



AGENDA

SUPPORTING PEOPLE IN KENT COMMISSIONING BODY

Wednesday, 2nd April, 2014, at 2.00 pm

Ask for: Ann Hunter

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

Telephone (01622) 694703

- 1. Apologies**
- 2. Declarations of Interest**

Members are requested to declare any interests at the start of the meeting. Members are reminded to specify the agenda item number to which it refers and the nature of the interest being declared.
- 3. Minutes of the last meeting of the Commissioning Body held on 28 January 2014 (Pages 3 - 6)**

To consider and approve the minutes as a correct record.
- 4. Minutes of the last meeting of the Core Strategy Group held on 27 February 2014 (Pages 7 - 10)**

To note the minutes of the Core Strategy Group
- 5. Re-Commissioning (Pages 11 - 28)**

To note the reports relating to:

 - 5.1 Domestic Abuse Commissioning
 - 5.2 Homelessness Commissioning
 - 5.3 Young People Commissioning
- 6. 2013-14 Forecast and 2014-15 Budget (Pages 29 - 32)**

To receive a report providing a forecast of the outturn for the 2013-14 financial year and confirmation of the 2014-15 budget

7. Performance Management (Pages 33 - 40)

To receive a report on aspects of performance management within the Supporting People services.

8. Agenda Items for Future Meetings

To receive suggestions for items to be included in future agendas

9. Date of Next meeting - Tuesday 22 July 2014

Glossary

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

Tuesday, 25 March 2014

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 Tuesday, 28 January 2014.

PRESENT: Mr P M Hill, OBE (Chairman), Cllr Ms J Anderson (Vice-Chairman), Mr W Adetoro, Cllr K Belcourt, Cllr Mrs S Chandler, Cllr Mrs C Clark, Mr H Cohn, Cllr J Cunningham, Mr P Dosad, Mr A Hammond, Mr K Hetherington, Cllr Mrs A Hicks, Cllr J Howes, Cllr S Howes, Ms S Kaur, Mrs T Kerly, Mr J Littlemore, Mr G Peskett, Mr C P Smith, Ms A Stacey, Mr P Whitfield and Cllr J Wright

IN ATTENDANCE: Ms M Anthony (Commissioning and Development Manager), Ms A Slaven (Director of Service Improvement), Mr K Tilson (Finance Business Partner - Customer & Communities), Mrs D Wright (Head of Commissioned Services) and Mrs A Hunter (Principal Democratic Services Officer)

UNRESTRICTED ITEMS

26. Apologies

(Item 1)

Apologies for absence were received from Ms A Christou (Swale Borough Council), Mr Gibbens (Cabinet Member for Adult Social Care and Public Health), Mr C George (Thanet District Council) Ms L Hemsley (Thanet District Council), Mr G Missions (Sevenoaks District Council) and Cllr John Wilson (Maidstone Borough Council)

27. Declarations of Interest

(Item 2)

There were no declarations of interest.

28. Minutes of the last meeting of the Commissioning Body held on 10 October 2013

(Item 3)

Agreed that the minutes of the meeting held on 10 October 2013 be approved as a correct record and signed by the chairman subject to the inclusion of an additional paragraph to minute 19 to say that the CIH Needs Analysis report be circulated to all members of the Supporting People in Kent Commissioning Body.

29. Facing the Challenge (verbal update)

(Item 4)

The chairman gave a brief update on the re-organisation of the top tiers of management at KCC, which would be effective from 1 April 2014. He said all services within the Communities directorate would transfer to other directorates and the total number of directorates would reduce from four to three. The Supporting

People team, and therefore the SPCB, would transfer to the Families and Social Care directorate. Mr Hill said he anticipated there would be a change of chairman following changes to cabinet portfolio responsibilities, which were not yet known.

In response to a question, Mr Hill said there was no intention to change the way the SPCB operated.

30. Enhancement of winter provision for rough sleepers (verbal update) (Item 5)

- (1) Melanie Anthony (Commissioning and Development Manager) gave an update on the enhanced support being provided for homeless people through the Hostels Plus service. This additional support was being funded until the end of March 2014 by the underspend arising from the cessation of the Floating Support in Lieu contracts, reported to SPCB on 10 October 2013. The purpose of the Hostels Plus service was to support vulnerable rough sleepers to re-connect with their friends and families, be supported into tenancies and to access other support services.
- (2) In response to questions, Ms Anthony said it was envisaged that individuals would stay in a hostel for no more than 5-7 days and there would be no more than 2 vulnerable homeless people in any hostel at the same time. Hostels in Ashford, Canterbury, Dover, Maidstone, Tonbridge and Malling, Tunbridge Wells and Swale were participating in the scheme.
- (3) Ms Anthony also said that there was a communication protocol in place that would ensure district and borough councils were aware of the scheme.

31. 2013-14 Forecast (Item 6)

- (1) Diane Wright (Head of Commissioned Services) introduced the report, which provided a forecast of the outturn for the 2013-14 financial year. She also referred to the savings of £2.4 million proposed for 2014-15 and said this would be discussed at the meeting of the County Council scheduled for 13 February 2014.
- (2) Agreed that:
 - (a) the projected outturn of £23,471.2K, against the cash limit of £24,856K, be noted;
 - (b) an underspend of -£1,385.3K be noted; and
 - (c) a movement of -£58K, compared to the last meeting, be noted.

32. Commissioning Plan (Item 7)

- (1) Melanie Anthony (Commissioning and Development Manager) introduced the report, which gave an overview of the second iteration of Commissioned Services commissioning intentions and plan for housing-related support over

the next three years. The report also provided the Commissioning Body with a means to debate and develop the intentions and to contribute to the planning for re-shaping provision in Kent as Commissioned Services embarked on a process of change as part of a wider programme of public sector reform.

- (2) In response to questions, Ms Anthony said that:
 - work was already underway with district and borough councils, as well as other agencies, to meet the needs of ex-service personnel;
 - the draft procurement plan for domestic abuse services, set out in appendix 4 of the report, took into account the issues that had arisen in a previous procurement exercise;
 - efforts were continuing to find suitable premises for domestic abuse services in West Kent.
- (3) Concerns were raised about the difficulty of endorsing the commissioning plan without having seen the detailed evidence base provided in the CIH Needs analysis.
- (4) Agreed that the Commissioning Plan be endorsed, in principle, subject to receipt of the CIH Housing Needs Analysis report.

