

## Supporting People Glossary

<b>Accreditation</b>	Regular assessment of support provider to ensure they are providing good quality support services. We also verify their competency, capability and financial viability.
<b>Administering Authority (AA)</b>	The local authority that receives the Supporting People Grant and administers contracts for Supporting People services on behalf of the Commissioning Body. In Salford the Supporting People team and Commissioning Body are based in the Housing and Planning Directorate at the Civic Centre in Swinton.
<b>Advocacy Groups</b>	A group that offers support to people to have their say, represent their interests and obtain services for them.
<b>ASB</b>	Anti Social Behaviour
<b>ASBC</b>	Anti Social Behaviour Contract
<b>ASBO</b>	Anti Social Behaviour Order
<b>Audit Commission</b>	An independent body responsible for ensuring that public money is used responsibly, economically, efficiently and effectively.
<b>Beacon Council</b>	A Council that has been recognised by central government to be leading the way in a particular service area. Salford Supporting People team was awarded Beacon Council Status in 2004.
<b>Benchmarking</b>	A comparison of similar services by quality, performance and cost. This is one of the ways of ensuring the quality of services in Salford continually improves.
<b>Best Value</b>	A duty on local authorities to assess and review the services they provide for local people and improve them by the best means available. This must be done in consultation with the people who use the services and the wider local community.
<b>Block Contract</b>	The means by which the Supporting People team purchase support services for more than one person, usually in advance of the service being delivered.
<b>Block Gross Contract</b>	A contract for a support service that 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.

<b>Block Subsidy Contract</b>	A contract for a support service that is usually long-term or permanent, for example sheltered housing. Grant payments to the provider will vary, depending on how many people receiving the support service qualify for the subsidy at any given time. Providers tell the SP team on a monthly basis who has moved in and out of their service, and the subsidy payment is adjusted accordingly. Some service users may be charged for this service.
<b>BME</b>	Black Minority Ethnic.
<b>Capital Funding</b>	One off funding to purchase or create assets such as buildings.
<b>Client Group</b>	A category, such as 'older people' or 'single homeless' used to help the Supporting People teams monitor who is accessing services, and identify where there is need for new services.
<b>Client Record Form</b>	Service Providers complete these forms each time they take on a new client. Details such as previous type of accommodation, client group and ethnicity are recorded to enable Supporting People teams to monitor who is using the services. No personal details are recorded.
<b>Commissioning Body</b>	Salford's Commissioning Body consists of representatives from all the partners involved in Supporting People, including Housing, Social Services, Health (Primary Care Trust) and Probation. This group makes strategic decisions about improving existing support services and commissioning new ones.
<b>Community Alarm</b>	An alarm system for older and/or disabled people to call for help in case of emergencies.
<b>Complex Needs</b>	A person who has several needs that are interrelated and need to be addressed together.
<b>Contract Schedules</b>	These are part of the Supporting People contract and contain details of the services to be provided in that contract and the cost of each service.
<b>Cross Authority Group (CAG)</b>	Neighbouring administering authorities working together to plan and develop policies and services across the group. Salford participates in the Greater Manchester CAG, which also includes Manchester, Tameside, Stockport, Trafford, Bury, Rochdale, Wigan, Bolton and Oldham.

