



AGENDA

SUPPORTING PEOPLE IN KENT COMMISSIONING BODY

Monday, 29th July, 2013, at 2.00 pm

Ask for: **Ann Hunter**

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

Telephone **(01622) 694703**

1. Apologies
2. Introductions
3. Declarations of Interest by Members in Items on the Agenda
4. Election of Vice-Chairman
5. Minutes of meeting of 17 April 2013 (Pages 1 - 6)
6. Matters Arising from the Minutes
7. Troubled Families Project - Presentation
8. Update on Floating Support in lieu of Planned Accommodation Based Services (Pages 7 - 8)
9. 2013-14 Proposed Budget and 2012-13 Outturn (Pages 9 - 12)
10. Needs Analysis Presentation
11. Any other business
12. Glossary (Pages 13 - 18)
13. Date of Next Meeting

The next meeting of the Supporting People in Kent Commissioning Body will take place at 2pm on Thursday, 10 October 2013 at Sessions House, County Hall, Maidstone

Development Workshop

Members of the Supporting People in Kent Commissioning Body are requested to remain after the meeting for a development workshop.

EXEMPT ITEMS

(At the time of preparing the agenda there were no exempt items. During any such items which may arise the meeting is likely NOT to be open to the public)

Peter Sass
Head of Democratic Services
(01622) 694002

Friday, 19 July 2013

KENT COUNTY COUNCIL

SUPPORTING PEOPLE IN KENT COMMISSIONING BODY

MINUTES of a meeting of the Supporting People In Kent Commissioning Body held in the Darent Room, Sessions House, County Hall, Maidstone on Wednesday, 17 April 2013.

PRESENT: Mr P M Hill, OBE (Chairman), Cllr K Belcourt, Cllr Mrs S Chandler, Ms A Christou, Cllr Mrs C Clark, Cllr Mrs A Hicks, Cllr J Howes, Mrs T Kerly, Mr J Littlemore, Mr H Cohn (Substitute), Ms A Haines (Substitute), Mr K Hetherington, Ms L Hibbs (Substitute), Ms S McFarlane (Substitute), Ms C Wrate (Substitute), Ms J Ellis (Substitute) and Ms T Wenham (Substitute).

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

UNRESTRICTED ITEMS

66. Apologies

(Item 1)

Apologies were noted

67. Introductions

(Item 2)

The Chairman invited new members and substitutes to introduce themselves to the Supporting People in Kent Commissioning Body.

68. Minutes of the last meeting of Supporting People In Kent Commissioning Body - 23 January 2013

(Item 3)

The minutes of the meeting of the Supporting People in Kent Commissioning Body held on 23 January 2013 were approved as a correct record and signed by the Chairman.

69. Matters Arising from the Minutes

(Item 4)

(1) Overview and Outcome of the Re-tender Process for Home Improvement Agencies Services (Minute 58(4))

It was confirmed that performance targets had been agreed with the new contractors, meetings were being held regularly and all relevant information had been sent to districts. It was also said that performance monitoring was

now embedded and performance information would be produced monthly. The Supporting People Commissioning Body would be advised of the dates of the regular monthly meetings with the contractor and there would be an opportunity to have any issues of concern raised at those meetings.

(2) Welfare Reform – Minute 59(3)

In response to a question it was said that work with the Kent Housing Group to consider the impact of the introduction of universal benefit was continuing and a report would be brought to the meeting of the Supporting People Commissioning Body meeting on 10 October 2013. It was also confirmed that data from districts would provide all the data needed.

70. Home Improvement Agency Tender - Verbal update
(Item 5)

This was dealt with under matters arising as is recorded at 69 (1) above.

71. Needs Analysis
(Item 6)

(Report by Angela Slaven, Director – Service Improvement)

- (1) The report gave information about the commissioning of an independent needs analysis to inform and shape future service provision. It also said that key strategic partners would be involved in the analysis which would be completed by June 2013. The analysis would inform commissioning intentions for the next 3 to 5 years. A commissioning plan would be provided to the meeting of the Supporting People in Kent Commissioning Body to be held on 10 October 2013.
- (2) Stakeholders from the districts and boroughs will be contacted by the consultants and it is important that all the information is gathered at a local and county level. A decision on the provider would be finalised on Friday, 19 April. The successful organisation would spend the following six weeks collecting and analysing the data and a report of the analysis would be presented to the Commissioning Body on 23 July 2013 showing some modelling of services for the future. (POST MEETING NOTE – this meeting was subsequently re-arranged to 29 July 2013)
- (3) In response to a question it was confirmed that the list of local, regional and national priorities was intended to be illustrative rather than comprehensive and references to PCT and other NHS would be updated to reflect recent changes.
- (4) **Agreed to:**
 - (a) Support and engage with the evidence gathering for the needs analysis;
 - (b) Receive a report detailing the findings of the analysis at its July meeting.