Post-meeting note

The CIH Needs Analysis report was circulated to all members of the SPCB on 29 January 2014.

33. Home Improvement Agency (HIA) Tender- Evaluations

(Item 8)

- (1) Melanie Anthony (Commissioning and Development Manager) introduced the report, which summarised the findings of a review of the Home Improvement Agencies (HIA) tender and the tender evaluation process as well as the lessons learnt, which would inform future commissioning plans.
- (2) Agreed that the outcome of the evaluation report and the intention to ensure that future commissioning reflected the lessons learnt be noted.

34. Performance Management

(Item 9)

- (1) Melanie Anthony (Commissioning and Development Manager) introduced the report, which highlighted aspects of performance within the Supporting People programme. The key performance indicator which related to people maintaining or achieving independence had been achieved again for Quarter 1 of 2013/14. Housing-related support services had been delivered to 9,733 vulnerable people within sheltered, supported and floating support services, a further 8,307 people had received community alarms and 944 households had used an HIA service.
- (2) In response to questions, Ms Anthony said support staff worked to enable service users to be as independent as possible and part of that was ensuring people knew how to access help before their need reached crisis point.

- (3) Agreed that the report be noted.

35. Agenda Items for Future Meetings

(Item 10)

- (1) It was suggested that a report on the Better Care Fund and a progress report on the implementation of the commissioning plan be considered by the SPCB in due course.
- (2) Angela Slaven (Director of Service Improvement) provided an update on the support provided by the Floating Support team to residents affected by the recent flooding.

36. Date of Next Meeting - 2 April 2014 at 2pm

(Item 11)

Core Strategy Group Minutes
Thursday 27 February 2014
Trinity Foyer, Maidstone

Meeting	Core Strategy Group		
Date & Time:	27 February 2014 2.00pm	Minutes By:	Pam McConnell KCC Customer & Communities Commissioned Services
Meeting Place:	Trinity Foyer, Church Street Maidstone		
Present:		Job Title: Senior Administration Officer	
Diane Wright		KCC – Customer & Communities Head of Commissioned Services (Chair)	
Melanie Anthony		KCC – Customer & Communities, Commissioned Services	
Gary Peskett		Canterbury City Council	
Kevin Hetherington*		Tonbridge Wells Borough Council	
Neil Coles		Maidstone Borough Council	
Howard Cohn		Kent Probation	
Alison Haines*		Dartford Borough Council	
Kevin Tilson		KCC – Finance Business Partner	
Craig George		Thanet District Council	
Gavin Cargill		KCC – Families & Social Care Specialist Children’s Services	
Richard Robinson		Ashford Borough Council	
Lynn Wilders		Tonbridge & Malling Borough Council	
Present for part of the meeting*			
Apologies:			
Tracey Kerly		Ashford Borough Council	
Amber Christou		Swale Borough Council	
Wale Adetoro		Gravesham Borough Council	
Satnum Kaur		Tonbridge and Malling Borough Council	
Jane Ellis		Sevenoaks District Council	
Christy Holden		KCC - Families & Social Care Contracting	
Paul Whitfield		Dover District Council	
Adrian Hammond		Shepway District Council	
Item No	Details of the Item/decisions taken		CSG Member responsible for action
1 & 2.	Apologies & Introductions The group introduced themselves and apologies from Lauren Hemsley, Amber Christou, Kevin Hetherington and Wale Adetoro were noted.		

3.	Minutes of meeting 10 December 2014 The minutes were agreed as accurate. CSG members requested for minutes to be distributed in a timelier manner.	
4.	Actions and Matters Arising All actions were noted as completed	
5. 5.1	<p>Re-Commissioning</p> <p>Domestic Abuse Commissioning</p> <p>The group were provided with an overview of the above paper which sets out the intentions and preliminary timeline for commissioning an integrated domestic abuse service. That would:</p> <ul style="list-style-type: none"> • Be more community based • Provide the opportunity to widen service provision • Be more holistic to ensure better outcomes <p>The group were given assurance that:</p> <ul style="list-style-type: none"> • There would be enough provision across the county for those fleeing along with the ability to strengthen the means to keep people safe at home. • Providers will have more freedom and flexibilities with the opportunity to subcontract or form consortia • No reduction in the numbers of people seen and supported • Resettlement support will be included <p>Group members where provided with an overview of a forthcoming Commissioning Plan Event that will give providers, landlords and other stakeholders the opportunity to look at specific issues, needs and risks associated with the changes to the way services will be commissioned.</p> <p>Actions:</p> <ul style="list-style-type: none"> • HC to forward Sonia Cruzier of NPS contact details to Emily Matthews as the Probation link. Action 1 • Group members were asked if they would volunteer to be facilitators on the day. Action 2 <p>The group approved the paper for presentation to the Commissioning Body</p> <p>Homelessness Commissioning</p> <p>The above paper provided an overview of the intentions for recommissioning an integrated homelessness service in Kent, which would enable:</p> <ul style="list-style-type: none"> • Greater provision • More prevention • Greater outreach provision • Blending models to ensure a more holistic service • More flexibility to be more responsive to local and seasonal needs. 	<p>HC</p> <p>All</p>
5.2		

