

# Our policy for monitoring and reviewing our contracts



## What is 'Supporting People'?

The Supporting People programme pays for services that help you to live independently. These services include:

- sheltered housing (accommodation with a scheme manager who can give you support);
- supported-living schemes (where you can get housing and support); and
- alarm systems (like Lifeline) that let you call for help in an emergency.

The money comes from the Government through the Supporting People Grant.

## Monitoring and reviewing our contracts

We regularly monitor and review the services we provide through Supporting People contracts to make sure that they continue to meet our standards and give value for money. This helps us to keep on improving our services. Part of the monitoring and reviewing process is checking that the organisation providing the service is accredited, which means checking that the organisation is financially sound and properly managed.

The purpose of our policy for monitoring and reviewing our contracts is to set out how we do this in East Sussex.

## Who provides Supporting People services in East Sussex?

East Sussex Supporting People provides many different services from a wide range of service providers, including district councils, the Adult Social Care department, registered social landlords (housing associations), 'not-for-profit' organisations and the private sector. Our policy for monitoring and reviewing our contracts takes account of this wide range of services.

## How do you monitor and review your services?

As part of the review process we meet with some of you (the service users) and the organisation providing your service (the service provider) to get your and their views. We also talk to staff in social care, health or housing, or voluntary groups who work with service users.

We look at the service provider's own policies, including those relating to how they recruit and train their staff and their policies relating to service users. The service provider also has to show us their legal and financial documents such as their accounts and annual reports.

## How often do you check how services are doing?

Every four months we check how services are doing by looking at information such as how much people are using the service and for how long.



Every year we look at contracts in more detail. We look at each service within the contract to check:

- how the service has performed over the year;
- if the service provider is keeping to the terms of the contract;
- if the services benefit the people using them;
- if the services are good quality;
- how the services are improving and if they are achieving their targets;
- feedback from the people using the service; and
- that services are not discriminating against particular groups of people.

Towards the end of the contract we also check that the service:

- is still meeting the needs of the people in East Sussex (by comparing it with our Supporting People Strategy which you can see if you ask us);
- is still eligible for funding from Supporting People; and
- gives good value for money.

## **Who should I talk to if I have questions about this policy?**

If you have any questions you can talk to your housing officer, social-care assessor, nurse or probation officer. You can also phone us on the number at the end of this leaflet.

If you think that we have not followed our policy properly for monitoring and reviewing our contracts or we have not treated you reasonably, contact the Head of Supporting People at the address at the end of this leaflet. Your carer or the organisation that provides your support can do this for you if you prefer. We will settle all complaints in line with our Adult Social Care complaints procedure. If you make a complaint, we will treat you fairly and it will not affect the quality of services you receive in the future.

## **Where can I get more information?**

This leaflet is a summary of the main points in our policy for monitoring and reviewing our contracts (as at June 2007). It is one of a series of summaries of our policies for Supporting People. If you would like to see the other summaries, or any of the full policies, or if you want any more information about Supporting People, please contact us.

Write to: 2nd Floor  
Sackville House  
Brooks Close  
Lewes  
BN7 2FZ

Phone: 01273 482805

Fax: 01273 482978

E-mail: [supportingpeople@eastsussex.gov.uk](mailto:supportingpeople@eastsussex.gov.uk)

Website: [eastsussex.gov.uk/supportingpeople](http://eastsussex.gov.uk/supportingpeople)