72. Floating Support in Lieu of Planned Accommodation Based Services
(Item 7)

(Report by Angela Slaven, Director- Service Improvement)

- (1) A revised report was tabled at the meeting.
- (2) The report set out the arrangements for the revenue funding of accommodation based services that were proposed in the 2010-15 strategy. Work had continued to develop these services and in the meantime additional temporary floating support services had been commissioned. As the accommodation based services had developed, these temporary floating support services had been decommissioned and competitive tendering processes run for the accommodation schemes.
- (3) During the discussion it was stated that Ashford Borough Council was likely to re-consider the planning application for a supported housing scheme for young people which had previously been refused and the supported housing service for young people in Dover had been partly delivered.
- (4) During the discussion it was confirmed that the needs analysis would be used to confirm any previously identified need as well as identifying any new or hidden needs.
- (5) In response to questions it was confirmed that floating support would remain in place and decisions relating to floating support in lieu would not influence decisions relating to accommodation based services.
- (6) Mr Hill proposed that an interim report on the development of services be considered at the next meeting of the Supporting People Commissioning Body in July 2013. This was seconded by Mr Littlemore and agreed unanimously.
- (7) **Agreed:**
 - (a) To receive a report in October that will set out a new commissioning plan that will offer more flexible models of delivery;
 - (b) To receive an interim report giving an update on progress at the meeting of the Commissioning Body in July.

73. Performance Management

(Item 8)

(Report by Angela Slaven, Director – Service Improvement)

- (1) The report was tabled at the meeting.
- (2) The report highlighted the aspects of performance management within the Supporting People programme. The target for achieving and maintaining independence had been met in quarter 3. The target for the indicator relating to short term accommodation had been missed. A total of 8,955 community alarm units had been commissioned during the quarter. Housing related support services had been delivered to over 9,300 vulnerable people within sheltered, supported and floating support services.

- (3) A question was raised about information which had been obtained by the local media from a Kent County Council website saying that 25% of all homeless people in Kent were in the Ashford Borough which did not correspond with the data on homelessness held by Ashford Borough Council. It was agreed to investigate and discuss further outside the meeting.
- (4) **Agreed** to support and encourage referrals to floating support.

74. 2012-13 Outturn & Updated Cash Limits

(Item 9)

(Report by Angela Slaven, Director of Service Improvement)

- (1) The report provided a summary of the forecast outturn for the 2012-13 financial year. It also detailed the reduction in cash limit for the service.
- (2) In response to a question relating to £106k underspend shown in the finance report considered at the meeting on 23 January 2013, Mr Garraway undertook to provide an answer to Mrs Hibbs in writing.
- (3) There was a discussion about the forecast underspend of £415.3k and had it been known about in January 2013 if it could have been used instead of drawing down reserves to support the Excellent Homes for All PFI project. In response to questions assurances were given that financial reports were as accurate and as correct as possible when they were presented to the Commissioning Body and on advice from senior finance officers this underspend could not have been added to reserves.
- (4) Mr Hill said that officers had acted on the advice given and he undertook to raise the issue with senior finance officers and report back to the next meeting of the Supporting People Commissioning Body.
- (5) Agreed to note:
- (a) The forecast outturn for the unit is £25,189k;
 - (b) The budget for the year has been reduced by £143.1k.

75. Any other business

(Item 10)

(1) Changes to Housing Allocations Policy

In response to a question about the impact of changes to the definition of a "local connection" it was reported that Kent County Council was engaging with districts and boroughs on consultations regarding changes and particular issues could be discussed outside the meeting.

76. Date of next meeting

(Item 11)

The next meeting of the Supporting People in Kent Commissioning Body will take place at 2pm on Tuesday 23 July 2013 at Sessions House, County Hall, Maidstone.

POST MEETING NOTE – This meeting was subsequently re-arranged to 29 July 2013 at 2pm.

77. Glossary
(Item 12)

Agreed that this be noted.

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

To: Supporting People in Kent Commissioning Body 29 July 2013

Subject: Update on Floating Support in Lieu of Planned Accommodation Based Services

Classification: Unrestricted

Summary

This report provides the Commissioning Body with an update on the recent commissioning of floating support in lieu of accommodation based services.

