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To: Supporting People in Kent Commissioning Body

                 13 October 2009

Subject: **Performance Management**

Classification: **Unrestricted**

                              For Decision

Summary: **This report provides data on all aspects of performance
                 management in the Kent Supporting People
                 Programme.**

1.0   Introduction

1.1   The Supporting People team monitors performance at both programme and service level. Much of the data is derived from the performance workbooks that contracted providers are asked to submit to the team on a quarterly basis. The data is used to give information about the Kent programme's progress against national Key Performance Indicators (KPI).

1.2   At the time of writing, the dataset relating to the national outcomes framework was not available from the Centre for Housing Studies at St Andrews University.

1.3   Once again this quarter, information on reconnection is included. This data is collected by the team on a monthly basis and gives detail on the origin and destination of service users entering and leaving short term services in Kent.

2.0   Contractual data

2.1   At the start of financial year 2009/10, contracts were held with 123 providers who were delivering 331 services. Of the units funded, 71% were accommodation based services, 11% were HIAs and 18% were floating support services. Further information on household units, contracts, providers and services are included within Table 1.1 of Appendix 1.

2.2   The team has continued to negotiate fixed capacity contracts in block subsidy schemes. From April 2009 all community alarm units were commissioned under separate contracts from other housing-related support units. In addition, the Commissioning Body agreed the funding of community alarms services in Dartford and Swale. Lastly, a small number of services have been redefined as to community alarms. These changes explain the rise in the total number of units in Table 1.2 in Appendix 1.

3.0   Quarterly Workbook Returns

3.1   Table A shows an analysis of workbook returns from quarters 21 to 25. The fall in workbooks expected is due to merging of several services to reduce the administrative burden to providers and the redesignation of a small number of services to community alarms, which are not required to make a return.   Members of the Commissioning Body will note once again the high percentage of workbooks received by the deadline this quarter.

Table A: Workbook return monitoring

	Qtr 21 Apr-Jul 08	Qtr 22 Jul-Sep 08	Qtr 23 Oct-Jan 09	Qtr 24 Jan-Mar 09	Qtr 25 Apr-Jul 09
Number of workbooks expected	300	300	295	295	285
Number of workbooks returned by deadline	248 (83%)	276 (92%)	285 (97%)	285 (97%)	277 (97.1%)
Number of reminders sent	39	24	10	10	8
Number of workbooks received by end of default period	297 (99%)	298 (99%)	293 (99%)	295 (100%)	285 (100%)
No. Defaults issued	3	2	2	0	0

(Source: PIAMIDS)

3.2   The design of the workbook has been amended for 2009/10 to assist providers to maintain accurate records and support future auditing. The Supporting People team offered 8 free training workshops in locations around the county to introduce the new workbooks and to demonstrate their benefits. Feedback from providers regarding their ease of use has been favourable.

3.3   Once again this quarter, all expected workbook were returned by the end of the default period and no default notices have been issued. This excellent return rate has been achieved by a sustained effort on the part of the team to raise awareness of the significance of workbook returns and their impact upon the future of the programme. Steps taken include training provided by the team, publicity articles in the Supporting People newsletter,

website and site visits. The team's efforts have been assisted by continued support from the east and west provider forums.

4.0   Key Performance Indicators (KPIs)

4.1   The Department of Communities and Local Government (CLG) set two Key Performance Indicators for Supporting People programmes

The CLG indicators are as follows

> **KPI 1** - Service users who are supported to establish and maintain independent living as a percentage of the total number of users who have departed
> **KPI 2**   - Service users who have moved on in a planned way from short term services as a percentage of all who have moved on

4.2   The CLG publish the performance of all programmes nationally against these indicators on the SPKweb www.spkweb.org.uk . The quarters are published in arrears; the latest publication relates to Quarter 24 January 2009 – April 2009.

4.3   The Core Strategy Development Group and Commissioning Body have agreed overall targets of 98% for KPI 1 and 71% for KPI 2 for 2008/09. KPI 2 is also the Supporting People target for Local Area Agreement 2. The target to be reached by the end of the three year term of the agreement is 71%. The interim target agreed for 2008/09 with Communities and Local Government is 66.7%. Variation in performance between client groups is an expected feature of these indicators.