5.3	<p>The group requested that Commissioned Services ensure that any figures used correspond to those published by the CLG</p> <p>The group were assured that the changes to the way services are commissioned were in line with KCC's Facing the Challenge with no expectation for Commissioned Services to provide any additional savings, other than those published, for 2014/15 from the Supporting People budget.</p> <p>Assurance was given that the Offenders Service would remain as part of the commissioning plan for this year and a paper would be presented at the next meeting. Action 3</p> <p>Young Peoples commissioning</p> <p>The above paper provided group members with an outline current service and future provision summarising the challenges and priorities that are practical and ensure robust economies of scale.</p> <p>Assurance was given that commissioning officers are working closely with Specialist Children's Services.</p>	MA
6.	<p>Finance</p> <p>The above paper provided the group with the current financial forecast on budget spend for 2013/14 and confirmation of the budget for 2014/15.</p> <p>In discussing the paper the members agreed to look at the reserves to look at what one off pilots could be established prior to phases two and three of the commissioning plan. Action 4</p>	All
7.	<p>Performance</p> <p>The above paper provided the group with an overview of current performance highlighting the good practice which has resulted in exceeding both KPI targets in quarter 3.</p> <p>The group welcomed the news and requested that the contractual information in appendix 1 has an additional table with a break down on client groups. Action</p>	MA
8. 8.1	<p>Any Other Business</p> <p>Needs Analysis</p> <p>The group discussed the final draft of the needs analysis and their concern that there was little quantitative data presented in the final report.</p> <p>Group members were assured that the CiH had been provided with and sought significant amounts of quantitative data for the needs analysis. The brief was to focus on the models of provision</p>	

8.2	<p>and the gaps in the pathways in and out of services. It was agreed to provide more quantitative data to inform members of current and projected need as part of the commissioning plan for each cohort. Action 5</p> <p>Facing the Challenge</p> <p>DW informed the group that as part of the Facing The Challenge transformation Angela Slaven will no longer be chairing these meetings as Commissioned Services moves into the People Directorate.</p> <p>Members expressed their thanks to Angela for all her support and hard work over the past five years, wishing her well for the future.</p>	MA

Dates of Future meetings

9 June 2014 2.00pm – 4.00pm Wantsum Room, Sessions House
1 September 2014 2.00pm – 4.00pm Swale Room 1, Sessions House
11 December 2014 2.00pm – 4.00pm Swale Room 1, Sessions House

By: Mark Lobban, Director of Commissioning, Social Care, Health and Wellbeing

To: Supporting People Commissioning Body, 2 April 2014

Subject: Domestic Abuse Commissioning

Classification: Unrestricted

Summary

The following paper sets out the intentions for commissioning an Integrated Domestic Abuse Service in Kent, with a preliminary timeline for the commissioning process.

Recommendation

The Commissioning Body is asked to note the report

1. Introduction

- (1) During 2013, the Commissioned Services Team commissioned a thorough analysis of the housing related support needs in Kent, which consulted with a number of key stakeholders, partner organisations and service users. The resultant information was used to inform the Commissioning Plan.
- (2) In January 2014 the Kent Supporting People Commissioning Body approved the proposed Commissioning Plan for Housing Related Support in Kent, which set out the reconfiguration and re-commissioning of housing related support services across the County.
- (3) This report presents the intentions for commissioning Domestic Abuse services which are in 'Phase One', and proposes initial timescales.

2. Context

- (1) Domestic Abuse accounts for 25% of all violent crime reported to the police in Kent, with approximately 22,000 instances each year.
- (2) Approximately 23% of reported domestic abuse instances relate to a victim who has already made at least one report in that year (repeat victimisation).
- (3) The annual cost of domestic abuse in Kent, is estimated to be over £300 million per year through costs to health, criminal justice, social and housing services.
- (4) Commissioning of Domestic Abuse services in Kent has been inconsistent to date, with some pockets of good practice and some areas of limited provision. Through pooling budgets and integrating services into one holistic contract, Commissioned Services will work to deliver improved outcomes as well as economies of scale.

3. Relevant priority outcomes

- (1) Improved capacity to establish and maintain independent living amongst victims of domestic abuse.
- (2) Well protected and supported children and parents.
- (3) A reduction in the need for interventions by Families and Social Care Services.
- (4) A reduction in instances of domestic abuse and repeat domestic abuse.
- (5) A reduction in homelessness/repeat homelessness and placement in temporary/ emergency accommodation amongst people at risk of Domestic Abuse in Kent.
- (6) A promotion of wider choice in housing opportunities.
- (7) The ability to access and sustain suitable accommodation.

4. Overview of Domestic Abuse Commissioning

- (1) The current model of service provision has separate contracts for each of the 10 women's refuges across the county, as well as 2 contracts for floating support services. Services are delivered by 7 different providers.
- (2) It is proposed that a new model is introduced where a holistic, integrated domestic abuse service is tendered for East Kent (Thanet, Canterbury, Dover, Shepway, Swale and Ashford districts), and the same model is tendered in West Kent (Dartford, Gravesend, Sevenoaks, Tunbridge Wells, Tonbridge & Malling and Maidstone districts).
- (3) A competitive tendering exercise will be undertaken to commission with a prime provider of domestic abuse services in each area. The provider will be commissioned to deliver or sub-contract a range of domestic abuse services.
- (4) Prior to commencement of the formal tender process, events with provider organisations will be held to prepare for submitting bids, which will work to encourage providers to explore opportunities for consortia, particularly those from small charitable organisations.
- (5) Early communication is underway with Medway Council to explore the possibility of jointly commissioning a service which encompasses Medway into the model, to deliver cohesion across Kent and Medway, and possible efficiencies.
- (6) In addition, communications continue with other partner agencies to explore further opportunities for pooling of budgets and collaborative commissioning opportunities. These partners include Community Safety, Specialist Children's Services, Kent Probation and Housing Options Teams.

- (7) The service specification will be subject to extensive consultation and market testing, but preliminary information indicates that to deliver the best outcomes it should include provision of the following elements:
- a. Refuge Accommodation
 - b. Outreach services
 - c. A Sanctuary Scheme
 - d. A Rent Deposit Scheme
 - e. A Community Perpetrator Programme
 - f. An Independent Domestic Violence Advisor (IDVA) Service
- (8) The service will be gender neutral, providing sensitive and appropriate support to both women and men.
- (9) There will also be a focus on supporting sections of this client group who have traditionally been viewed as 'hard to reach', such as those from Lesbian, Gay, Bisexual and Transgender (LGBT) communities, those with substance misuse and/ or mental health problems, gypsy/ travellers and those from minority ethnic backgrounds.
- (10) The service will include the capacity to support those at risk of honour based violence, forced marriage and female genital mutilation.
- (11) Service performance will be measured by a series of key performance indicators (KPIs) relating to service activity, quality and outcomes.
- (12) Key aspects of the tendering exercise are:
- a. An integrated contract to deliver consistent services across the county
 - b. One prime provider for each contract (East Kent and West Kent) to facilitate greater flexibility in provision
 - c. A coordinated approach to commissioning services, pooling budgets where possible to offer economies of scale and seamless service provision
- (13) The tendering process will take account of the lessons learnt through previous experiences, namely the commissioning of Home Improvement Agency Services in 2012. Some of the key lessons from this process, as identified in the Commissioning Body Report of 28th January 2014 include:
- a. Robust mechanisms of communicating intentions and progress with the Core Strategy Group and Commissioning Body through clear commissioning plans and progress reports.
 - b. A clear communication strategy which encompasses partners, stakeholders and bidders.
 - c. An appropriately formulated evaluation panel which includes professionals with specialist knowledge.