1. Introduction

- (1) The Commissioning Body has previously received a paper on the provision of floating support in lieu of planned accommodation based services.
- (2) This report provides an update on those accommodation based services that have been commissioned as part of this provision.

2. Recent commissioning

- (1) The strategy identified the need for a range of housing related support schemes including several for young people, two women's refuges and schemes for single homeless people.
- (2) Six schemes have since been delivered in Sevenoaks, Dover, Maidstone, Shepway, Tonbridge and Malling and Swale. This totals 44 units for young people at risk (annual contract value £629,553.26), 6 units for teenage parents (annual contract value £91,591.73) and a women's refuge of 6 units in Sevenoaks.
- (4) The latest tendering exercise was undertaken in June 2013, delivering a new supported housing scheme for Young People at Risk in Swale.
- (5) As previous reports have identified, the remaining schemes planned have yet to secure sites, capital and planning permission where necessary. It is unlikely that the outstanding schemes will be delivered in this financial year.
- (6) As the substantive floating support services have become established, the demand for the floating support in lieu services has diminished. In order to get

best use from these contracts, their capacity has been utilised to deliver support to the Troubled Families programme until November when the contracts will end.

- (7) The needs analysis currently being undertaken will test the ongoing need for future supported housing services and will inform a commissioning plan that will consider a range of flexible models of delivery.

4. Conclusion

- (1) Floating support has been provided in lieu of a range of supported accommodation ambitions.
- (2) Whilst some of these ambitions have been realised, key factors such as capital and planning have prevented or delayed the development of others.
- (3) The substantive floating support contracts are fully operational, which has enabled the in lieu provision to be utilised to support the Troubled Families agenda.
- (4) The needs analysis and resultant commissioning plan will provide an opportunity to establish the need for any future supported accommodation provision.

Recommendations;

The Commissioning Body is asked to note the update provided.
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Background Documents

None

Melanie Anthony

Commissioning and Development Manager

01622 694937

Melanie.Anthony@kent.gov.uk

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

To: Supporting People Commissioning Body 29 July 2013

Subject: 2013-14 proposed budget and 12-13 Outturn

Classification: Unrestricted

Summary:

This report provides an overview of the proposed budget for the 2013-14 financial year, as well as confirming the final outturn for the 2012-13 financial year.

1. 2013-14 Budget

- 1) The budget allocated to Supporting People by Kent County Council for 2013-14 is £24,856,500.
- 2) This is a net reduction on the last years' budget of £748,400 comprising the agreed £750,000 planned reduction through (i) re-commissioning the floating support service and (ii) achieving greater efficiencies last year, offset by a modest increase of £1,600 to cover salary adjustments.
- 3) The budget for 2013-14, split by expenditure type, can be seen in Appendix 1.
- 4) The recommendations from the Needs Analysis will determine the commissioning plan for 2014/15 and beyond, which is likely to influence the actual expenditure during the current year if implemented early.

2. 2012-13 Final Outturn

- 1) The outturn for 2012-13 is an underspend of £387,300.
- 2) This figure is £28,000 less than the March forecast due to a timing adjustment at the year-end based on actual contract values and services provided.
- 3) As reported at the previous meeting, the underspend arose primarily due to the re-commissioning of floating support services (see 1.2 (i) above), as well as releasing the timing adjustments brought forward from the prior year that are no longer required.

3. Recommendations

The Commissioning Body is asked to note and agree:	
1.	The proposed budget of £24,856,500
2.	The Outturn for 2012-13 is an underspend of £387,300

Contact details

Dave Garraway
Senior Accountant (Service Support),
Business Strategy & Support
01622 221775

Appendix 1: Proposed budget allocation for 2013-14

	FINANCIAL			ACTIVITY			
Funding and Capacity 2013/14	Budgeted	Forecast Outturn	Variance	Budgeted Capacity	Usage	KPI 1	KPI 2
	£	£	£	Units	%	%	%
Community Alarms	391,000	391,000	0				
Very Sheltered	129,300	129,300	0				
Floating Support Service	4,453,400	4,453,400	0				
HIA	583,100	583,100	0				
Leaseholders	21,000	21,000	0				
Long Term	4,251,600	4,251,600	0				
Sheltered	2,797,100	2,797,100	0				
Short Term Accommodation	10,650,200	10,650,200	0				
Floating Support in Lieu	1,264,900	1,264,900	0				
Total Contracts	24,541,600	24,541,600	0				
Admin	314,900	314,900	0				
Total	24,856,500	24,856,500	0				

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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

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 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.

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 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