



**For further information
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Guidelines for Service Providers who wish to seek a review of the Supporting People Monitoring & Review Process



INTRODUCTION

Under the statutory Supporting People guidance and grant conditions (October 2003) a Provider cannot appeal against the decision reached as a result of a Supporting People Service Review. A Provider may however, wish to seek a review of the process by which this decision has been reached.

Eligibility Criteria for Review

A review can only be based on one or more of the following :-

- ❖ The Administering Authority has failed to consider all of the relevant facts at a service review
- ❖ The Administering Authority has failed to adhere to the service review procedures or
- ❖ The Administering Authority has not taken account of wider strategic considerations for the service

STEP 1

Identify the issue(s) in final consultation meeting to be held with the review team within 3 weeks of the draft report being issued.

STEP 2

If you wish to seek a review of the process by which a decision has been reached :-

Present full details of issue(s) in writing to the Administering Authority's Supporting People's lead officer within 7 days and prior to the final report being presented to the Commissioning Body (see contact details).

“Where a Provider is not satisfied with the outcome of the Administering Authority’s review of a decision, or the way in which the review has been carried out, it can ask the Commissioning Body to carry out a review of the decision. Any such review must be based on the considerations listed above, or where the Administering Authority has not followed the procedure for reviewing the decision making process”

(Monitoring and Review – An Overview, p50, Dec 2002, ODPM).

STEP 3

Submit a written request providing full details of the appeal and outcomes of Steps 1 & 2 to the Head of Strategic Housing (Chair of Commissioning Body) within 14 days of notification of Commissioning Body decision.