5. Delivery timescales

- (1) The table below summarises the proposed delivery timescales for the Domestic Abuse tenders and provides an update on each stage.

Timescale	Stage	Status
March 2014 – May 2014	Identification of commissioning streams, work with partners to integrate service provision, and align commissioning. Initial scoping of priorities and required outcomes to formulate draft specification.	
June 2014	Draft Integrated Domestic Abuse Service Specification and Equality Impact Assessment ready for public consultation	
July 2014 – August 2014	Undertake public consultations, market engagement event and publicise consultation report	
September 2014 – December 2014	Competitive tendering and tender evaluation	
1 January 2015	Contract award	
January 2015 – March 2015	Service transition and mobilisation	
April 2015 onwards	East Kent and West Kent Integrated Domestic Abuse Service fully operational	

6. Consultation

- (1) A full consultation will be undertaken to incorporate a range of service users, including those from hard to reach groups, stakeholders and partner agencies.
- (2) There will also be a robust market engagement process to test the market's appetite for the proposed procurement, and identify any required changes to the service model.

7. Financial Implications

- (1) Work continues to engage with partner agencies and commissioning organisations to look at opportunities to pool funding streams to deliver cohesive services, and possible efficiencies.

- (2) The final budget for each contract will be confirmed at a later date following the outcome of these discussions and configuration of each contract.

8 Risks

- (1) A risk register is being developed and will be maintained throughout the project.

9 Legal Implications

- (1) The competitive tendering process will ensure that contracts are tendered in a fair, open and transparent manner in line with Kent Commissioned Services commissioning framework.

10 Equality Impact Assessments

- (1) An Equality Impact Assessment (EqIA) is underway, and work is being done to ensure that the service commissioned does not disadvantage any particular group.

11 Sustainability Implications

- (1) Commissioned Services remains committed to ensuring environmental sustainability of the services it commissions. The service specification for the Kent Integrated Domestic Abuse Services will include a requirement for the provider to minimise the adverse environmental impact of the services it delivers.

12 Conclusion

- (1) Kent Commissioned Services will be undertaking a robust commissioning and procurement process to enter into a contract with a single provider in each area to deliver a cohesive and integrated homelessness service. There will be two contracts awarded – one in East Kent and one in West Kent.

13 Recommendations

The Commissioning Body is asked to note the report.

Author Contact details:

Emily Matthews
Commissioning Officer
Commissioned Services Team
01622 694877

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By: Mark Lobban, Director of Commissioning, Social Care, Health and Wellbeing

To: Supporting People Commissioning Body, 2 April 2014

Subject: Homelessness Commissioning

Classification: Unrestricted

Summary

The following paper sets out the intentions for commissioning an Integrated Homelessness Service in Kent, with a preliminary timeline for the commissioning process.

Recommendation

The Commissioning Body is asked to note the report.

1 Introduction

- (1) In January 2014 the Kent Supporting People Commissioning Body approved the proposed Commissioning Plan for Housing Related Support in Kent, which set out the reconfiguration and re-commissioning of housing related support services across the County.
- (2) This report presents the intentions for commissioning Homelessness services which are in 'Phase Two', and proposes initial timescales.

2 Context

- (1) Services for vulnerable homeless people in Kent are currently delivered by nine different providers, with a total number of 32 contracts in place across the County. These services are a mix of hostels, shared houses and outreach services, and are currently split into three client groups; 'Single Homeless with Support Needs', 'Homeless Families with Support Needs' and 'Rough Sleepers', as well as the 'Generic' client group which supports homeless households and those threatened with homelessness.
- (2) Homelessness continues to be a challenge to services in Kent. In the period June – September 2013, 471 homeless applications were accepted by authorities in Kent, and at the end of September 2013 there were 550 households in temporary accommodation, with 158 of these in Bed & Breakfast accommodation.
- (3) The current provider of Rough Sleeper services estimates that there are approximately 146 people currently rough sleeping across the County.

- (4) These figures do not account for the 'hidden homeless', which may include people sofa surfing and those in unstable or unsuitable housing.
- (5) As such, it has been recognised that the current model of homelessness provision needs to be reviewed to deliver greater positive outcomes through a more integrated approach to flexible services which reduce in line with client's increasing independence.

3 Relevant priority outcomes

- (1) Improved capacity to establish and maintain independent living amongst homeless families and individuals.
- (2) A reduction in homelessness/repeat homelessness and placements in temporary/ emergency accommodation.
- (3) A promotion of wider choice in housing opportunities.
- (4) The ability to access and sustain suitable accommodation.
- (5) A reduction in drug and alcohol related deaths.
- (6) Well protected and supported children and parents and a reduction in the need for interventions by Families and Social Care Services.

4 Overview of Homelessness Commissioning

- (1) It is proposed that a new model is introduced where a holistic, integrated homelessness service is tendered for East Kent (Thanet, Canterbury, Dover, Shepway, Swale and Ashford districts), and the same model is tendered in West Kent (Dartford, Gravesend, Sevenoaks, Tunbridge Wells, Tonbridge & Malling and Maidstone districts).
- (2) A competitive tendering exercise will be undertaken to commission with a prime provider of homelessness services in each area. The provider will be commissioned to deliver or sub-contract a range of services and will be encouraged to work with local organisations and charities.
- (3) The service specification will be subject to extensive consultation and market testing, but preliminary information indicates that it will include provision of the following elements:
 - a. Hostel Accommodation
 - b. Emergency short term bed spaces
 - c. Shared Housing for lower needs service users
 - d. Outreach services
 - e. A Rent Deposit Scheme
- (4) There is also likely to be a requirement for the successful provider to have identified practical solutions to securing sustainable independent move on accommodation, for example by forming a social lettings agency.

