

Health and housing glossary

Approved Development Programme (ADP)	The Housing Corporations mainstream investment programme.
Attendance allowance	A non - means tested benefit paid to people 65+ who need care and attention or supervision because of a disability.
Audit Commission	A Government body with responsibility for assuring value of money from local authorities, the NHS and the police.
Beacon Schemes	Schemes set up to establish certain local authorities and other organisations as centres of excellence for particular service areas.
Best Value	A duty on local authorities to review the services they provide for local people and improve them by the best means available ensuring service quality and cost-effectiveness. This must be done in consultation with people who use the services and the wider community.
Better Care Higher Standards (BCHS)	A National Charter that tells people what they can expect if they need care or support from their local housing, health and social services over the long term. The first local BCHS charters were published on 30 June 2000, setting out standards and targets to be achieved through joint working between local authorities (housing and social services) and the NHS in partnership with users and carers.
Better Government for Older People (BGOP)	The BGOP programme was launched in 1998 with the to improve services for older people by involving them in the creation of services to better meet their needs, listening to their views and encouraging and recognising their contribution. Pilots were set up in 28 local authorities to listen to older people about what worked best for them covering a broad range of services.
BME	Black and minority ethnic.
Block purchasing	A contract made to a provider to offer a service for individuals.
Care Direct	DH Pilot scheme to provide a new single information gateway for older people and disabled people who have no prospect of work. The pilots will provide, via a telephone help-line and help desk in each local authority area access to information and advice on housing, care and support services and social security benefits.
Care and Repair	Term used to describe services that help older home -owners with repairs, improvements and adaptations (home improvement agencies).
Care management	One person takes overall responsibility for commissioning, managing and co-ordinating the care of an individual.
Care Programme Approach	The Care Programme Approach is the support planning process applied by social care authorities to keep contact with. and provide

	appropriate services to people with severe mental health problems.
Care Trusts	The development of Care Trusts was announced in the NHS Plan. The legal framework for Care Trusts is set out in Section 45 of the Health and Social Care Act, and builds on existing partnership working afforded by the Health Act 1999 flexibility arrangements. Care Trusts are important vehicles for modernising both social and health care, helping to ensure integrated services that are focused on the needs of patients and users.
Chartered Institute for Housing	The CIH is a registered charity dedicated to helping to raise the standards of housing management.
Commission for Health Improvement (CHI)	CHI acts as an independent inspectorate to ensure standards set by the Government, through its health policies NSFs, and clinical guidance provided by NICE, are met. Local health care organisations in the NHS will be reviewed every three or four years. CHI helps NHS organisations draw up action plans to tackle problems or areas of weakness, providing expert support and advice drawn from the best service providers. It also has the power to carry out or assist in investigations and enquiries into serious service failures.
Commissioning	Arranging for care or health services to be provided, either for an individual or for a group of service users.
Community Equipment Services	Community Equipment Services enable adults and children who require assistance to perform essential activities of daily living to maintain their health and independence. Community equipment includes equipment for home nursing, equipment for daily living, minor adaptations and communication aids. The services can be provided by councils responsible for social services, the local health service or by services run jointly.
Continuing care	Continuing NHS health care' describes a package of care arranged and funded solely by the NHS. It does not include the provision by local councils of any social services.
Council Tax	A property based tax paid to local councils to help pay for the services it provides.
Council Tax Benefit (CTB)	CTB helps people to pay their council tax.
Department for Education & Skills (DES)	The DES will focus on raising educational standards, and creating opportunities for releasing potential and achieving excellence.
Department of the Environment and Rural Affairs (DEFRA)	It has a crucial role in promoting sustainable development, whether in the UK or internationally. DEFRA's aim is to enhance the quality of life through promoting: a better environment; thriving rural economies and communities; diversity and abundance of wildlife resources; a countryside for all to enjoy; and sustainable and diverse farming and food industries that work together to meet the needs of consumers.
Department of Health (DH)	The aim of the Department of Health is to improve the health and well-being of people in England. It sets the standards and broad working practices of the NHS and local social services. The

