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Welcome to the 2nd Edition of SP Spotlight. This issue contains an overview of the new contract management arrangements which were introduced for SP from April 2009.

The ‘Spotlight’ is available electronically on the NIHE website and in paper format

supportingpeople@nihe.gov.uk
on request at:

The 3rd issue will be published in the Autumn

SP Business Update

The SP programme currently funds 118 organisations providing housing support in over 900 schemes, both accommodation and floating support services. These schemes provide services to more than 23,000 vulnerable people per annum. The SP budget for 2008/09 was £61m which included the provision of funding for a total of 14 new housing support services which became operational during the year. Further details, provided by Praxis Care Group on one of these new schemes, St Paul's Court Lisburn, follows this business update.

The SP budget for 2009/10 has been baselined by the Government at the current level i.e. £61million. This current financial position means that the Housing Executive is unable to offer service providers an inflationary uplift. As a result, payments in 2009/10 will remain at the same levels as 2008/09. Each provider has been notified in writing of this position.

A number of providers are now due to be examined for re-accreditation following their initial 3 year accreditation period. In addition to checking that these organisations still meet SP accreditation standards, specific attention will be given to the organisation's risk management strategy and fraud response action plan as evidence of good corporate governance.

Providers receiving SP funding in excess of £100K per annum will be expected to provide documentary evidence that their risk management strategy and fraud response action plans have been approved by their organisation as part of their corporate governance arrangements.

This is the 3rd year of the Innovation and Capacity Programme. In 2008/09 a further 5 organisations underwent the training and organisational development analysis by NICVA. The SP team has met with all of the providers involved in this programme to consider each organisations training and organisational development.

Our work with NICVA over the next 6 months will now focus on supporting the sector through the research outlined on page 16. Work is underway to finalise the other aspects of the innovation and capacity programme for the 2009/10 financial year which is expected to include a number of pieces of research to inform the sector including – benefits realisation for the SP programme, the strategic review of temporary homeless accommodation and the effectiveness of floating support.

No further service reviews have been initiated since 31st March 2009, after which date the phased implementation of the new contract management arrangements will have commenced (further details of which are available on page 10)

Since the first edition of SP Spotlight there have been a number of staff changes within the SP team:

New Administration Team Staff

Richard Begley

richard.begley@nihe.gov.uk

(028) 9031 8900

Erin Morrison

erin.morrison@nihe.gov.uk

(028) 9031 8214

Brendan Nolan

brendan.nolan@nihe.gov.uk

(028) 9031 8404

New Payments Team Staff

Eileen Mellon

eileen.mellon@nihe.gov.uk

(028) 9031 8567

Staff leaving SP

Julie-Ann Mohan

Gerardine Tolerton

St Paul's Court Expansion

This is a purpose built supported accommodation scheme in Lisburn for older people who require housing support with care to enable them to live successfully in the community for as long as possible. The scheme is jointly funded by SP, the NIHE and the South Eastern Health and Social Care Trust. Trinity Housing Association has provided a high quality sheltered housing environment and Praxis Care Group provide care and support to tenants. Originally St Paul's Court consisted of a 15 - 2bed bungalows set in a safe and secure environment. An additional block of 8 ground floor apartments was added. All the accommodation has been finished to a high standard and has been planned with the needs of older people with dementia in mind.

Praxis staff are on hand 24 hours a day to provide advice, guidance, support and care at a level appropriate to the individual's needs.

The St Paul's Court scheme is primarily aimed at older people:

- who have dementia
- who met the NIHE 'complex needs' criteria
- who currently have a care package in place which is delivered by the South Eastern Health and Social Care Trust personnel
- who need support

Applications to the scheme should be directed to the NIHE local offices in the first instance.



St Paul's Court

SP Modernising Services Update

The work associated with the Modernising Services project within SP includes a number of strands to review our current business processes, in addition to the implementation of new ICT systems and supporting structures for the administration of the programme.