- (5) Service performance will be measured by a series of key performance indicators (KPIs) relating to service activity, quality and outcomes.
- (6) Key aspects of the tendering exercise are:
- An integrated contract to deliver consistent services across the county
 - One prime provider for each contract (East Kent and West Kent) to facilitate greater flexibility in provision through better use of sub-contracting and consortia arrangements
 - A coordinated approach to commissioning services, pooling budgets where possible to offer economies of scale and seamless service provision
- (7) The tendering process will take account of the lessons learnt through previous experiences, namely the commissioning of Home Improvement Agency Services in 2012. Some of the key lessons from this process, as identified in the Commissioning Body Report of 28th January 2014 include:
- Robust mechanisms of communicating intentions and progress with the Core Strategy Group and Commissioning Body through clear commissioning plans and progress reports.
 - A clear communication strategy which encompasses partners, stakeholders and bidders.
 - An appropriately formulated evaluation panel which includes professionals with specialist knowledge.

5 Delivery timescales

- (1) The table below summarises the proposed delivery timescales for the Homelessness tenders and provides an update on each stage.

Timescale	Stage	Status
September 2014 – May 2015	Identification of commissioning streams, work with partners to integrate service provision, and align commissioning.	
	Initial scoping of priorities and required outcomes to formulate draft specification.	
June 2015	Draft Integrated Homelessness Service Specification and Equality Impact Assessment ready for public consultation	

July 2015 – August 2015	Undertake public consultations, market engagement event and publicise consultation report	
September 2015 – December 2015	Competitive tendering and tender evaluation	
1 January 2016	Contract award	
January 2016 – March 2016	Service transition and mobilisation	
April 2016 onwards	East Kent and West Kent Integrated Homeless Service fully operational	

6 Consultation

- (1) A full consultation will be undertaken to incorporate a range of service users, including those from hard to reach groups, stakeholders and partner agencies.
- (2) There will also a robust market engagement process to test the market's appetite for the proposed procurement, and identify any required changes to the service model.

7 Financial Implications

- (1) Work will be undertaken to engage with partner agencies and commissioning organisations to look at opportunities to pool funding streams to deliver cohesive services, and possible efficiencies.
- (2) The final budget for each contract will be confirmed at a later date following the outcome of these discussions and configuration of each contract.

8 Risks

- (1) A risk register is being developed and will be maintained throughout the project.

9 Legal Implications

- (1) The competitive tendering process will ensure that contracts are tendered in a fair, open and transparent manner in line with Kent Commissioned Services commissioning framework.

10 Equality Impact Assessments

- (1) An Equality Impact Assessment (EqIA) is underway, and work is being done to ensure that the service commissioned does not disadvantage any particular group.

11 Sustainability Implications

- (1) Commissioned Services remains committed to ensuring environmental sustainability of the services it commissions. The service specification for the Kent Integrated Homelessness Services will include a requirement for the provider to minimise the adverse environmental impact of the services it delivers.

12 Conclusion

- (1) Kent Commissioned Services will be undertaking a robust commissioning and procurement process to enter into a contract with a single provider in each area to deliver a cohesive and integrated homelessness service. There will be two contracts awarded – one in East Kent and one in West Kent.

13 Recommendations

The Commissioning Body is asked to note the report.

Author Contact details:

Emily Matthews
Commissioning Officer
Commissioned Services Team
01622 694877

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By: Mark Lobban, Director of Commissioning, Social Care, Health and Wellbeing

To: Supporting People Commissioning Body, 2 April 2014

Subject: Young People Commissioning

Classification: Unrestricted

Summary

This report provides an outline of the planned commissioning of young people services summarising progress, challenges and future priorities.

Recommendation

The Commissioning Body is asked to note the report.

1. Introduction

- (1) The need for appropriate housing with support for vulnerable young people has been acknowledged as a strategic priority for the Supporting People Programme since its inception.
- (2) Commissioned Services in partnership with its stakeholders has sought to address the need for appropriate housing with support for vulnerable young people through investing in a number of new services commissioned in recent years.
- (3) Additional capacity has been built within existing services to ensure equality of provision and address more complex needs, either through the number of housing units available, or through the allocation of additional funds to try and address the inequity of services across the county and to enable the services to support young people with more complex needs.

2. Overview

- (1) The purpose of Commissioned Services funded young people services is to provide medium to low level housing related support to young people based on their individual needs and aspirations. The services are generally offered for no more than two years, but aim to empower young people with the life skills and confidence to gain control of their lives enabling them to sustain independent accommodation and to enter education, employment and/or training.
- (2) A summary of currently commissioned services is supplied in Appendix 1.
- (3) It is possible for young people to move between the different schemes as they develop independence.

3. Work to Date

- (1) Five accommodation-based services have already been commissioned via competitive tender:

- Dover Young Persons at Risk Service
- Tonbridge Young Persons at Risk Service
- Maidstone Teenage Parents Service
- Folkestone Young Persons at Risk Service
- Sittingbourne Young Person at Risk Service

(2) A further service will be commissioned in Ashford in the coming year.