	Department monitors how the standards are being met at local level and takes action to improve services when they are poor or failing. It works on ways to prevent disease and help people live longer healthier lives.
Department for Trade & industry (DTI)	DTI works to increase competitiveness and scientific excellence in order to generate higher levels of sustainable growth and productivity in a modern economy. It has a wide range of responsibilities, which include industrial relations and sponsorship, government policy on trade, energy, science, engineering, technology, consumer and industrial protection. Since June 2001 construction policy and regional development have been transferred from DTLR.
Department for Transport, Local Government and the Regions (DTLR)	Formerly DETR, but from June 2001 its responsibilities were streamlined. Between June 2001 and May 2002 it had responsibility for transport, local government, housing, planning, regeneration, urban and regional policy. Responsibility for the fire service and electoral law was transferred from the Home Office. See also entry for Office of the Deputy Prime Minister (ODPM) below.
Department for Work & Pensions	Formed in June 2001 combining parts of the former DSS and the DFEE. The department is committed to providing people of working age, pensioners and children with the advice and help they need to achieve financial independence and make the most of life.
Direct payments	Cash payments made to care users (following an assessment) to enable them to buy their own care services. Care cannot be bought from the local authority.
Disability Living Allowance (DLA)	This is a tax free non means tested benefit for adults & children with disabilities. It is for people who need help looking after themselves and those who find it difficult to get around
Disabled Facilities Grants	Government funding to local housing authorities to provide and improve adaptations services to disabled people enabling them to continue to stay in their own homes.
Domiciliary care	Personal and practical care provided to support an individual living in their own home, either alone or with a relative or other carer.
Extra Care Housing	See Very Sheltered Housing
Fair Access to Care Services(FACS)	Guidance to provide local councils with a framework for determining eligibility for adult social services, the review process and supporting individuals through the assessment process.
Framework for Housing with Support	A guide produced by the National Housing Federation which sets out a framework of standards for housing with support and a process to enable providers to establish maintain and improve service standards.
Health Action Zone (HAZ)	A Government initiative to improve the health of local people through changes to the way that health, local authorities and other agencies work together with local communities to find ways of reducing health problems and health inequalities. HAZ areas are expected to break down barriers between agencies and cut down on

	bureaucracy.
Health Authorities	In England and Wales, health authorities identify the health needs of local people and make arrangements for services to be provided by NHS trusts, primary care and other agencies, using funding provided by the Government.
Health Improvement Programme (HImP)	A programme for improving local health and health care led by the health authority but involving the local authority and a wide range of other agencies. Over a period of three years, all health services are to be reviewed and targets set for improving health outcomes.
Health Inequalities	Differences in peoples health between geographical areas and between different groups of people. It is accepted now that the causes are not only differences in access to health services between areas, but also poverty, housing, education and lifestyle.
Health Service Ombudsman/Commission	The Ombudsman is independent of both the NHS and Government and will deal with complaints which cannot be resolved locally through the NHS complaints procedure. The Ombudsman does not have to investigate every complaint put to him, but will do so if there is evidence of hardship or injustice and that an investigation may be of benefit. He has jurisdiction over complaints in all aspects of NHS care, including complaints about clinical judgement and family health services.
Health Promotion England (HPE)	Established in April 2000 following the closure of the Health Education Authority. It develops and delivers public education campaigns and promotes healthy living.
Healthy Living Centres	Local flagships for health in the community, with a common purpose of improving health by reaching out to those who have been excluded from opportunities for better health. They can be buildings, networks or groups of initiatives.
Home Improvement Agencies (HIAs)	Agencies that provide independent advice and assistance to older people and other vulnerable groups to help them through the process of repairs, improvements and adaptations to their homes. (Also known as Staying Put or Care & Repair)
Hospital and Community Health Services (HCHS)	The main elements of these are the provision of hospital services, and certain community health services, such as district nursing. These services are provided in the main by NHS Trusts.
Housing Benefit (HB)	Housing benefits helps people pay their rent. It is also known as a rent rebate or rent allowance. In nearly all cases, local councils run the scheme for their tenants. But in a few cases, other organisations run the scheme for their tenants and in some areas the local councils have contracted out part of the administration to private firms.
Housing Corporation (HC)	The main government agency for supporting Registered Social Landlords (RSLs) in England. It makes grants available to RSLs and supervises and regulates their work.
Housing Investment Programme	Local councils programme for housing capital expenditure taking into