During the last quarter, work has progressed on the procurement of a suitable ICT system. This new system will provide more sophisticated and integrated ICT to better assist the administration of the programme. In addition to the provision of online facilities for service providers, to enable an electronic exchange of information with SP.

A number of the business improvement elements of the project have also been progressed in the last quarter. This includes the production of the SP Communication Strategy, preparation for the introduction of new contract management arrangements, which have replaced the current service review process and the implementation of a number of new ways of working pilots with service providers, in order to inform the future delivery of the programme. Further details on these business change elements of the project are provided in later articles.

SP is committed to ensuring key stakeholders, including providers of SP services, are kept informed about the project and have an opportunity to meaningfully contribute to the development of any new business processes.

This regular consultation includes:

- The establishment of a Provider Quality Assurance group who are consulted about key developments within the project
- Annual provider survey, the first of which was completed in October 2008
- Regular attendance at SP Provider Fora, including SP focus groups and CRISPP
- News updates in the newsletter and on the website
- Arrangement of specific public events to disseminate key information, including Stakeholder events in each of the 5 NIHE areas.

Members of the project team can be contacted if you would like any further information on the project or the work currently underway.

Caroline Connor, Project Manager

caroline.connor@nihe.gov.uk
(028) 9031 8402

Helen Irvine

helen.irvine@nihe.gov.uk
(028) 9031 8408

Pamela Stevenson

pamela.stevenson@nihe.gov.uk
(028) 9031 8881

James Taylor

james.taylor@nihe.gov.uk
(028) 9031 8820



Communication Strategy (The Strategy)

As you may already be aware, we have developed a communication strategy for all SP stakeholders. This is one of a number of change initiatives undertaken as part of the business improvement element of the Modernising Services project. Communication was one of the areas prioritised for improvement following detailed interviews carried out with a representative sample of provider organisations.

The aim of the Strategy is to give clarity and focus to the way that SP communicates with all of its partners and to set out clear standards against which communications between the SP team and our stakeholders will be measured.

These stakeholders include a wide range of organisations, groups and individuals who have an interest in the SP programme and one of the objectives of the Strategy is to guarantee, as far as is reasonably possible, that we provide them with timely, consistent, accurate and relevant information in the most appropriate way.

The standards for communication set out in the Strategy identify the level of SP service that providers can expect to receive. These address a number of areas including staff, phone calls and letters, complaints and meetings chaired by SP.

The Strategy also lists the type, purpose and frequency of the communication channels to be used. These channels cover a variety of approaches including: face to face meetings, website, newsletters and surveys. As part of the implementation of the Strategy, SP launched the new SP Spotlight newsletter, which will be published twice yearly.

Area stakeholder events are also planned for each of the 5 NIHE areas on an annual basis. The first one was held in February for the West Area – 80 delegates attended the successful ½ day event. The main topic for the day was the new contract management framework, with a provider and a representative from the Western Health and Social Care Trust providing their perspective on these new arrangements.



Presenters at West Area Stakeholder Event

The day also provided an opportunity for delegates to be updated on the SP programme and ongoing work to support the sector. The positive feedback on the event has been very encouraging

...“It was a very informative day and an opportunity to meet with other groups offering support” ...

...“All presentations were both informative and timely – they linked well to achieving the overall aims of the day”...

Information from the event, including the individual speakers’ presentations will be available from the SP section of the NIHE’s website under ‘Past Events’.

The second event was held on the 23rd April for the Belfast area and the third is planned for the 11th June for the North East area.

The Strategy will shortly be published in electronic format on the NIHE website

Outcomes Monitoring for Service Users

Introducing the Pilot Projects

The first edition of the SP ‘Spotlight’ provided an outline of the benefits and principles of measuring the outcomes achieved for individual service users in SP services.

By developing good practice in agreeing and monitoring suitable outcomes with providers, SP is seeking to demonstrate how SP services are contributing towards delivering the aims of the SP programme at a local and national level.

