



# Supporting People

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Whilst the Supporting People grant arrangements are no longer new, the latest Department of Communities and Local Government consultation paper indicates a strong commitment to look for further and ongoing improvements in the overall programme - both in terms of grant administration and also local service delivery.

With many Local Authorities now in the position of reviewing their SP strategies and budgets, there remain a number of challenges for supported accommodation providers - in particular those from the voluntary sector.

Whilst organisations may be committed and passionate about serving the needs of their service user group, an approach of continuous improvement (against a backdrop of more restricted funding streams) may often create resource or capacity issues for many smaller agencies.

Resource Solutions will provide you with the necessary support to be able to deliver in this environment.

## QUALITY ASSESSMENT FRAMEWORK

We will help review your progress within the QAF, take time to develop an understanding of your requirements before recommending what needs to be done, constructing an action plan and working to meet those recommendations within an agreed time scale.

Resource Solutions have significant experience of working with the Quality Assessment Framework and helping organisations deliver real improvements to their service delivery, internal management processes, and governance arrangements.

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## SERVICE USER FEEDBACK AND INVOLVEMENT

We can assist you review your current approach to service-user involvement and improve your communication to service users about what your services should be, how they operate and how they could evolve. This will enable you to develop a robust approach to service user involvement that meets your organisation's vision, values, and objectives.

## ACHIEVING OUTCOMES

We can help you appraise your approach to individual needs and risk assessment, support planning and review; help review internal systems for collating and reporting service activity; and then develop options for the future which will enable you to demonstrate positive outcomes for your service users.

## SP FUNDING AND CONTRACTS

We can facilitate the establishment of effective reporting to key funders; help you in any preparation for formal contract reviews and the preparation of tenders for new contracts.

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