Supported Living - Useful information for service providers

This section has useful information for supported living services service providers. It contains the following information:

- Who is responsible for commissioning supported living services
- How can become a provider in Knowsley
- How you can have your say on how services are commissioned in Knowsley
- What are our strategies for supported living?
- Information about the Provider Forums
- Training opportunities for providers
- Performance Monitoring
- How do I complain about the Council?

Who is responsible for commissioning supported living services?

In Knowsley the Integrated Commissioning Team is responsible for commissioning supported living services which include the administration of the Supporting People Programme.

You can contact the team in the following ways:

By telephone: 0151 443 4766

By email: supporting.people@knowsley.gov.uk

By letter: Integrated Commissioning Manager – Housing Related Support
Integrated Commissioning Team
1st Floor, Southdene Primary Resource Centre
Bewley Drive
Kirkby
L32 9PF

How can I become a provider in Knowsley?

New services are purchased using our Framework for Supported Living Services. We advertised the Framework in 2008 and approved 18 providers as part of the agreement.

The framework is now closed to new providers. When we advertise the Framework again we will do this via the Knowsley Tendering Website. The URL is http://www.knowsley.gov.uk/business/selling-to-the-council/tender-opportunities.aspx.

How you can have your say on how services are commissioned in Knowsley
We consult with key stakeholders on how we commission services in Knowsley. There are a number of ways in which you can have your say. These include:

- Attending provider forums such as the Supported Living Provider Forum and the Housing for Offenders Forum.
- Responding to consultations advertised on the website. The URL is http://www.knowsley.gov.uk/your-council/consultation.aspx

**What are our strategies for supported living?**

There are a number of strategies and policies which influence supported living services in Knowsley. The main strategies and policies are:

- Supporting People 5 Year Strategy, 2005 – 2010
- Supported Living 5 Year Strategy, 2010 – 2015 (*currently in development*)
- Leaseholder Policy
- Strategic Review of Offender Services
- Strategic Review of Substance Misuse Services
- Disabilities Strategy (*currently in development*)

**Information about the Provider Forums**

There are a number of forums which providers can attend that to influence the way in which supported living services are commissioned in Knowsley. These include:

**Supported Living Provider Forum**

This forum is open to supported living service providers delivering services in Knowsley. The forum is chaired by a provider and discusses topical issues for providers. The forum links into the governance structure for the Supporting People Programme.

**Dates of the Forum**

<table>
<thead>
<tr>
<th>Date of Meeting</th>
<th>Location</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday 19th January 2010</td>
<td>Kirkby One Stop Shop Ground floor Training Room</td>
<td>1 pm – 3 pm</td>
</tr>
<tr>
<td>Tuesday 2nd March 2010</td>
<td>Kirkby One Stop Meeting Room 1</td>
<td>1.30pm – 3.30pm</td>
</tr>
<tr>
<td>Tuesday 6th April 2010</td>
<td>Kirkby One Stop Meeting Room 1</td>
<td>1.30pm – 3.30pm</td>
</tr>
<tr>
<td>Date</td>
<td>Location</td>
<td>Time</td>
</tr>
<tr>
<td>--------------------</td>
<td>---------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Tuesday 25th May 2010</td>
<td>Kirkby One Stop Meeting Room 1</td>
<td>1.30pm – 3.30pm</td>
</tr>
<tr>
<td>Tuesday 6th July 2010</td>
<td>Kirkby One Stop Meeting Room 1</td>
<td>1.30pm – 3.30pm</td>
</tr>
<tr>
<td>Tuesday 17th August 2010</td>
<td>Kirkby One Stop Meeting Room 1</td>
<td>1.30pm – 3.30pm</td>
</tr>
<tr>
<td>Tuesday 28th September 2010</td>
<td>Kirkby One Stop Meeting Room 1</td>
<td>1.30pm – 3.30pm</td>
</tr>
<tr>
<td>Tuesday 9th November 2010</td>
<td>Kirkby One Stop Meeting Room 1</td>
<td>1.30pm – 3.30pm</td>
</tr>
</tbody>
</table>