4. The 2013 Needs Assessment – What the Evidence Tells Us

- (1) A Needs Analysis of Housing-Related Support Needs was commissioned in 2013, which has been used to inform the Commissioning Plan.
- (2) The high level findings for young people showed:
 - Need for more 24 hour services for young homeless people
 - Less reliance on the use of bed and breakfast accommodation
 - Better pathways required and a need to tackle hidden homelessness, especially amongst high risk groups including those leaving young offender institutions and those who have been in care
 - To address the need for a young persons' service in Sevenoaks district

5. Challenges

- (1) The key challenges which we will need to address in future commissioning are:
 - To create clear pathways through the services available to ensure that clients receive the levels of support they need, and that support reduces as they increase in independence
 - To identify more flexible models of provision which will encourage better throughput and move-on
 - Possible increase in demand

6. Future Commissioning

- (1) The Commissioning Strategy sets out four strategic actions:
 - Jointly commissioning services for young people, taking full advantage of the Council's transformation programme, intelligent commissioning and partnerships
 - Commissioning integrated services e.g. working closely with Specialised Children Commissioning, to enable providers to collaborate even more closely to deliver services
 - Empowering young people to engage with their communities and to shape the services that affect their lives
 - Procuring services in a fair and consistent way, monitoring all providers to ensure services are effective, evidence based and value for money

(2) To achieve these actions Commissioned Services will:

- Align with partners to develop a commissioning process and pooled budget that ensures suitable provision, including prevention and emergency accommodation and support, is available to meet the needs of young people at risk and teenage parents
- Rationalise the existing provision, introduce greater flexibility in delivery models to include the step up and step down from supported housing services
- Establish a new accommodation based service in the Sevenoaks District
- Reduce the total number of contracts by commissioning holistic contracts on an East Kent and West Kent basis with clear pathways to independence for service users
- Increase focus in service on delivering to the health and wellbeing of young people e.g. delivery against the 'Six Ways to Wellbeing'

(3) Outcomes will be:

- Improved access to supported housing for young people at same or lower cost
- Reduction in homelessness in young people.
- Reduction in care leavers and young offenders in unsuitable accommodation
- Existing services and specialist commissioned services are better able to meet need; service users have the flexibility to receive the most appropriate service for their needs
- Reduction in repeat offending among young people
- Reduction in spend in Bed & Breakfast's
- More cost effective provision that meets the needs of the client group and deliver high quality services

7. Consultation

- (1) A full consultation will be undertaken to incorporate a range of service users, including those from hard to reach groups, stakeholders and partner agencies.
- (2) There will also be a robust market engagement process to test the market's appetite for the proposed procurement, and identify any required changes to the service model.

8. Financial Implications

- (1) Work continues to engage with partner agencies and commissioning organisations to look at opportunities to pool funding streams to deliver cohesive services, and possible efficiencies.
- (2) The final budget for each contract will be confirmed at a later date following the outcome of these discussions and configuration of each contract.

9. Risks

- (1) A risk register is being developed and will be maintained throughout the project.

10. Legal Implications

- (1) The competitive tendering process will ensure that contracts are tendered in a fair, open and transparent manner in line with Kent Commissioned Services commissioning framework.

11. Equality Impact Assessments

- (1) An Equality Impact Assessment (EqIA) is underway, and work is being done to ensure that the service commissioned does not disadvantage any particular group.

12. Sustainability Implications

- (1) Commissioned Services remains committed to ensuring environmental sustainability of the services it commissions. The service specification will include a requirement for the provider to minimise the adverse environmental impact of the services it delivers.

13. Conclusion

- (1) Kent Commissioned Services are preparing to undertake a robust commissioning and procurement process to revise and update housing related support for young people

Recommendation

The Commissioning Body is asked to:

1. Note the report

Background Documents

None

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**A Summary of Currently Commissioned
Young People Services**

District	Scheme Type	Primary Client Group	Number of Units
Ashford	Short Term Accommodation	Young People at Risk	21
Canterbury	Short Term Accommodation	Teenage Parents	6
	Short Term Accommodation	Young People at Risk	8
	Short Term Accommodation	Young People at Risk	9
Dartford	Short Term Accommodation	Teenage Parents	4
	Short Term Accommodation	Teenage Parents	5
Dover	Short Term Accommodation	Young People at Risk	18
	Short Term Accommodation	Young People at Risk	9
Gravesham	Short Term Accommodation	Young People at Risk	6
	Short Term Accommodation	Teenage Parents	7
Maidstone	Short Term Accommodation	Young People at Risk	59
	Short Term Accommodation	Teenage Parents	6
	Short Term Accommodation	Young People at Risk	8
Shepway	Short Term Accommodation	Young People at Risk	7
Swale	Short Term Accommodation	Young People at Risk	8
	Short Term Accommodation	Young People at Risk	20
Tonbridge	Short Term Accommodation	Young People at Risk	9
Tunbridge Wells	Short Term Accommodation	Young People at Risk	37
	Short Term Accommodation	Teenage Parents	17
County	Short Term Accommodation	Young People at Risk	53
East	Floating Support	Young People at Risk	75
West	Floating Support	Young People at Risk	63

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By: Mark Lobban, Director of Commissioning, Social Care, Health and Wellbeing

To: Supporting People Commissioning Body, 2 April 2014

Subject: 2013-14 forecast & 2014-15 budget

Classification: Unrestricted

Summary

This report provides a forecast of the outturn for the 2013-14 financial year and confirmation of the 2014-15 budget.

Recommendations

The Commissioning Body is asked to

- (1) Note and agree
 - The projected outturn of £23,471.2 against the cash limit of £24,856.5k
 - An underspend of £1,385.3k
 - The planned reduction in the 14-15 budget of £2,400k.
- (2) Receive a paper in October, outlining the recommendations of the Core Strategy Group for future use of the Supporting People reserve.

1. Floating Support in Lieu

- 1) At the meeting on the 29 July 2013, an in-year saving of £608k was discussed following the Commissioning Body's decision to cease the Floating Support in Lieu contracts from November 2013. It was agreed that instead of declaring this as a one-off underspend, that contracts supporting the Troubled Families programme should be extended/commissioned until the year-end.

Currently, not all of the providers are able to commit to these contracts, or not at the levels budgeted for, so an underspend of £91.6k has been forecast.

2. 2013-14 Forecast

- 1) The service regularly reviews the outputs and terms of its contracts and as a result of this, a significant number of contracts have been varied throughout the year and such variations now result in an underspend of £1,443.7k.
- 2) An extra-ordinary meeting was held on the 25 October to discuss the underspend at that time, an expenditure of up to £150k was authorised to be spent on the Hostels Plus project for rough sleepers. This forecast may deviate slightly as and when contracts are let.
- 3) When taking into account the under-utilisation of the Troubled Families contracts of £91.6k, the contract variations of £1,443.7k and the additional expenditure on Hostels Plus, the service as a whole is now forecasting an

underspend of £1,385.3k which represents a movement of £58k from the previous monitoring report (£1,327k)

An analysis of the category by category variances of budget compared to actual/forecast are shown in Appendix 1.