As part of the SP Modernising Services project underway, a draft outcomes framework has been developed based on the CLG national framework and this is being piloted with a selection of SP providers across Northern Ireland, incorporating a variety of client groups and service models.

The framework developed for operation in NI, initially within the pilot projects, is based on the assumption that there are 3 levels of outcomes, at strategic, service and service user levels. Although for each service the framework will be adapted to reflect the needs of the specific client group and the service model, the strategic outcomes will remain the same.

These high level strategic outcomes reflect those introduced by CLG nationally and are:

- Achieving economic well being
- Enjoy & achieve
- Be healthy
- Stay safe
- Make a positive contribution



West Area Stakeholder Event

Work commenced in the summer of 2008 to develop options for the NI Outcomes Framework and identify service providers willing to take part in the pilot studies. The pilots commenced in October 2008, with the establishment of steering groups and projects plans for each.

The overall aim of the pilots is to examine new approaches to managing relationships with housing support providers which:

- **reduce bureaucracy for SP & Providers**
- **improve the links between contractual arrangements and outcomes of services**
- **implement outcome measures which enable the achievement of programme objectives to be effectively measured**
- **ensure performance monitoring and reviews are prioritised on and commensurate with the level of risk of individual services**

The actual operational phase commenced in January 2009 with quarterly outcomes information on both service users who have exited services and existing services users' progress against support plan goals being submitted to SP. The steps involved in implementing the outcomes framework with each of the providers were as follows:

STEP 1: Selection of relevant service level indicators under each of the 5 strategic level outcome indicators

STEP 2: Selection of suitable service user distance travelled model to record progress of each service user towards service level outcomes selected

STEP 3: Implementation of systems/procedures for recording and reporting on progress towards service level outcomes internally and to Supporting People

STEP 4: Verification that needs assessment, support planning documentation and review processes are consistent with the requirements of the outcomes framework

At the end of the 1 year operational phase, an evaluation of the pilots will be undertaken to inform the potential roll out of the Outcomes Framework across all SP funded services and help determine the mechanisms for measuring, recording and reporting outcomes.

Two of the service providers involved in the pilot projects, Triangle Housing Association and The Cedar Foundation, have provided a commentary on the work involved in implementing the outcomes framework and their initial thoughts on its potential benefits for providers of SP services.

Providers Perspective

Triangle Housing Association-

Lucy Campfield (Floating Support Manager)

Triangle Housing Association is piloting outcomes measures in 3 floating support services in the North East Area, providing support to young vulnerable people and those affected by homelessness.

Work on Triangle HA Outcomes Model began in the summer of 2008, when a series of meetings with the NIHE took place to discuss and identify a suitable outcomes model to be piloted during the year 2009. A “distance travelled” model specific for our service was developed using a selection of indicators that were deemed most relevant to the floating support service included in the pilot. Information was fed back to the teams involved through team meetings and their feedback and suggestions were incorporated into the model.

When staff were first introduced to the pilot scheme and the outcomes framework, there was a certain amount of apprehension as there usually is when a new system is being introduced. A staff training day was arranged in partnership with Triangle HA and NIHE, where staff had the opportunity to see the model and practice using it on the computer package designed specifically for the project. The feedback from staff was very positive and there were no practical difficulties identified.

Staff have already started to use the new outcomes framework model to help capture the outcomes for those service users who have exited the service from the 1st January 2009. Staff reported that this is a far less time consuming method than the previous monthly returns system that was in place to track time spent with service users.

The general feedback is that the administration time associated with their work should be much reduced using the new system. There has been minimal changes made to the support plan section of the service user files therefore it can be completed each quarter with the service user and the “distance travelled” recorded easily.

All staff involved can see the benefits of using an outcomes model in their work as it has helped them focus clearly on the areas and priorities identified for each specific service user and therefore the development of the support plan should become much more focused and specific. It is also hoped that service users will benefit from being involved as they will be able to see the progress that they have made while using the service. It is hoped that this will be seen as a motivational tool for both staff and service users.