(HIP)	account local, regional and national priorities
Independent Housing Ombudsman	Takes up housing complaints on behalf of people in the private rented sector
Intermediate Care	A short period (normally no longer than six weeks) of intensive rehabilitation and treatment to enable patients to return home following hospitalisation, or to prevent admission to long-term residential care; or intensive care at home to prevent unnecessary hospital admission.
Joint Investment Plans (JIPs)	Plans prepared jointly by health and local authorities for spending pooled monies to support the delivery of key aspects of the Health Improvement Programme to improve services.
Joint Reviews	Inspections of all activities of social services departments, carried out jointly by the Social Services Inspectorate and the Audit Commission.
Large Scale Voluntary Transfer (LSVT)	Move of local authority social housing to a housing association or similar provider.
Local Action Plans (LAP)	Health authorities and councils with social services responsibilities have agreed joint LAPs. LAPs are short, punchy documents which outline how the whole system will work together to deliver the agreed milestones and targets arising from the NHS Plan and set out in the NHS Plan Implementation Programme. LAPs will supplement, and complement, the detailed health planning information in Service and Financial Frameworks (SaFFs). There is a LAP for each NHS Plan priority area (Access, Cancer, Children, CHD, Mental Health, Older People, Patient Satisfaction).
Local Authority Social Housing Grant (LASHG)	A capital grant paid by the local council for social housing development.
Local Government Association (LGA)	The representative body for local authorities in England.
Local Government Ombudsman	The Ombudsman will investigate complaints about council services which can not be resolved through the local complaints procedure. The Ombudsman can recommend that councils pay compensation if they find the councils are at fault.
Local Strategic Partnerships (LSPs)	LSPs are effective partnerships working across the public, private, business, community and voluntary sectors at local level. The LSPs bring together local plans, partnerships and initiatives to provide a forum through which public services providers such as local authority, health services and police can work effectively to meet the local needs and priorities, improve the delivery of public services and the quality of life of local people.
Long-term care	Services for people who need ongoing support or care.
National Care Standards Commission (NCSC)	The NCSC will be established from 1 April 2002 as a non-departmental public body to take on the regulation of social care and private and voluntary health care in England. NCSC will regulate care

	homes, children's homes, domiciliary care agencies, residential family centres, voluntary adoption agencies, independent fostering agencies, private and voluntary hospitals and clinics, nurses agencies and day centres. It will also inspect local authority adoption and fostering and the welfare aspects of boarding schools. The Commission will regulate and inspect and investigate against national minimum standards. It will also investigate complaints against these services and report to the Secretary of State on the range and quality of regulated services.
National Clinical Assessment Authority (NCAA)	This is a new national body that have been operating from April 2001. It will provide a central point of contact for NHS when concerns about a doctor's performance are raised. The authority will give advice to NHS hospitals and health authorities to make sure the performance of doctors is checked and action taken to ensure doctors are practising safely
NHS Direct - 0845 4647	NHS Direct is a 24-hour, nurse-led helpline providing confidential health care advice and information on: <ul style="list-style-type: none"> • what to do if you're feeling ill • health concerns for you and your family; • self-help and support organisations
NHS Plan	The NHS Plan sets out how the Government intends to reform the NHS so that services are redesigned around the needs of the patient. It sets out proposals for monitoring national standards to provide a health service fit for the 21st Century.
NHS Trust	Hospital trusts offering a general range of services to meet most people's needs. Some trusts also act as regional or national centres of expertise for more specialised care, while some are attached to universities and help to train health professionals. NHS Trusts can also provide services in the community - for example through health centres, clinics or in people's homes.
NHS walk-in centres	The centres offer fast access to health advice and treatment. They are open and available to anyone and provide: <ul style="list-style-type: none"> • a seven days a week service • assessment by an experienced NHS nurse • treatment for minor injuries and illnesses • instant access to health advice and information on other local services • advice on how to stay healthy • information on local out-of-hours GP and dental services • information on local pharmacy services.
National Housing Federation	NHF is a body that represents the independent social housing sector.