<b>Cross Authority Provision</b>	A service designated by the Department of Communities and Local Government (DCLG) to provide support to service users originating from other Administering Authorities.
<b>Core Strategy Group (CSG)</b>	The CSG consists of a group of senior officers from Salford Housing and Planning Directorate, Salford Probation Service, Salford Primary Care Trust and Salford Social Services, together with representatives of service users, service providers and voluntary organisations in Salford. The CSG is responsible for overseeing the Supporting People programme in Salford and making recommendations to the Commissioning Body for approval.
<b>DAAT</b>	Drug and Alcohol Action Team for Salford.
<b>DCLG</b>	Department of Communities and Local Government (formerly known as the ODPM)
<b>DIP</b>	Drug Intervention Programme
<b>DV</b>	Domestic Violence
<b>Efficiency Savings</b>	Reduction in funding that does not result in a reduction of support to the service user.
<b>Expressions of Interest</b>	Invitation for providers and commissioning agencies to fill complete and submit 'expressions of interest forms' identifying the need for new service developments or expressions to existing services.
<b>Extra Care Sheltered Housing</b>	Accommodation for older people that provides access to timely support and care on-site; designing to maintain peoples ability to live independent lives.
<b>Fairer Charging</b>	For chargeable services a Fairer Charging financial assessment can be done for service users who do not qualify for Housing Benefit. It is a locally set means test that will be used to assess how much, if anything, service users have to pay for their support service.
<b>Floating Support</b>	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, then 'floats away'. The client does not have to live at a certain address to receive the support.
<b>Frail Elderly</b>	Older people who are infirm and in need of more support and some level of personal care.
<b>Foyers</b>	Schemes for young people that provide supported housing, training and employment opportunities.

<b>General Needs Accommodation</b>	Social rented accommodation that is not linked to any support or special needs.
<b>Home Improvement Agency (HIA)</b>	An agency that 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. The homes would usually be private rented, leasehold or owner-occupied.
<b>Housing Benefit</b>	A means tested state benefit paid to council or private tenants who need help paying their rent.
<b>Housing Related Support</b>	Support specifically aimed at helping people to establish themselves, or stay in their own homes. Examples of housing related support include helping people learn to manage their money, apply for benefits, keep their home secure, and access other services.
<b>Intermediate Care</b>	Support, personal and health care provided to people who have just been discharged from hospital or to prevent people having to spend longer periods in hospital, mostly provided through Primary Care Trust funding.
<b>Long Term Services</b>	Services that are intended to last for longer than two years.
<b>Managing Agent</b>	A managing agent is an organisation providing housing management services (such as collecting rent) on behalf of another body, often a Registered Social Landlord. The managing agent may also provide the support services.
<b>Move-on Support</b>	Housing-related support to help people settle into a more independent environment when they are leaving an accommodation-based support or care service.
<b>Multiple Needs</b>	A person who has more than one need.
<b>National Directory of Services</b>	A directory of all Supporting People funded services in England which is accessed via the Spkweb at <a href="http://www.spdirectory.org.uk">www.spdirectory.org.uk</a> .
<b>NHF – National Housing Federation</b>	Also known as the NatFed, the NHF provides advice and support for not-for-profit housing providers. Their website address is <a href="http://www.housing.org.uk">www.housing.org.uk</a> . They have regional Supporting People advisors to help their members understand and prepare for the implementation of Supporting People.

<b>NSF</b>	National Service Framework – a set of national standards to improve health services.
<b>ODPM</b>	Office of the Deputy Prime Minister [now known as the Department of Communities and Local Government (DCLG)]
<b>PAGs</b>	Probation Accommodation Grants; paid by the Home Office to probation services to fund accommodation and support to ex-offenders. The PAG was transferred to the Supporting People Grant in April 2003.
<b>PCT</b>	Primary Care Trust – Salford PCT is responsible for planning and providing healthcare services in Salford. They are partners in the Salford Supporting People programme, together with Salford Social Services and Salford Probation Service.
<b>PI's</b>	Performance Indicators – Performance statistics submitted to the Supporting People teams by Providers. They are used as part of the contracts and monitoring process.
<b>Procurement</b>	The process to obtain materials, supplies and contracts, which is the best value, through open and fair competition.
<b>Providers</b>	Organisations, companies, charities and individuals that provide support services to people.
<b>Provider Notification</b>	Notification from the Supporting People team to providers about their SP payment.
<b>QAF</b>	Quality Assessment Framework. Providers self assess their service against national objectives (such as consulting service users on how they want the service to be run). The Supporting People team use the results as part of the benchmarking process, with the aim of continually improving the quality of services in Salford.
<b>Refuge</b>	These are services that provide emergency type accommodation with support for people escaping violence or threats of violence from a current or former partner.
<b>Residential Home</b>	Accommodation run by local health authority for people with high intensity care needs.

