

Adult and Children's Commissioning

(Formally Supporting People)



What is Adult and Children's Commissioning?

Adult and Children's Commissioning is a new way the government have put in place to pay for support services. This began in April 2003.

Different types of supported housing may have different housing support services. These services are usually provided by the support staff and can include:

- Claiming benefits
- Accessing medical services
- Accessing external support services
- Arranging life skill training
- Agreeing goals and setting action plans
- Emotional support

All housing support providers have to work to these rules and are monitored closely to ensure that the services they provide are tenant focused. Adult and Children's Commissioning ensure that housing support providers ask themselves the following questions:

- Are the services we provide value for money?
- Are the services individual to tenants?
- How do we compare to other providers?
- Are we working with external services to meet tenants needs?
- Are we involving tenants and promoting independence?

How is this paid for?

Spire Homes are paid this money direct from Adult and Children's Commissioning based in Northampton. This is paid as a lump sum and covers the support that is provided to clients. Adult and Children's Commissioning will always pay for this support for clients.

Will there be any changes to the service?

As Spire Homes are constantly reviewing their services there will be times when some changes will need to be made. These will only be to enhance the services that are provided to clients. Clients would be consulted / informed about any changes where possible.

Can I contact “Adult and Children’s Commissioning”?

Yes, if you have any queries they can be contacted on **01604 237712**.

Adult and Children’s Commissioning - Where do we go from here?

What has happened so far?

Next Spire Homes, along with all supported housing providers, e.g. other housing associations, local authority etc, had a review of the services they are providing. Adult and Children’s Commissioning Team asked:

- Is the service we provide value for money and meets a high standard?
- Are we providing the services that are individual to tenants' needs and what they expect from us?
- How do we compare to other providers in the area?
- Are we promoting independent living to encourage a home for life?

- Are we consulting and involving our tenants, enabling them to make their own decisions on the future of the service?
- Are we working with other agencies to provide a consistent service, which is individual to people's needs?

What are the Adult and Children's Commissioning team expecting from Spire Homes?

They have been and will continue to monitor very closely the work that we are doing. A number of standards are in place, which we have to meet within a set period of time. We will then be inspected again to ensure that we are meeting these standards.

The standards are the same for all supported housing providers, ensuring a consistent service throughout Northamptonshire.

What will happen now?

The Sheltered Housing Team are working with Spire Homes to review the services provided and consult tenants on how they can be improved or enhanced. We have already begun work on this.

Staff are fully involved, as this will affect their role and responsibilities. Staff are being included in any decisions and trained on relevant areas. This is a learning process for both staff and tenants and we will be working closely with you in the future to explain what we have to do and why we have to do it.

How will I be consulted?

This will be in a number of ways, so that all tenants can understand what we are trying to achieve. These will include surveys and meetings or via leaflets. You will start to notice some changes in the near future, but it is important to remember that they are being made to enhance the service you receive as tenants.

This leaflet is available in various formats, i.e. different languages, braille, audio formats etc. Please contact us for further information.



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