For more information about the forum please contact Mark Weights, Chair of Supported Living Provider Forum (Managing Director, SHAP Ltd) Tel: 01744 454056; Fax: 01744 617034 or Email: MWieghts@Shap.org.uk

Housing For Offenders Forum

The Offenders and Substance Misuse Housing Forum was established in order to ensure that there is a greater level of understanding among all stakeholders of the housing services available to offenders’ and substance misusers’ in Knowsley and their role in relation to the improvement of housing choices for these groups. The Forum consists of key agencies involved in working with offenders’ and substance misusers’, together with housing and support providers and Knowsley strategic housing and supported living staff. The Forum has agreed an action plan to improve access to housing for the two groups and meets quarterly to review progress.

For more information about the forum please contact, Steve Callan, Project Manager, Integrated Commissioning Team, telephone 07810053523 or email, steve.callan@knowsley.gov.uk

Homelessness Forum

The Homelessness Forum brings together key stakeholders such as the Council and service providers to work together to reduce homelessness for residents of Knowsley. The forum looks at key issues such priority homeless households, intentionally homeless households, housing for young people (including people aged 16 – 17 years old) and mortgage repossession.

For more information about the forum and details on how to participate in the group please contact Terry Hill, Homelessness Prevention Co-ordinator on 0151 443 5839.

Housing Association Liaison Group (HALG)
The Housing Association Liaison Group (HALG) is a forum for Housing Associations and key stakeholders from the Council to discuss topical issues affecting the social housing sector in Knowsley. The group is co-ordinated by Knowsley’s directorate for Regeneration, Economy and Skills. For more information about the group please contact Ian Cartledge Strategy and Development Officer on 0151 443 2336.

Training opportunities for providers

We expect providers to ensure that their staff are appropriately trained and competent at their jobs. Some training is provided by the department. This includes:

Performance Reporting Training

Training on how to report performance, outcomes and client changes to the commissioning team.

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>12th January 2010</td>
<td>Centre 63, Hall Lane, Kirkby</td>
<td>1.00pm – 4pm</td>
</tr>
<tr>
<td>12th July 2010</td>
<td>Bewley Drive, Kirkby</td>
<td>1.00pm – 4pm</td>
</tr>
<tr>
<td>11th October 2010</td>
<td>Bewley Drive, Kirkby</td>
<td>10am – 12 noon</td>
</tr>
<tr>
<td>7th January 2011</td>
<td>Bewley Drive, Kirkby</td>
<td>10am – 12 noon</td>
</tr>
</tbody>
</table>

For more information about this course and an application form please email supporting.people@knowsley.gov.uk.

Revised Quality Assessment Framework Training

Training on the Revised Quality Assessment Framework (QAF). The training looks at the main differences between the original QAF and the Revised QAF and areas where some providers may struggle to evidence providing good quality services.

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>5th February 2010</td>
<td>Kirkby One Stop Shop Meeting Room 1</td>
<td>10am – 5pm</td>
</tr>
<tr>
<td>12th February 2010</td>
<td>Kirkby One Stop Shop Meeting Room 1</td>
<td>10am – 5pm</td>
</tr>
<tr>
<td>18th February 2010</td>
<td>Kirkby One Stop Shop Meeting Room 1</td>
<td>10am – 5pm</td>
</tr>
</tbody>
</table>

Further training dates can be arranged later in the year based on demand.

For more information about this course and an application form please email supporting.people@knowsley.gov.uk.
Completing Value for Money Assessments Training

Training on how to complete the annual submission to the commissioning team on value for money.

Dates to be arranged in Winter 2010.

To register your interest in attending this course please email supporting.people@knowsley.gov.uk.

An Introduction to Supporting Gypsies and Travellers Training

An introductory course to raise awareness about gypsies and travellers.