Performance against Key Performance Indicator 1

4.4   A detailed analysis of the programme's performance against KPI1 is shown in Appendix 2. Table 2.1 in that appendix shows that the overall proportion of those maintaining independent living has dropped slightly since last quarter.

4.5   Services for people young people at risk have achieved a much improved KPI1 figure this quarter as have those services for people with mental health problems. Generic services and those for people with learning disabilities and offenders also showed and improvement upon their performance in the previous quarter.

4.6   The Supporting People team continues to work closely with the providers of services below the target to examine the reasons for poor performance levels and agree the steps to be taken to improve. In some cases, this has lead to reconfiguration of services or contract termination.

Performance against Key Performance Indicator 2 (KPI 2)

4.7   A detailed analysis of the programme's performance against KPI 2 is shown in the tables contained within Appendix 2.

4.8   Despite the volatility of this indicator, Table 2.3 of Appendix 2 shows that performance in Quarter 24 improved upon the previous quarter and both the interim LAA2 target of the CLG and Commissioning Body's own target have been exceeded. As a result of this improved performance, the annual target for 2008/09 of 66.7% as agreed with CLG has also been exceeded. Strongest improvements have been seen services offenders, rough sleepers, single homeless, teenage parents, and young people at risk. These successes are particularly worthy of note, being as they are, largely against the regional trend and within client groups whose lifestyles that can be very unsettled.

4.9   Whilst disappointing, falls in performance are an illustration of the indicator's volatility. For example services for people with physical or sensory disability achieve a KPI2 figure of just 50%, however this relates to just 1unplanned move from a total of two in the quarter.

4.10 The team continues to carry out performance improvement visits to providers of services where the KPI 2 figure is a cause for concern.   As anticipated last quarter, these visits have contributed to the improvement in the KPI 2 figure this quarter.

5.0   Outcomes monitoring

5.1   The data regarding progress against the national outcomes framework is collated and published by Centre for Housing Research (CHR) at St Andrews University. It is published in arrears from submissions made direct by service providers.

5.2   At the time of writing, no refreshed data was available from the Centre for inclusion in this report.

6.0   Reconnection data

6.1   Following the agreement of the countywide reconnection policy, the Supporting People team has collected data regarding the origin and destination of those people entering and leaving Supporting People services. Providers of short term services are asked to supply data to the team on a monthly basis.

6.2   The full data set for move in and move out of short term services between April and June 2009 was presented to the Core Strategy Development Group in its August meeting. A summary of the data is provided in Appendix

3.   It is proposed that this information is presented to the Commissioning Body six-monthly in future.

7.0   Quality Monitoring

7.1   Officers of the Supporting People team visit services in order to monitor contract compliance and quality. In visits from quarter 25 onwards, services are measured against the objectives of the revised Quality Assessment Framework (QAF). The visit includes consultation with service users.   The revised framework is a harder test of the quality aspects of service provision and it is anticipated that

7.2   Table B shows an analysis of the outcomes of those visits that took place in quarter 25.

Table B: Analysis of all monitoring visits conducted in quarter 25

Number of Visits conducted	21
Number of visits completed	20

| Visits conducted	A	B	C	D	Not graded	Total
Existing grade	11	1	8	0	1	**21**
Self Assessed Grade	12	2	7	0	0	**21**
Grade after QAF visit	11	7	2	0	1	**21**

7.3   Visits to 21 services were begun during the quarter, leading to improved grades in 20% of all services where visits were completed (Table C). Of those visits begun in the quarter, one was not completed by quarter close. One service was awarded a lower grade following the visit. This service is working towards an action plan under the supervision of the monitoring officer.

Table C: Summary of improvement

Number of services with higher grade following contract monitoring visit *(As percentage of all completed)*	4 (20%)
Number of services with no change following contract monitoring visit *(As percentage of all completed)*	15 (75%)
Number of services with lower grade following contract monitoring visit *(As percentage of all completed)*	1 (5%)

7.4   Table D shows the QAF grading of all services at the end of quarter 25. The 1 service currently graded as D is working to an action plan under the supervision of a monitoring officer.

