

Supported Housing / monitoring return for contract meeting	
Name of Provider:	
Scheme Address:	
Month:	
Date of Meeting:	
Please return this report 2 weeks prior to the contract meeting unless advised otherwise. Report should be sent to Contracts Officer.	
1. Overall Commentary	
What is working well for this Service at this point in time? What are the key issues and challenges for this Service at this point in time? What have you achieved over and above the specification? (maximum 500 words)	
2. Client engagement/ feedback and Actions taken	
Please describe the methods you have been using since the last contract meeting to obtain feedback (e.g. comments, compliments, complaints, suggestions, activities requested, environment issues) and how have you acted on feedback received?	
Any complaints since last contract meeting – please summarise each complaint, response and learning for the service	
3. Safeguarding and Incidents	

Please summarise key learnings and actions taken in response to incidents that have occurred during this reporting period. Please use specific examples (e.g. adaptations put in place / Service practice changes / other?)

4. Service issues / improvements

Please give details of any specific disruptions, changes or improvements to the service since last contract meeting, including any operational / environment issues (e.g. heating, security, access).

Is there anything in particular that you feel Commissioning needs to be involved with?

5. Referrals and Move-on

Are any clients currently identified for moving on or alternate placement? **Yes / No**
(delete as appropriate)

If Yes, please complete table below

Client initial	Reason for move	When 1 st identified

6. Training

Please provide separate grid showing training completed by individual staff members

Please state which staff member is responsible for identifying development needs within the staff team and ensuring these are met in a timely fashion:	
Please indicate any current development needs identified amongst the staff team and how these will be met in the coming months:	
Does your service receive training updates from Islington Council HASS Learning and Development Team? Yes / No	
Does your service use training from Islington Council? Yes / No	
7. Mental capacity and Child Protection	
Mental Capacity and Deprivation of Liberty Briefly describe what controls are currently in place to assess and support clients who you consider to be, or have been assessed to be, subject to Deprivation of Liberty Standards (DoLS).	
Child Protection Does your service come into direct contact with children under 18? Is there any potential for either staff or clients in your service to come into direct contact with children under 18? If "yes" to either of these, how are you ensuring that your service is adequately aware of potential risks to children and of child protection reporting practice?	
8. Governance	
Are all staff and contracted / sessional workers paid at least LLW rate of £9.40 per hour?	
Yes / No	
Have you had any data breaches in the last quarter? (ignore further questions if "No")	
Yes / No	
If you had a data breach, was this reported to your Contracts Officer? What management actions have you taken to ensure that the breach does not occur again?	
9. Other	
Any other information you would like to disclose / have discussed at the contract meeting, including:	
<ul style="list-style-type: none"> Concerns about specific clients not listed above 	
<ul style="list-style-type: none"> Any new legislation, standards etc. which are likely to impact directly on service 	

10. Partnership working

Provide feedback on relevant partnership working with other agencies, and brief examples of joint work. NB please do not go into individual cases/examples. Expand box with text if needed.

NB this should also include any general difficulties in working relationships and plans for resolution and successes (though not with individual staff). Information in this form is not shared with other parties unless agreed.

Partner	Comments on relationship	Comments on examples of joint working
ILDP (standard)		
Landlord (supported housing schemes)		
Any other Support Providers subcontracted as part of the ISF arrangement		

11. Summary of service user outcomes

The individual outcomes reporting below must be completed for each service user at the scheme, unless otherwise agreed with the Contracts Officer. The table below can be used or the provider's own method of reporting against the outcomes on a service user level can be used. The reporting method must cover the outcomes identified below.

For each outcome the narrative must cover:

- Current situation
- Goals identified

- What the provider has done with the service user
- Progress made over the last 6 months

Co-produced outcomes and goals (These are indicative and based on the Care Act, however these will vary from individual to individual and should be co-produced)	Work being done / Impact For each outcome the narrative must cover: <ul style="list-style-type: none"> • Current situation • Goals identified • What the provider has done with the service user • Progress made over the last 6 months
Outcome: Making Healthy Choices	
Managing and Maintaining Nutrition	
Managing and Maintaining any Health Conditions including Mental Health	
Managing Medication Requirements	
Outcome: Being Safe and Well	
Maintaining Personal Hygiene	
Maintaining a habitable home environment	

Managing Activities of Daily Living	
Outcome: Having a Meaningful Life Outcomes	
Developing and Maintaining family and other personal relationships	
Accessing and engaging in work, training, education or volunteering	
Making use of necessary facilities or services in the local community, including public transport and recreational facilities	
Maintain and Manage Economic Wellbeing	