Providers Perspective

The Cedar Foundation-

Elaine Armstrong (Head of Brain Injury Services)

The Cedar Foundation is piloting the outcomes measures in 5 floating support services across Northern Ireland, providing support to people with brain injury, physical disability and sensory impairment.

Floating support staff in the Cedar Foundation have been aware for some time of the move towards outcome measures. Various areas of work in preparation for the pilot have taken place over the months leading up to its commencement.

- A 'distance travelled' model, developed with a number of indicators assigned against five high level strategic outcomes. This has been tailored, as far as possible, to measure the progress of service users in receipt of floating support service. Service users consist of people who have an acquired/traumatic brain injury, physical and/or sensory disability and learning disability aged between 18-65.
- To support the outcomes measurement tool, the needs assessment, support plan and review report have had minor revisions so that the support that is being provided matches the specific categories they are being measured against.
- A number of informal meetings have been held with the staff teams in each of their areas where the floating support scheme operates to discuss the pilot project, the outcomes measurement, including

implementation and review of the new needs assessment, support plan and review report forms.

With the aid of SP, a database has been developed to capture the distance travelled by service users. Staff have attended a training event jointly hosted by SP and the Cedar Foundation in the application of this model. There has been input at each stage to take into account minor revisions on a practical level.

The general consensus of staff has been positive towards an outcomes based approach. They recognise that it will enable them to view progress of individuals against support plan activities and goals achieved, across time within the service.



Support workers have been asked to actively participate in informing managers of any issues arising during the pilot and improvements that can be made. These will be collated locally and discussed at the pilot review meetings. It is also hoped that this can be brought forward as shared learning with other providers participating in the project.

The pilot will also provide the opportunity to demonstrate the overall effectiveness of the service in terms of goals achieved and impact of the service at operational level. In terms of service planning with sponsor agencies it is hoped that it will demonstrate some of the complexities for the service users in achieving their goals and the time and support required to achieve this.

Finally, at strategic level it is hoped that the approach can demonstrate the effectiveness of better partnership working between The Cedar Foundation and SP in providing a quality service for individuals with disabilities. This should enable the achievement of the overarching outcomes for SP of enabling service users to continue to live in their own homes through maintaining their tenancies.

The introduction of Contract Management Arrangements

The evaluation of the current monitoring and review framework for SP was identified as a priority within the Modernising Services Project. In seeking to modernise the approach to monitoring housing support contracts, SP have introduced new contract management arrangements on a phased basis which, commenced in April 2009.

The new framework has been developed to build upon the elements in the former review framework and reflects good practice in other SP administering authorities.

It is anticipated that the new arrangements will reduce bureaucracy for all parties by focusing resources where they are most needed to manage risk, while also seeking to achieve continuous improvements.

The aim of the new policy is to provide a supportive framework in which providers are enabled to deliver excellent services to vulnerable people in partnership with SP. The objectives of the contract management policy are to ensure that services are delivered as set out in the contract by

- Ensuring that services are delivering the required outcomes for service users through the support planning process
- Achieving continuous improvement in quality and performance over the life of the contract.



- Ensuring a good SP team / providers relationship with clarity on roles, responsibilities and communications
- Ensuring the SP grant is spent effectively on eligible services which contribute to the aim of the SP strategy and that value for money is maintained
- Ensuring any risk to the contract is reduced and managed effectively

Risk Management is fundamental to the contract management approach. It is recognised that not all services carry an equal amount of risk or the same level of requirement for SP oversight and monitoring. SP will seek to ensure that the contract management activity is proportionate by undertaking a risk assessment of services of each provider.

A number of risk factors will be considered as part of this assessment, including financial, performance, quality and general service factors. Each risk item is weighted and scored and will be applied to groups of contracts (groups are defined as 1 or more similar services of 1 provider).

