overall KPI 2</b>	<b>79.7</b>	<b>81.4</b>	<b>80.4</b>	<b>79.5</b>	<b>79.07</b>

(92 services)

- (2) Examination of the data reveals that of the 92 services that report against this indicator, 26 did not meet the Commissioning Body's target. There were 82 unplanned departures and 45 of them came from short term services for single homeless including hostels.
- (3) From the young person specific services there were 98 planned exits with only 15 unplanned. In total 372 young people used these services.
- (4) There were 3 services where the single departure in the quarter was unplanned. Although this relates to only 3 individuals, the indicator returned was 0% in each service and this impacted negatively on the overall target this quarter.
- (5) Figure 2 shows that the anticipated improvement in the KPI figure in the new resettlement services was achieved.
- (6) The free provider training is expected to reduce the 19 unknown departures reported and improve the attainments against KPI2 next quarter.

### Appendix 3 Destination data - Quarter 2 (July- October 2012)

- (1) The number of people concluding their programme of support and departing support services increased from 1098 in Q1 to 1647 in Q2. Most people left Supporting People services in a successful, planned way having been supported to achieve greater independence. The increase in departures coincides with the planned transition arrangements from existing floating support services to the new commissioning arrangements.
- (2) Of the 409 planned moves from short term services, 181 were made into the social rented sector.

**Figure 3 Departures destinations achieved in Quarter 2**

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

Departure Reason (KPI 1)	Total
Moved into Independent accommodation/ completed support programme	823
Sheltered/ Long Term Supported Housing	63
Care/Nursing Home/Hospital/Hospice	72
Short term Supported Housing	11
Abandoned Tenancy	1
Other Unknown	95
Evicted	2
Died	66
Taken into custody	4
<b>Total</b>	<b>1137</b>

#### Short Term accommodation (KPI2)

Departure Reason (KPI 2)	Total
Planned - Staying with family/friends	118
Planned - Rented private	82
Planned - Supported Housing	82
Planned - LA	70
Planned - RSL	29
Planned - Home	13
Planned - Institutional care e.g. Prison, Hospice, Hospital, care.	5
Planned - B&B	7
Planned – Owner Occupier	3
Unplanned - Staying with family/friends	24
Unplanned – Private Rented	1
Unplanned - Home	2
Unplanned Institutional care - Prison/Care/Hospital	14
Unplanned - Sleeping Rough	1
Other/Abandoned Evicted	59
<b>Total</b>	<b>510</b>

Recommendation Yes

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

**To:** Supporting People Commissioning Body, 23 January 2013

**Subject:** 2012-13 Outturn; 2013-14 Budget & Drawdown of reserves

**Classification:** Unrestricted

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### Summary

This report provides a summary of the forecast outturn for the 2012-13 financial year. It also provides details of the reduction in next year's budget due to revised contracts.

#### 1. 2012-13 Forecast Outturn

- 1) The Kent County Council (KCC) funding allocation for Supporting People in 2012-13 is £25.7m. The attached appendix provides a summary overview of funding allocations and key financial performance indicators for the 2012-13 financial year. (Appendix 1)
- 2) The current forecast is that the budget will be under spent by £106k as a result of the HIA retendering exercise.

#### 2. 2013-14 Budget

- 1) During 2012-13 several contracts which support Floating Support had been retendered. The result of this retendering was that Supporting People were able to procure the service at a reduced cost.
- 2) KCC within the Budget Consultation have included a new saving target of £750k against the Supporting People budget line. This will need to be approved at the County Council meeting in February 2013. This will not impact upon the current commissioning and contracted service agreements and allows for SP to deliver the agreed programme

### Recommendations;

The Commissioning Body is asked to note and agree:

1. The forecast outturn for the unit is £25.6m
2. The budget for 2013-14 will be reduced by £750k

**Contact details**

Dave Garraway  
Senior Accountant (Service Support),  
Business Strategy & Support  
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## Appendix 1:

	FINANCIAL			ACTIVITY			
<b>Funding and Capacity 2012/13</b>	Budgeted	Forecast Outturn	Variance	Budgeted Capacity	Usage	KPI 1	KPI 2
	£	£	£	Units	%	%	%
Community Alarms	414,591	414,591	0	8,955		N/A	N/A
Extra Care	128,940	128,940	0	254		98%	98%
Floating Support Service	5,766,910	5,766,910	0	1,942		98%	98%
HIA	1,133,507	1,027,507	(106,000)	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		98%	98%
Sheltered	2,792,873	2,792,873	0	5,695		98%	98%
Short Term Accomodation	10,604,451	10,604,451	0	1,126		98%	98%
<b>Total</b>	<b>25,290,000</b>	<b>25,184,000</b>	<b>(106,000)</b>				
Admin		458,000					
		<b>25,642,000</b>					

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## Supporting People in Kent – Glossary of Terms

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

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**

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Agenda Item 14

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