Training was provided in May 2010. Additional date in autumn to be arranged.

To register your interest in attending this course please email supporting.people@knowsley.gov.uk.

Safeguarding Adults and Children Training

Training on Knowsley’s approach to safeguarding adults and children.

<table>
<thead>
<tr>
<th>Training</th>
<th>Date</th>
<th>Location</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alerter Workshop</td>
<td>24th September 2010</td>
<td>Huyton Suite</td>
<td>AM session 9.00am – 12.30pm</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>PM session 1.00pm – 4.30pm</td>
</tr>
<tr>
<td>Alerter Workshop</td>
<td>25th January 2011</td>
<td>Kirkby Suite</td>
<td>AM session 9.00am – 12.30pm</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>PM session 1.00pm – 4.30pm</td>
</tr>
</tbody>
</table>

To book on these course please contact the Knowsley Training and Conference Centre on 0151 443 3225 for an application form.

Performance Monitoring

This section gives you information on how supported living services are performance monitored.

Service Review Policy
A service review is a strategic review of a service or group of services. It looks at if the service is:

- strategically relevant Knowsley
- the model of service is correct
- what the quality of the service is
- if the performance of services is good
- if the cost of the services is reasonable

We review services in accordance with our contract review policy. To request a copy of this document please email supporting.people@knowsley.gov.uk.

**Contract Review Process**

A contract review is a review of a specific services or services in a contract. It looks at how well the provider has met the contracted standard. This includes looking at cost, quality and performance.

To request a copy of this document please email supporting.people@knowsley.gov.uk.

**Quality & Performance Management Framework**

We monitor the quality and performance in accordance with Quality and Performance Management Framework. This includes information on quality targets that all providers must meet. To request a copy of this document please email supporting.people@knowsley.gov.uk.

For more information about how the Quality Assessment Framework used to assess the quality of supported living services please visit the Supported Housing and Homelessness Resource North West website - [http://www.shahrnw.co.uk/index.php?page_id=505](http://www.shahrnw.co.uk/index.php?page_id=505)

We also have policy on how we conduct quality visits of services. To request a copy of this document please email supporting.people@knowsley.gov.uk.

The deadline for Performance Indicator Submission are detailed below

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Start</th>
<th>End</th>
<th>Provider Submission Deadline</th>
<th>Data Checking and queries by</th>
<th>Swift Input by</th>
<th>Final Checking by of Swift data by</th>
<th>First Date for submission</th>
<th>Final Date for Submission</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mon 5 Apr 10</td>
<td>Sun 4 Jul 10</td>
<td>Mon 19 Jul 10</td>
<td>Mon 2 Aug 10</td>
<td>Mon 16 Aug 10</td>
<td>Mon 23 Aug 10</td>
<td>Mon 23 Aug 10</td>
<td>Fri 10 Sep 10</td>
</tr>
<tr>
<td>2</td>
<td>Mon 5</td>
<td>Sun 3</td>
<td>Mon 18</td>
<td>Mon 1</td>
<td>Mon 15</td>
<td>Mon 22</td>
<td>Mon 8</td>
<td>Fri</td>
</tr>
</tbody>
</table>
To request a copy a blank workbook please email supporting.people@knowsley.gov.uk.

When someone has a change in circumstance (e.g. housing benefit status) joins or leaves a service you need to inform the commissioning team. To download the form required to do this please click here. This form should be emailed to supporting.people@knowsley.gov.uk.

When someone joins a service you also need to tell Communities and Local Government (CLG). This can be done via the SP Client Records and Outcomes website. You also need to report outcomes via this website.

**Supporting People Payments**

The Supporting People payments are made every 28 days. Services on block subsidy contracts must inform the team of client changes by the dates listed below for that change to be reflected in the payment.