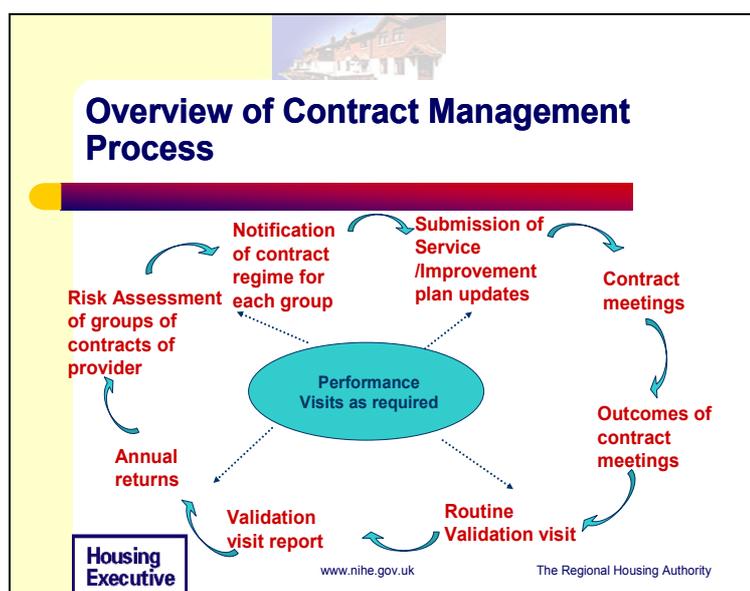
The risk score is not necessarily a reflection of quality or performance. A service may be performing well and be of high quality and may still be assessed as high risk, due to the complexity of the client group it provides for and the high value of the funding it receives from SP.

In order to complete the risk assessment, SP will be requesting Strategic Relevance and Quality Assessment Framework (QAF) returns, in conjunction with an annual service improvement plan from all providers. These returns will be discussed during regular contract management meetings and validated during visits to services.

The risk assessment will determine the intensity of this contract management activity with services being assessed as requiring a light, moderate or active contract management approach. Examples of typical levels of activities associated with each are provided below:

- **Light** – Annual returns against strategic relevance and QAF, submission of an annual improvement plan, quarterly service updates, 1 contract meeting and 1 validation visit every other year
- **Moderate** – Annual returns against strategic relevance and QAF, submission of an annual improvement plan, quarterly service updates, 1-2 contract meetings per year and 1 validation visit every other year
- **Active** – Annual returns against strategic relevance and QAF, submission of an annual improvement plan, quarterly service updates, 2-3 contract meetings per year and 1 validation visit each year

The contract management cycle is shown below.



The introduction of these new arrangements is being phased across the 5 SP area teams and commenced in April 2009, with the first requests for annual returns. The roll out timetable is as follows:

April 2009 -	Services in West Area
June 2009 -	Services in Belfast Area
August 2009 -	Services in North East Area
October 2009 -	Services in South East Area
January 2010 -	Services in South Area

An overview of the new contract management arrangements are being provided at each of the area stakeholder events, which have been planned to coincide with the implementation timetable. A more detailed briefing paper on the contract management approach is also available on the SP section of the NIHE website. Along with pro-formas for the standard documentation required. All providers will also be contacted with details of when the contract management arrangements will come into effect for their SP funded services.

The Area Lead officers for SP will be responsible for the implementation of the new arrangements in their respective areas and will be the main contacts for any specific queries once the framework becomes operational in their area. Alternatively, if you would like further information on the overall approach, please contact a member of the Modernising Services project team.

Meet the Teams

Belfast Area Team

-Who Are We?

This team was set up in April 2008 as part of the restructuring of SP. The team operates within the NIHE Belfast Area which covers the Belfast City Council area or our Belfast North, South, East and West offices and Shankill office.