3. 2014-15 Budget

- 1) The 2104-15 budget has now been set by County Council with the planned reduction in the Supporting People budget of £2,400k agreed.

4. Supporting People reserve

- 1) The service retains a reserve as a result of savings generated when its budget was ring-fenced and subject to grant conditions.
- 2) At its February meeting, the Core Strategy Group suggested that they consider one off pilot projects using the reserve that could be established prior to phases two and three of the commissioning plan.
- 3) A paper outlining potential uses for the reserves will be brought to the October meeting of the Commissioning Body.

5. Recommendations

The Commissioning Body is asked to

- (1) Note and agree
 - The projected outturn of £23,471.2 against the cash limit of £24,856.5k
 - An underspend of £1,385.3k
 - The planned reduction in the 14-15 budget of £2,400k.
- (2) Receive a paper in October, outlining the recommendations of the Core Strategy Group for future use of the Supporting People reserve.

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Appendix 1: Forecast 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	407,914	16,914	8792			
Very Sheltered	129,300	128,940	(360)	254	93	97.9	
Floating Support Service	4,318,300	3,018,358	(1,299,942)	1563	78.7	95.9	73.2
HIA	583,100	538,348	(44,752)	3600			
Leaseholders	21,000	12,774	(8,226)				
Long Term	4,251,600	4,187,100	(64,500)	537	110	99.5	
Sheltered	2,797,100	2,758,639	(38,461)	5543	93	99	
Short Term Accommodation	10,650,200	10,645,843	(4,357)	1093	99		88.8
Floating Support in Lieu	1,400,000	1,308,380	(91,620)				
Hostels Plus	0	150,000	150,000				
Total Contracts	24,541,600	23,156,295	(1,385,305)				
Admin	314,900	314,900	0				
Total	24,856,500	23,471,195	(1,385,305)				

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By: Mark Lobban, Director of Commissioning, Social Care, Health and Wellbeing

To: Supporting People Commissioning Body, 2 April 2014

Subject: Performance Management

Classification: Unrestricted

Summary

This report highlights the aspects of performance management within Supporting People services. Overall targets for the key performance indicators have been exceeded again in Quarter 3 2013/14. Housing related support services have been delivered to 9,849 vulnerable people within sheltered, supported and floating support services an increase on Quarter 2. This report highlights some of the good practice that has enabled achievement of the performance indicators.

Recommendation

The Commissioning Body is asked to note the report.

1. Introduction

- (1) This report contains performance information relating Quarter 3 of 2013/14.
- (2) Data is provided on the targets agreed by the Commissioning Body for Key Performance Indicators 1 and 2 for 2013/14.

2. Key Features

- (1) Since the last report the provider's achievements in Quarter 3 are as follows:
 - The number of people in sheltered housing, supported accommodation and floating support services who have been helped towards attaining independence increased to 9,849.
 - The number of people who have left long term services and who have achieved independence was 415, an increase on last quarter. **(Appendix 3)**
 - The number of people who moved on successfully from short term services was 342. **(Appendix 3)**
- (2) The overall key performance indicator target of 98.2% for Long Term accommodation (KPI1) has again been met. Of the 110 services that report against this indicator 92 met or exceeded the target with 77 services attaining 100%. **(Appendix 2)**
- (3) The attainment against key performance indicator target of 80% set for short term accommodation based services (KPI2) has improved still further in Quarter 3 **(Appendix 2)**. Further details of this success is given in **Appendix 4**

3. Conclusion

- (1) The number of people leaving short term services in an unplanned way has reduced significantly in Quarter 3.
- (2) Most people who used sheltered housing, floating support and supported accommodation during quarter 3 have successfully achieved and maintained independence or moved on to a more settled way of life

Recommendations;

The Commissioning Body is asked to:

1. Note the report

Background Documents

None

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Appendix 1 Contractual Information
Appendix 2 Key Performance Indicators
Appendix 3 Destination data
Appendix 4 Providers – Sharing Good Practice

Appendix 1 Contractual Information

Service Type	Contracted £	Units
Short Term Accommodation	10,877,993	1093
Floating Support Service*	5,340,069	1563
Long Term Accommodation	4,322,421	537
Sheltered Housing	2,790,738	5543
HIA	583,077	3600
Community Alarms	416,234	8792
Extra Care	128,940	254
Leaseholders	12,774	

**Includes floating support in lieu*

Appendix 2 Key Performance Indicators

4. Key Performance Indicator 1 Quarter 3 (Oct - Jan 2014)

4.1 The overall target of 98.2% against **Key Performance Indicator 1** (KPI1) in quarter 3 (Oct –Jan14) of 2013/2014 (Figure 1)

Figure 1 Key Performance indicator 1 – Achieving or maintaining independence Target 98.2% (Long term accommodation and Floating Support)

KPI 1 Target 98.2%	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14
Accommodation (97 services)	98.9	95.0	97.3 (6638)	99.1 (6501)	99.0 (6494)
Floating Support (13 services)	97.8	92.3	98.8 (1499)	96.0 (1523)	95.9 (1750)
Overall KPI1	98.7	94.6	98.5 (8137)	98.5 (8032)	98.3 (8244)

(110services)

4.2 Overall KPI 1 has been exceeded again this quarter.

4.3 There has been a steady increase of Floating Support referrals through the year, and has resulted in an increase in the number of people benefiting from Floating Supporting Quarter 3.