(NHF)	It promotes, supports, represents and negotiates the strategic interests of its members.
National Institute for Clinical Excellence (NICE)	NICE promotes the highest quality of treatment and technology in the NHS and the cost-effectiveness of NHS services. It gives advice on best clinical practice to the NHS, to those commissioning NHS services, patients and their carers. Guidelines set by NICE is used across the country, helping to end geographical variations in care.
National Priorities Guidance	Guidance from the Government on policies and priority areas. It sets out which area is to be led by the NHS, which by social services, and the shared lead priorities.
National Service Frameworks (NSF)	Guidance from the Government describing priorities for health and social services on joint action to improve and deliver services. They set national standards, programmes for implementation, and milestones.
Nursing care	Care requiring the skills or supervision of a qualified nurse.
Office of the Deputy Prime Minister (ODPM)	ODPM was created as a central department in its own right in May 2002. It is responsible for policy, delivery and major spending programmes on housing and homelessness, planning and the fire service. Other policy areas ODPM oversees include devolution and regional and local government . It also takes responsibility for the Social Exclusion Unit, Neighbourhood Renewal Unit and the Government Offices for the Regions.
Performance Assessment Framework (PAF)	PAF is a collection of statistical indicators that measure different aspects of performance.
Performance Measure/Indicator	Performance information is specific information used in planned ways to measure or assess performance. There are a range of Best Value Performance Indicators that have been defined by the Housing & Social Services Inspectorates. The Housing Corporation has also developed Best Value Performance Indicators for RSLs.
Primary, secondary and Tertiary Care	Primary care is provided by people who can be contacted directly by the public, the first port of call for patients. Primary care includes GPs, health visitors, community nurses, dentists and opticians. Secondary care is provided by hospitals and other centres of health provision to which patients have to be referred, usually by their GP. Tertiary care is specialist care, usually provided for a region.
Primary Care Group (PCG)	A group of people who make decisions about health priorities and services on a local basis. Each PCG has a board made up of local GPs, nurses, and other community health providers, social care professionals and patients. PCGs are a halfway house to PCTs and will have the opportunity to become free standing PCTs.
Primary Care Trust (PCT)	These are free-standing bodies with responsible for delivering better health care and health improvements to their local area. They will have their own budgets and will commission services or directly provide a range of community health services as well as setting priorities. They will take over many of the responsibilities of Health

	Authorities.
Promoting Independence Grant	<p>From 2001 - 2002 a new Promoting Independence grant replaces the previous Partnership and Prevention Grants. The new grant will have to be spent on promoting independence through new patterns of service, which provide care closer to home, and in particular:</p> <ul style="list-style-type: none"> • through the prevention of unnecessary hospital admissions • rehabilitation after hospital treatment • non-intensive services which help to maintain or regain an independent life in the community, including help to maintain or enter employment, training or education • through the development of seamless services between NHS, social services, and housing, which achieve the outcomes above.
Provider	Organisation providing housing, health or social care support services includes RSLs, voluntary sector organisations, local authorities and private sector.
Registered Social Landlord (RSL)	Term introduced by the 1996 Housing Act applying to housing associations registered with the Housing Corporation. RSLs have access to Social Housing Grant public funding for the capital costs of providing housing.
Rough Sleepers Unit (RSU)	Government task force based in DTLR.
Sheltered Housing	Sheltered housing covers a wide range of supported housing for older people. Generally it provides specially designed self-contained housing. Schemes may have communal facilities such as a common room, laundry and guestroom and the provision of warden services. Some have a warden service but no communal facilities. In these schemes the housing may be dispersed. Wardens do not provide personal care but offer low level support including emergency support often through a linked alarm system. They also help older people to obtain the care and support they need, manage the scheme and organising activities.
Social Housing Grant (SHG)	A capital grant paid by the Housing Corporation for social housing development.
Social Services Inspectorate (SSI)	SSI sets standards for national inspection in social services and evaluates the quality of services against those standards.
Special Health Authorities	A health authority that provides health services to the whole population of England not just to a local community, i.e. the National Blood Authority.
Spot Purchasing	A contract which makes a payment for an individual to receive a specific service.
Staying Put	Term used to describe services that help older home owners with repairs, improvements and adaptations. (Home Improvement

	Agencies)
Strategic Health Authorities	The strategic health authorities will have a strategic overview and will take forward some of the functions, including performance management, previously fulfilled by NHS Regional Offices. Strategic health authorities will become responsible for the performance management of Primary Care Trusts and NHS Trusts from 1 April 2002.
Supported Housing Management Grant (SHMG)	This is a revenue grant paid by the Housing Corporation to RSLs to cover the additional running costs of supported housing schemes.
Supporting People	General term used to cover the programme of reform of funding for support services for vulnerable people to improve their quality of life and independence. It is a preventative service providing people with housing related support services to remain independent or gain independence in their own home. Existing funding streams for these support services will be brought together and placed into a specified grant paid by Central Government to be administered by local authorities in partnership with NHS bodies and the probation service from April 2003.
Two - tier Authorities	Authorities with a county and district structure
Very Sheltered Housing	Covers a range of types of supported housing which provide a 'caring environment' for older people. It is often specially designed self-contained housing and may have a range of communal facilities sometimes available to older people in the local community as well as the scheme. There are dedicated care teams and personal care is provided either by the housing provider or on a contract with another agency or social services. Also known as 'extra-care' it offers care services for older people to provide a 'home for life'.
Voluntary sector	Not-for-profit providers.