The team is led by Liam O'Hanlon and includes Rory Mc Donnell and Marion Fisher. Each member of the team has a range of housing experience and has also been actively involved in the implementation of SP.

You can contact the team at:

liam.ohanlon@nihe.gov.uk
(028) 9031 8381

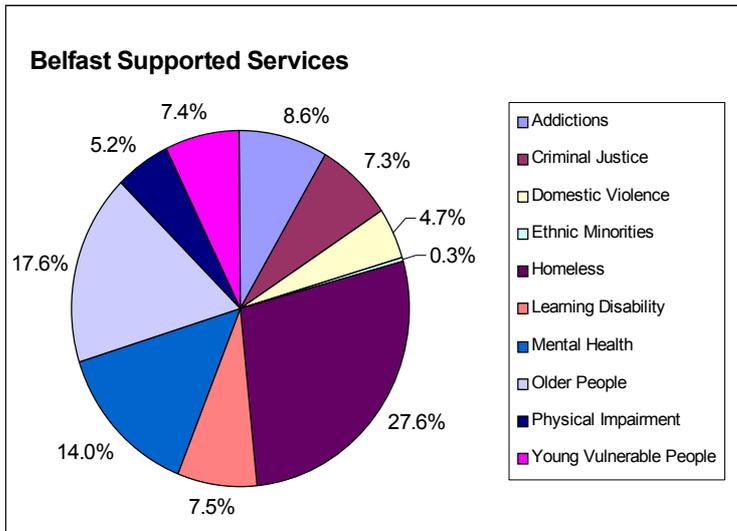
marion.fisher@nihe.gov.uk
(028) 9031 8411

rory.mcdonnell@nihe.gov.uk
(028) 9031 8401

Within the Belfast area there are nearly 300 schemes of which 25 are floating support services. There are 59 providers responsible for these schemes and Belfast accounts for over £21m of the SP budget which represents 34% of the overall budget.



SP Funding by Client Group



Identification of Need / Priorities

The Belfast team are represented on the Eastern ASPP (EASPP). The boundary for the EASPP is currently coterminous with the Eastern Health & Social Services Board area, however this is under review as part of the Review of Public Administration process.

Monitoring and Review

The team's annual plan includes a target to complete 15 service reviews in this financial year; 7 of which have already been completed and the other 8 have been initiated. The team is also responsible for identifying, monitoring and reviewing performance against agreed targets for floating support and supported accommodation.

What's New

Outcomes Monitoring Pilot

The team are leading out a pilot project in conjunction with Mulholland After Care Services (MACS) which aims to evaluate the options for replacing the current monitoring arrangements, with those which focus on the

demonstration of the achievement of service outcomes for individual users.

Belfast Floating Support Forum

In conjunction with providers, the team has established a floating support forum which provides an opportunity to discuss operational and strategic issues relevant to the services. The forum is looking at options for a unified approach for access and referral arrangements to all the floating support services.



Belfast Area Team

Supporting People Payment & Contracts Team

Who are we?

The team includes staff with a range of experience in both general housing and SP. It is led by the Payment & Contracts Manager, Stephen Osborne and includes Evelyn Jamison, Eamonn Marley, Eileen Mellon, Darren Stockdale, Aidan McGrath, and Jonathan Rankin.

This team is responsible for a range of SP functions including:

Funding Agreements

The team is responsible for the administration of the funding agreements between SP and providers of housing support. SP currently fund over 900 housing support services delivered by approximately 120 provider organisations.

Each of these services is funded under the terms of an individual funding agreement.

Period Payments

The team is responsible for the processing of the SP 4 weekly period payments under both long and short term funding agreements. For long term schemes, eligible service users are monitored using Housing Benefit and Provider Reconciliation Returns (PRR), as a basis for calculating payments.

What's new?

Thirteen week backdating of subsidy for Long Term Schemes:

In line with changes made in October 2008 to limit the backdating of Housing Benefit to 13 weeks this also now

applies to SP in instances of late notification of PRRs. It is important therefore that providers ensure new users of long term services are reported to SP at the commencement of their support.