<table>
<thead>
<tr>
<th>Payment Period</th>
<th>Final day for client change forms</th>
<th>To Payments Team by this date at latest</th>
<th>Payment made by Knowsley and schedules sent out</th>
<th>BACS Payments Received</th>
<th>Cheque Received by</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Wed 07 Apr 2010</td>
<td>Wed 14 Apr 2010</td>
<td>Mon 19 Apr 2010</td>
<td>Thu 22 Apr 2010</td>
<td>Thu 22 Apr 2010</td>
</tr>
<tr>
<td>3</td>
<td>Tue 08 Jun 2010</td>
<td>Tue 15 Jun 2010</td>
<td>Fri 18 Jun 2010</td>
<td>Mon 21 Jun 2010</td>
<td>Mon 21 Jun 2010</td>
</tr>
<tr>
<td>6</td>
<td>Wed 08 Sep 2010</td>
<td>Wed 15 Sep 2010</td>
<td>Mon 20 Sep 2010</td>
<td>Thu 23 Sep 2010</td>
<td>Thu 23 Sep 2010</td>
</tr>
<tr>
<td>Week</td>
<td>Dates</td>
<td>Dates</td>
<td>Dates</td>
<td>Dates</td>
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<td>------</td>
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<td>----------------</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Tue 09 Nov 2010</td>
<td>Tue 16 Nov 2010</td>
<td>Fri 19 Nov 2010</td>
<td>Mon 22 Nov 2010</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Tue 08 Feb 2011</td>
<td>Tue 15 Feb 2011</td>
<td>Fri 18 Feb 2011</td>
<td>Mon 21 Feb 2011</td>
<td></td>
</tr>
</tbody>
</table>

*Double payment

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### How do I complain about the Integrated Commissioning Team?

#### Stage 1: Informal Complaint

1. In the first instance you can make an informal complaint to a member of the commissioning team. We will listen to your complaint and seek to resolve it. If you are unhappy with our response to this please proceed to stage 2.

#### Stage 2: Formal Complaint

2. To make a formal complaint please write to us about your complaint. You can contact us via the details below:

   Integrated Commissioning Manager – Housing Related Support  
   Knowsley Integrated Commissioning Team  
   Southdene Primary Care Resource Centre  
   Bewley Drive  
   Kirkby  
   Liverpool  
   L32 9PF

3. We will send you written acknowledgement of your complaint and details of the Appeals procedure within 5 days of receiving it.
4. The Integrated Commissioning Manager for Housing Related Support will assess the complaint and aim to resolve the problem within 1 month of receiving the complaint.

5. The Integrated Commissioning Manager for Housing Related Support will write to you with the outcome of the investigation.

6. If you disagree with the outcome of Stage 2 you can move to Stage 3 of the process.

Stage 3.

1. You must submit in writing the reasons for your Stage 3 complaint along with any documentary evidence in support of this. This must be sent to the address below:

   Nita Cresswell  
   Director of Commissioning- Community Services  
   Knowsley Health and Wellbeing Department  
   Adults of Working Age  
   Nutgrove Villa  
   Westmorland Road  
   Huyton Liverpool  
   L36 6GA

2. You will receive written acknowledgement of Stage 3 complaint within 5 working days.

3. The Complaint will investigated by members of the Supporting People Commissioning Body

4. The Commissioning Body will write to you with the outcome of the investigation.

5. The Commissioning Body has the power to uphold, amend or overturn the decision of the Integrated Commissioning Manager for Housing Related Support.

6. If you are still dissatisfied at the end of this process, you may take your complaint to the Local Government Ombudsman. The Ombudsman has a LGO Advice Team that will deal with your complaint. You can contact them in the following ways:

   Call them on: 0845 602 1983 or 024 7682 1960

   Visit the website: www.lgo.gov.uk
Email them at:  
advice@lgo.gov.uk
Fax them on:  
024 7682 0001
Text ‘callback’:  
0762 480 4323
Write to them at:  
PO Box 4771, Coventry, CV4 0EH