<b>RSL</b>	Registered Social Landlord - A non profit-making voluntary group, generally a Housing Association, formed to provide affordable housing.
<b>Revenue Funding</b>	Funding or monthly recurring costs, such as labour, maintenance and rent.
<b>Service Performance Indicators (SPIs)</b>	Performance statistics submitted to Supporting People teams by support providers. They are used as part of the contract and quality monitoring process.
<b>Service Review</b>	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.
<b>Service User</b>	Someone who is using a support service.
<b>Sheltered Housing</b>	Housing specifically for older and/or disabled people. Includes a block or group of houses with resident or visiting warden, and individual houses, bungalows and flats that receive support from a mobile warden or emergency alarm service.
<b>Short Term Services</b>	Services that are intended to last for less than two years.
<b>SPLS</b>	Supporting People Local System – a local authority computer system used to hold service, provider, payment and client details for Supporting People. SPLS systems replaced SPIntLS.
<b>Spkweb</b>	The Supporting People Knowledge website – this is accessible to all by logging on to <a href="http://www.spkweb.org.uk">www.spkweb.org.uk</a> . The Kweb contains all the guidance, discussion and related documents on the supporting People programme.
<b>Spot Contract</b>	The purchase of support services for individuals, usually on an emergency basis or on demand. Such purchases can also be paid for after the service has been delivered.
<b>Stakeholder</b>	An individual or group with an interest in the success of Supporting People in delivering intended results and maintaining the viability of the Supporting People services.
<b>Steady State Contract</b>	When Supporting People was introduced on 1 <sup>st</sup> April 2003, Administering Authorities had an Interim Agreement with providers to pay for existing support services. The Steady State Contract is issued to replace the Interim Contract once a service review has

been completed, and if it has been decided that the provider will continue to receive the Supporting People Grant.

<b>Supported Housing</b>	These are services that provide accommodation and support to enable people to live independently.
<b>Supporting People Distribution Formula</b>	A Formula, currently being developed by the DCLG to decide how much Supporting People Grant each Administering Authority will be allocated.
<b>Supporting People Grant</b>	Money from the government to pay for housing related support services under the Supporting People programme.
<b>Supporting People Programme</b>	The programme came into effect on 1 <sup>st</sup> April 2003, and pays for services providing housing related support. Services are monitored on their quality, performance and cost.
<b>Supporting People Five-Year Strategy</b>	The Strategy is a five-year plan (2005 – 2010) for managing the Supported Housing sector in Salford.
<b>Support Provider</b>	The organisation providing housing-related support services paid for by Supporting People. Organisation types include Registered Social Landlords, voluntary sector organisations, local authorities, charities and the private sector.
<b>Support Service</b>	A service eligible for funding through Supporting People. This could include advice on maintaining a tenancy, help with filling in forms, help with keeping accommodation safe and secure etc.
<b>Tenancy Sustainment Support</b>	Preventative or Early Intervention Support that helps people stay in their current accommodation when they are experiencing problems that put them at risk of losing their tenancy.
<b>THB</b>	Transitional Housing Benefit – Before 31 <sup>st</sup> March 2003, THB paid for housing related support when the service user needed help to pay for their service.
<b>Validation Visit</b>	A ‘reality check’ by a Supporting People Officer to a support service, to establish whether the provider is achieving the standards they have been contracted to deliver. The SP Officer also consults service users and staff to find out their views of the service. The aim of these visits is to work with providers to improve the quality of services in Salford and the findings feed into the service review.
<b>Voluntary</b>	Organisations that are non-profit driven, non-statutory,

**Organisation** autonomous and that exist for the benefit of the wider public or specific groups within a wider society.

**YPLC** Young People Leaving Care

**YOT** Youth Offending Team