You can contact the team at:

stephen.osborne@nihe.gov.uk
(028) 9031 8776

evelyn.jamison@nihe.gov.uk
(028) 9031 8415

eamonn.marley@nihe.gov.uk
(028) 9031 8486

eileen.mellon@nihe.gov.uk
(028) 9031 8567

darren.stockdale@nihe.gov.uk
(028) 9031 8567

aidan.mcgrath@nihe.gov.uk
(028) 9031 8013

jonathan.rankin@nihe.gov.uk
(028) 9031 8487



Capacity Contracts and Funding Agreements:

SP is currently reviewing the arrangements for making payments to long term services, which includes consideration of capacity contracts. Under these contracts, the capacity would be fixed at the beginning of the contract period and is generally based on historical usage with payments made based on this fixed amount subject to specific tolerance levels. A pilot with Fold Housing Association is being led out by the team to test these arrangements.

Renewal of Funding Agreements:

There are currently approximately 900 signed funding agreements in place with providers, the majority of which expired at the end of March 2009. SP has commenced a programme to renew these funding agreements from April 2009 and contact will be made to providers on an individual basis.

The renewals will require a signature and it is important that these are returned within the time period detailed within the letters to ensure funding continuity.

Policy & Strategy Team

Who are we?

Since the introduction of the SP programme in Northern Ireland in 2003 much of the work of the SP team focused on the administration of the programme. Last year the SP team was restructured. This included the introduction of a specific policy and strategy team.

You can contact them at

claire.crainey@nihe.gov.uk
(028) 9031 8906

julie.alexander@nihe.gov.uk
(028) 9031 8819

The team are Julie Alexander and Claire Crainey. Both have a range of housing experience including local district offices and policy planning.

What do we do?

The aim of the team is to further develop and implement the overall SP strategic vision and objectives. This encompasses the development/revision of the SP strategy and associated annual plans. Associated with this is the collection of management and baseline information to measure achievements of objectives in the strategy and indicators in the annual plans and reporting on the various Key Performance Indicators (KPIs) relating to the SP programme.



Policy and Strategy Team

Central to the team's remit is communicating with stakeholders and maintaining relationships with key strategic partners and provider organisations, as well as providing support for the sector through the Innovation and Capacity Building programme.

A more detailed article on this programme follows this overview.

The team is responsible for the analysis of reports and publications to keep abreast of developments in policy and legislation across the rest of the UK which might influence future policy and strategy development in NI. This includes making links and information sharing with other SP administering authorities.

The work of the team is significantly influenced by business improvements and change management processes associated with the SP Modernising Services project.

The team is also regularly involved in preparing information, briefings and correspondence in response to various requests including Assembly questions, ministerial and departmental requests and updates on progress across various areas.

Supporting the Sector – NICVA Project

SP has been working with Northern Ireland Council for Voluntary Action (NICVA) since 2005. Much of the joint working has focussed on building innovation and capacity in the SP provider sector. To date NICVA have undertaken training needs and organisational development analysis for almost 30 SP providers. Through this work SP has gained an insight into the key areas in which organisations should be supported in order to improve service provision and achieve better value for money. As well as this, the work has identified specific areas for improvement in each organisation, for SP and for the sector as a whole, these include

- supporting improvements for governance
- improving leadership & management skills for senior managers
- developing better strategic & business planning skills
- developing capacity for organisation change
- supporting the implementation of organisational change and
- generic and technical skills training for middle and front line staff.

In the challenging SP funding environment, SP intend to build on this work and continue to support the sector and ensure that the best use is made of available funding by:

- ensuring strategic relevance & eligibility of services
- ensuring value for money and
- determining options for efficiencies and better ways of working – from both SP and the sector.

