

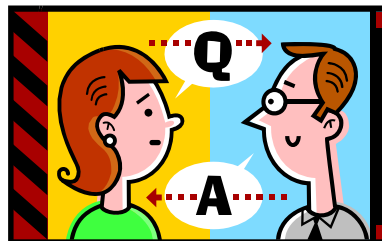


## **Contract management & validation visits undertaken by Supporting People**

Supporting People funds various organisations to deliver housing related support services which help people live independently.

One of the main aims for the Supporting People team is to make sure that the services delivered are of high quality, are cost effective and that they meet the needs of each person.

To achieve this we have developed a process of contract management and validation visits which form a review of the services people receive.



## ***What is housing related support?***

Housing related support helps you live independently in your own home. This can include a range of support; for example, help to set up and manage your home or access other community services.

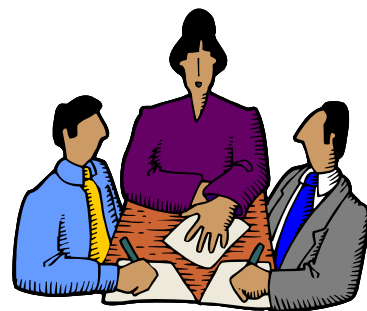
## ***What is contract management?***

Supporting People complete risk assessments of every service in order to determine how frequently we meet with the organisation providing the service and undertake validation visits.

## ***Key elements of the process***

### **Desktop review – what we look at before the visit**

- Strategic Relevance Assessment
- Quality Assessment
- Service Improvement Plan
- Performance information
- Feedback from anyone with a view concerning the service
- Value for money



### **Validation visit to the provider – what we do**

- Seek the views of service users, staff and visitors.
- Review information concerning the delivery of services, for example risk assessments and support plans.

## **Consulting with service users**

An important part of the validation visit is making sure that service users are given an opportunity to offer their views on all aspects of the service they receive. When we talk to service users we will discuss:

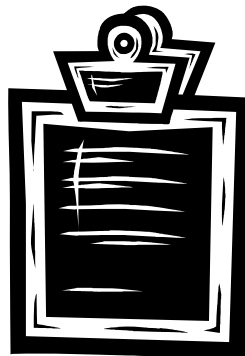
- What you think works well in the service
- What may need to be improved
- How well the service meets your needs
- Anything else that you would like to tell us about the service.

## **Completion of the Contract Management Review – what we do with the information**

- Action plan agreed with the organisation based upon the findings
- Report written and shared with organisation
- Organisations feedback the outcomes of the contract management process with all the people involved with the service

## ***Who undertakes the visit?***

Visits are undertaken by experienced officers from the Supporting People team, which is based within the Northern Ireland Housing Executive.



# CONTACT THE SUPPORTING PEOPLE TEAM IF YOU NEED MORE INFORMATION

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