

# Supporting People Programme Jargon Buster

|                               |  |
|-------------------------------|--|
| <b>AA</b>                     | Administering Authority. This is your Council who has responsibility for the administration of the supporting people programme in your area.   |
| <b>Accreditation</b>          | A way of assessing whether a service provider is organised well enough to provide quality services.  |
| <b>Best Value Review</b>      | Best value reviews are undertaken by Councils to ensure that all monies spent on Supporting People deliver the best possible value.  |
| <b>Block Contracts</b>        | The purchasing of support services for more than one person, usually in advance of the service being delivered.  |
| <b>BME</b>                    | Black and Minority Ethnic  |
| <b>Client Group</b>           | A classification applied to a person according to their support needs. A person may fall into numerous of these classifications.   |
| <b>Commissioning Body</b>     | Your Commissioning Body is a partnership of your Council, Health and Probation service. It is responsible for the supporting people programme in your area.  |
| <b>Cross Authority Issues</b> | Matters related to services that cross local authority boundaries.   |
| <b>CSDG</b>                   | Core Strategy Development Group. This group is made up of service providers and officers from the Council.   |
| <b>DCLG</b>                   | The Department for Communities and Local Government. This is the central government department that oversees the running of the Supporting People programme.   |
| <b>DWP</b>                    | Department for Work and Pensions (formally Department of Social Security – DSS).   |
| <b>Fairer Charging</b>        | This refers to an assessment of a person's ability to pay for support services. Councils are expected to assess disability-related expenditure specifically for all users whose disability-related benefits are taken into account as income.                    |
| <b>Five Year Strategy</b>     | The five year strategy is a plan which sets how the Commissioning Body sees services being developed. It should be reviewed each year.   |
| <b>Fixed Service</b>          | A 'fixed service' is a support service which is provided at one address and as always provided to the occupant of that property for example, a unit in sheltered accommodation for older people.   |
| <b>Floating Support</b>       | Floating support is a service which is not linked to one specific property - it can be provided in any suitable setting. People, for example, council tenants, private tenants and home owners, can get help from a support worker in the place where they live. |
| <b>Gap Analysis</b>           | Gap Analysis is the comparison of what services are needed to be provided and what is actually currently provided.   |
| <b>HIA</b>                    | Home Improvement Agency (offers Advice and Advocacy, help Accessing source of funding and technical issues around repairs).  |
| <b>KPI</b>                    | Key Performance Indicator – this shows the level at which a service has performed at and, as a "key", is one of the more important indicators.   |
| <b>LA</b>                     | Local Authority. This is your local Council that administers the supporting people programme.  |
| <b>LPI</b>                    | Local Performance Indicators are any other service performance measures which are in addition to standard KPIs and SPIs.   |
| <b>Needs Mapping</b>          | 'Needs mapping' is the identification of client need support services. This consists of both 'met' need, where the client's need is already being serviced, and 'unmet' need, where there is a requirement for one or many services to address these needs.      |
| <b>ODPM</b>                   | The national Supporting People programme was overseen by the Office of the Deputy Prime Minister. This department no longer exists and the Supporting People programme now comes under the Department for Communities and Local Government.                      |
| <b>PCG</b>                    | Primary Client Group. This is used to describe each service user's personal circumstances.   |
| <b>PCT</b>                    | Primary Care Trust (formed from what was the Health Authority).  |

|   |   |
|---|---|
| <b>Performance Indicators (PI)</b>        | Performance indicators help to show how well a service is working.  |
| <b>Provider</b>                           | An organisation providing housing related support services.   |
| <b>Quality Assessment Framework (QAF)</b> | The QAF is a way of assessing the quality of services and it is also a way of making sure services continue to improve.   |
| <b>Service Review</b>                     | Service reviews are the way in which your Council will decide if services are doing what they are intended to do and do this at a reasonable cost.  |
| <b>SHMG</b>                               | Supported Housing Management Grant (Money given by the Housing Corporation to Housing Associations to develop schemes).   |
| <b>Sizing the Pot</b>                     | 'Sizing the Pot' was the term used to describe the process of working out the level of money that would go into paying for Supporting People services.  |
| <b>SP1, SP2, SP3</b>                      | These were questionnaires which gathering detailed information about supporting people services to cover such things as contracting through to assessing how well a service was performing.                             |
| <b>SPI</b>                                | Service Performance Indicators cover service availability, utilisation levels and throughputs.  |
| <b>SPLS</b>                               | Supporting People Local System. This is the computer system which is used by a Council to administer the supporting people programme.   |
| <b>Spot Contracts</b>                     | The purchasing of support services for individuals, usually on an emergency basis or on demand. Such purchases could also be paid for retrospectively, after the support service has been provided to the service user. |
| <b>Steady State</b>                       | The term 'steady state' refers to the point in time where the supporting people programme has commenced and contracts have been issued for all services that are to receive supporting people funding.                  |
| <b>Sunset Day</b>                         | Sunset day was the 6th April 2003. This was the date the funding of support services from Housing Benefit ceased.   |
| <b>Supply Mapping</b>                     | Supply Mapping is the process by which information on current service provision is gathered. Without this the Commissioning Body is unable to assess what types and levels of services are needed in the future.        |
| <b>Support Service</b>                    | A support service is assistance provided to a person to help them to set up or keep on living independently in their local community.   |