SP has commissioned research from NICVA to examine the potential for collaborative working among SP service providers. It will involve both primary and secondary research including surveys and interviews with SP providers in order to explore issues such as partnership working, consortia agreements, relationships between providers, examples of best practice and the scope for innovation. The project will run over the next 18 months, commencing in March 2009.

A steering group has been established to oversee the research and where appropriate provide guidance and advice on how best to progress the work. The group comprises representatives from the voluntary and community sector, the SP team and the housing sector.

Further updates on the NICVA project will be provided in subsequent newsletters but if you would like any further information please do not hesitate to contact the Policy & Strategy Team.

SP Website

We hope you find the website useful and informative

http://www.nihe/index/www.home/supporting_people-3.htm

The website has been updated and we are using it as one of our primary communications channels with stakeholders. As part of our commitment to communicate with providers we have developed the site so that regular updates are posted on the 'What's New' section.

If you would like to make suggestions or comments about the website, please contact James Taylor in the SP Modernising Services Project Team on (028) 9031 8820 or james.taylor@nihe.gov.uk

Check regularly for updates on the website for:

- Details of upcoming Stakeholder events
North East - 11th June
South East – 3rd Sept 09
South - Nov 09
- Confirmation of the SP budget and payment arrangements for 2009/10
- Accreditation – Risk Management Strategy and Fraud Response Action Plans

Glossary of Terms

Accreditation – A process for assessing the viability and competence of an organisation and formally recognising their ability to provide housing support services

ASPP – Area Supporting People Partnership – There are 4 ASPPs which correspond to the Health Board Areas. Membership consists of representatives from the Housing Executive, NI Probation Board and Health Trusts. ASPPs are responsible for agreeing priorities, in their respective localities, to inform the commissioning of new supported housing and support services in the light of emerging strategic objectives and for identifying unmet housing support needs in their area.
e.g. (EASPP – Eastern Area Supporting People Partnership)

CLG – Communities and Local Government. The UK department that replaced the Office of the Deputy Prime Minister, (ODPM). It has responsibility for promoting the building of more and better homes, reducing homelessness, improving public services, regeneration and tackling anti-social behaviour.

CRISPP – Committee Representing Independent SP Providers. A group that represents the specific interests of SP service providers.

Distance Travelled Model – a support plan tool to measure the progress a client makes against a particular outcome so that progress can be judged on an ongoing basis.

DSD – Department for Social Development. The Northern Ireland Government Department with over all responsibility for the SP Programme.

HA – Housing Association

ICT – Information and Communications Technology

KPIs – Key performance indicators

NICVA - The Northern Ireland Council for Voluntary Action. The “umbrella” body representing the voluntary and community sector in Northern Ireland

NIHE – Northern Ireland Housing Executive

Provider – Organisations or sole operators who are contracted by the SP team to provide a housing related support service

PRR – Provider Reconciliation Return – a form to be completed 4 weekly by providers, advising of all changes in relation to service users in a block subsidy scheme. If no changes occur a nil return must be completed

QAF – Quality Assessment Framework. This framework defines quality standards against which providers carry out a self assessment of their services. This self assessment is then validated by SP to ensure services meet minimum standards

Stakeholder – People or organisations that form part of the SP programme. Stakeholders share or contribute to the aims of the SP programme

For the next Issue of the SP Spotlight:

Are you a provider and would you like your service to feature in the next issue of the SP Spotlight?

Do you have any suggestions for articles in further issues?

Please let us know what you think of the SP Spotlight and how it can be improved.

Contact: Pamela Stevenson
pamela.stevenson@nihe.gov.uk
(028) 9031 8881

Or
Email:
supportingpeople@nihe.gov.uk

If you know the team member you wish to contact, please use the direct contact details that are provided in this newsletter or on our website.
Alternatively you can write to the SP team at:

The Housing Centre
2 Adelaide Street
Belfast
BT2 8PB

**Housing
Executive**

May 2009
www.nihe.gov.uk