5. Key Performance Indicator 2 - Quarter 3 (Oct - Jan 2014)

5.1 The overall target set for KPI 2 has been exceeded in Quarter 3

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

KPI2 Target 80%	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14
Accommodation (88 services)	80.9	82.4	78.5 (295)	82.0 (315)	88.8 (301)
Resettlement service (2 services)	64.2	66.2	71.0 (88)	87.2 (68)	73.2 (41)
Overall KPI 2	78.1	79.6	76.6 (383)	82.9 (383)	86.6 (342)

(90 services)

- 5.2 The overall KPI 2 figure has been exceeded again this quarter, of the 90 services that report against this indicator 78 met or exceeded the target with 56 services attaining 100%
- 5.3 Whilst the target in the two resettlement services for rough sleepers has not been reached, in the context of the challenges that are faced within this particularly highly chaotic and hard to reach group, the performance continues to increase, with a 10% improvement in the same quarter last year.
- 5.4 Following work with providers the number of services reporting unknown destinations has decreased by almost half, (36 in quarter 2 and now 19 in quarter 3) Efforts continue to improve data quality in provider returns.

Appendix 3 Destination data

6. Destination data- Quarter 3 (Oct – Jan 2014)

- 6.1 A total of 1028 people left housing supported services in Quarter 3. Most left in a successful, planned way having been supported to achieve greater independence.
- 6.2 Of the 342 planned moves from short term services, 161 were made into the social rented sector.
- 6.3 Only 68 people left short term services in an unplanned way in quarter 3 a significant decrease on last quarter (125)

Figure 3 Departures destinations achieved in Quarter 3

Floating Support, Long Term Accommodation (KPI 1)

Departure Reason KPI 1	Total
Moved into Independent accommodation / completed support programme	361
Other Unknown	74
Died	64
Care/Nursing home/Hospice/Hospital	50
Sheltered Housing	29
Long term supported housing	25
Short Term Supported Housing	9
Abandoned Tenancy	3
Taken into custody	2
Evicted	1
	618

Short Term accommodation (KPI2)

Departure Reason KPI 2 - planned	Total
Planned - Staying with friends/family	103
Planned - Supported Housing	70
Planned – LA/RSL	91
Planned - Rented private	56
Planned - Previous Home	12
Planned - B&B	6
Planned - Sheltered Housing	2
Planned – Return to Prison	2
Total	342

Departure Reason KPI 2 - unplanned	Total
Other/Abandoned	25
Staying with friends/family	12
Taken into custody	10
Evicted	8
Sleeping Rough	6
Hospice/Hospital/Care home	3
Unplanned - Supported Housing	2
Previous Home	1
Died	1
Total	68

Appendix 4 Sharing Good Practice

In its January meeting the Commissioning Body noted the continued improvement in attainment against KPI2. The strong performance against the indicator has been achieved as follows.

- Providers are working more closely with private landlords. Landlords are gaining a better understanding of our services and rent deposit schemes. This has made the private rented sector more accessible to those leaving short term services which in turn have increased the number of people able to move on successfully.
- Providers are building better relationships/establishing themselves within the local community, which in turn is helping with positive move on, maintaining independence and improving resilience.
- Providers and local authority housing colleagues are working more closely. This is enabling service users to be realistic in their aspirations for move on accommodation, making better use of the accommodation opportunities that are available.
- Providers have been supported to improve their recording systems and audits have been carried out to ensure that data recorded is accurate.
- More effective commissioning has attracted effective, efficient and quality national and local providers to Kent. This in turn has improved practice, performance and outcomes.
- Work has been carried out specifically with Floating Support services to ensure that the support plans of their service users are effective, robust and achievable.
- There has been a restructuring in the assessment process for rough sleepers to ensure that clients access the most appropriate services for their support need which in turn should start to improve performance in resettlement services.
- The referral processing procedure in floating support has been streamlined and this has resulted in a more prompt service delivery.

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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 housing related support service
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
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
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.
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).
Clinical Commissioning Groups (CCGs)	Local groups of doctors (mainly GPs) that replaced primary care trusts in April 2013 as the commissioners of most services funded by the NHS in England
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 the authority 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 housing related support, such as Housing, Social Services, Health 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

Abbreviation or Term	Description
	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 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) e.g. women's refuges
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 housing related support tasks can be paid for and those that cannot.
Essential Role of Sheltered Housing (EROSH)	EROSH is the national consortium for sheltered and retirement housing working on behalf of residents and providers of these services.
Fixed Capacity Contracts	A contract under which the units to be paid are fixed at a number agreeable to both the Provider and the authority. 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 authority. 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 floating support will be administered.
Foundations	The national co-ordinating body for Home Improvements Agencies (HIA)
Health and Wellbeing Board	A forum where key leaders from the health and care system work together to improve the health and wellbeing of their local population and reduce health inequalities established under the Health and Social Care Act 2012
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).

Abbreviation or Term	Description
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
Local Housing Allowance	Local housing allowance (LHA) is the housing benefit paid to local income tenants who rent from private landlords. The amount of LHA paid is dependent upon factors such as the number of bedrooms and the maximum rent allowed for properties in your area.
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
(Performance Indicators PI's)	Performance statistics submitted to the authority 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

Abbreviation or Term	Description
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 authority uses 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 housing related support 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
SERIG	South East Regional Implementation Group This group comprises the lead officers of housing related support programmes across the region. They meet to consider issues of national and regional policy and liaise with CLG
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 have an interest in the housing related support services the authority commissions. Stakeholders share or contribute to the aim of the services.
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 receive housing related support services.
Support Provider	The organisation providing housing related support services paid for by the authority. Organisation types include registered social landlords, voluntary sector organisations, local authorities, charities and the private sector

Abbreviation or Term	Description
Support Service	A service eligible for funding for housing related support. 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>This approach has been adopted to tackle health inequalities in two deprived wards in Thanet, Margate Central and Cliftonville West</p>
Troubled Families Programme	Troubled families are those that have problems and cause problems to the community around them, putting high costs on the public sector. The government is committed to working with local authorities and their partners to help 120,000 troubled families in England turn their lives around by 2015 and in particular to ensure the children in these families have the chance of a better life, and at the same time bring down the cost to the taxpayer.
Universal Credit	Universal credit is a new benefit that will eventually replace many other welfare benefits - including housing benefit, income support and jobseeker's allowance.
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 visit to a housing related support service by a commissioning officer to establish whether the Provider is achieving the standards they are contracted to deliver. Service users, staff and stakeholders are consulted 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.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

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