Table D: All QAF grades at end of Quarter 25

Existing Qaf Grades as at 06/07/09

N/A, 14   D, 1   A, 60   C, 180   B, 47
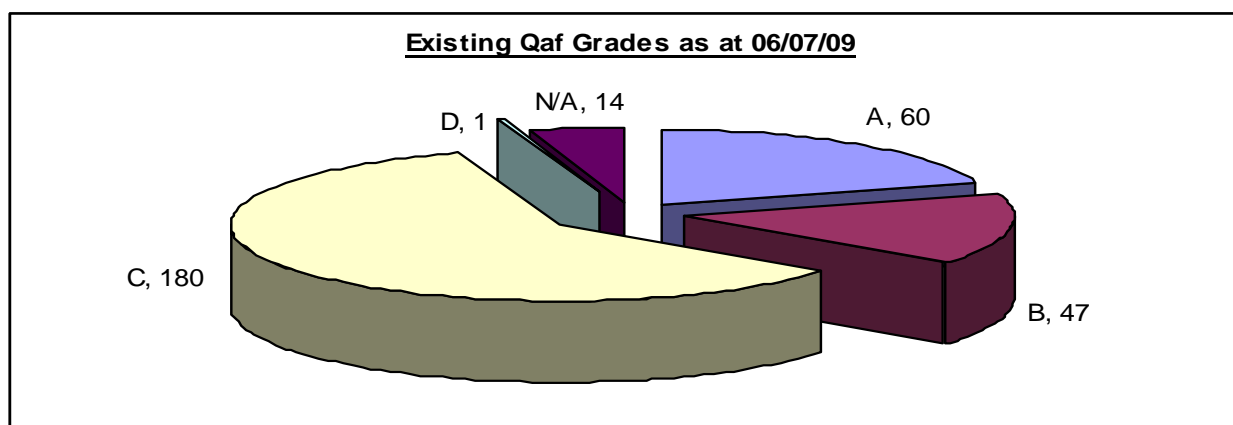
8.0   Complaints

8.1   The Supporting People team collects and logs details of all complaints received which have exhausted service providers' own complaints procedures. Three complaints were received in Quarter 25. Two have been successfully resolved. A third is subject to contractual negotiations with the provider.

8.2   Work continues on improving the mechanisms by which service users and other interested parties can inform the Supporting People team of concerns or complaints that they have about Supporting People funded services.

9.0   Safeguarding Alerts

9.1   The team collects and logs safeguarding alerts in grant-funded schemes (Table E). The team's responsibilities in this regard are limited to ensuring that all such alerts are processed appropriately to a Safeguarding Co-ordinator.

9.2   The awareness exercise undertaken by the team amongst providers continues to have an effect upon the levels of alerts received.

9.3   The table shows the safeguarding alerts received quarter 25. All of these alerts have been processed to an appropriate Safeguarding Co-ordinator. Of these cases, 16 are still currently ongoing and 1 has been closed following investigation.

Table E: Safeguarding Alerts received in quarter 25 by service type

Nature of Alert	Number of alerts received
Financial Abuse	6
Physical Abuse	4
Sexual Abuse	3
Neglect	4
Total	**17**

10.0 Recommendation

The Commissioning Body is asked to
- (i)   note the contents of the report.
- (ii)   agree to information on reconnection being included in this report six-monthly in future

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Appendix 1 Contractual data as at end of Quarter 25
Appendix 2 Performance against key performance indicators
Appendix 3 Reconnection Data April – June 2009

APPENDIX 1 Contractual data as at end of Quarter 25

TABLE 1.1: CONTRACTUAL DATA as at close of Quarter 25

	Quarter 21 Apr 08 – Jul 08	Quarter 25 Apr 09 – Jul 09
Number of Providers	138	123
Number of Services	352	331
Number of Household Units	21020	29100
Number of Leaseholders	76	0
Total Number of Units	**21096**	**29100**

TABLE 1.2: BREAKDOWN OF UNITS

	Quarter 21 Apr 08 – Jul 08	Quarter 25 Apr 09 – Jul 09
Number of Floating Support Units	4254	5298
Number of HIA Units	1619	3238
Number of Sheltered Units	11906	20564
- *Accommodation*		8799
- *Community Alarm*		11765
Number of Other Acc. Based Units	3101	0
Total	**21096**	**29100**

TABLE 1.3: CONTRACTS

	Quarter 21 Apr 08 – Jul 08	Quarter 25 Apr 09 – Jul 09
Number of Block Gross Units	5173	8235
Number of Block Subsidy Units	15931	20865
Of which Capped	15392	20808
Not Capped	539	57
All contracts capped	15392	20808
All contracts not capped	5712	8292

TABLE 1.4: CONTRACT VALUES at 31 March 09*

	Quarter 21 Apr 08 – Jul 08	Quarter 25 Apr 09 – Jul 09
Grant from CLG	£32,024,915	£32,024,915
Contract £	£29,341,803	£34,654,595
% FS	24%	30%
% Accommodation Based	76%	70%

* Financial data for 2008/09

APPENDIX 2 Performance against key performance indicators

**TABLE 2.1 YEAR to DATE ANALYSIS of LOCAL PERFORMANCE – KPI 1
Quarterly performance comparison by service type**

	Quarter 21	Quarter 22	Quarter 23	Quarter 24 KPI 1 (%)	Quarter 24 Regional Figure (%)
Accommodation based services	98.95	99.05	98.93	98.46	98.92
Floating Support Services	97.84	97.15	96.97	94.61	97.03
Overall KPI 1	**98.62**	**98.48**	**98.29**	**97.47**	**98.42**

Source: CLG

TABLE 2.2 REGIONAL and NATIONAL COMPARISION of LOCAL PERFORMANCE INDICATORS – KPI 1

KPI1

	2008/09			
	Q21 (%)	**Q22 (%)**	**Q23 (%)**	**Q24 (%)**
Kent	98.62%	98.48%	98.29	97.47
Regional	98.40%	98.59%	98.67	98.42
National	98.26%	98.38%	98.44	98.37

Source: CLG

TABLE 2.3 REGIONAL and NATIONAL COMPARISION of LOCAL PERFORMANCE INDICATORS – KPI 2

	2008/09			
	Q21 (%)	**Q22 (%)**	**Q23 (%)**	**Q24 (%)**
Kent	66.4%	67.65%	65.56%	75.82%
Regional	68.3%	70.54%	72.38%	76.21%
National	70.8%	70.78%	72.88%	74.26%

Source: CLG

TABLE 2.4 KPI2 FINAL OUTTURN 2008/09

Kent Agreement Target for 2008/09	**66.7%**
Final outturn for 2008/09	**68.62%**

Appendix 3 RECONNECTION DATA APRIL – JUNE 2009

Summary – Moving into services from out of area of origin

- Out of a total of 170 clients newly accessing services from out of area, 53% were from out of Kent. The client groups with most significant proportions accessing services from out of Kent were women fleeing domestic abuse, single homeless people and people with drug problems.

- These three client groups were also overall the client groups most likely to access services from out of their area of origin: 39% of all new services users accessing services from out of their area of origin were single homeless people (with one provider accounting for 50% of all such service users), followed by 29% being women fleeing domestic abuse and 11% being offenders.

- The districts with most out of area new entrants to services were Canterbury (40) and Swale (31), with the majority originating from out of Kent. These clients were accounted for in the main by 2 services for single homeless people.

- Other districts with high numbers of out of area clients newly accessing services are Gravesham (19), Dartford (16) and Tunbridge Wells (16). In Gravesham and Dartford, the majority of such clients were women fleeing domestic abuse. In Tunbridge Wells, many clients originate from the neighbouring districts of Sevenoaks and Tonbridge & Malling.

- The main reasons for leaving areas of origin given by clients were fleeing violence (32%), wanting to make a fresh start (16%) and not enough support being available in the area of origin (12%).

- The majority of Individuals moving between Kent districts move no further than neighbouring districts.

Summary – Moving out of services originally accessed from out of area

- Of 135 individuals moving out of services and originally from out of area, 48 (35%) were from out of Kent. Half of those were fleeing domestic abuse. Of those 48 individuals, 20 were reconnected to areas outside of Kent.

- The majority of individuals from out of Kent settling in Kent were women fleeing domestic abuse (14), followed by offenders (4) and single homeless (4).

- The districts where no people from out of Kent were resettled were Canterbury, Sevenoaks and Shepway.

- Of 87 individuals from Kent originally accessing services out of their area of origin, on leaving the service 34 (39%) were reconnected to their area of origin.

- Of 28 unplanned departures, the highest numbers were in services for women fleeing domestic (26% of all departures) and single homeless people (19% of all departures).