



SUPPORTING PEOPLE ADVISORY PANEL

**WEDNESDAY 14 JANUARY 2009
10.30 AM**

PANEL AGENDA (ADVISORY)

**COMMITTEE ROOM 3,
HARROW CIVIC CENTRE**

MEMBERSHIP (Quorum 3)

Chairman: Councillor Eric Silver

Councillors:

**Jean Lammiman
Barry Macleod-Cullinane**

**Mrs Margaret Davine
David Gawn (VC)**

Reserve Members:

1. Mrs Myra Michael
2. Jeremy Zeid
3. Mrs Vina Mithani

1. Krishna James
2. Nizam Ismail
3. -

**Issued by the Democratic Services Section,
Legal and Governance Services Department**

**Contact: Lysandra Dwyer, Democratic Services Officer
Tel: 020 8424 1264 E-mail: lysandra.dwyer@harrow.gov.uk**

***NOTE FOR THOSE ATTENDING THE MEETING:
IF YOU WISH TO DISPOSE OF THIS AGENDA, PLEASE LEAVE IT BEHIND AFTER THE MEETING.
IT WILL BE COLLECTED FOR RECYCLING.***

HARROW COUNCIL

SUPPORTING PEOPLE ADVISORY PANEL

WEDNESDAY 14 JANUARY 2009

AGENDA - PART I

1. **Attendance by Reserve Members:**

To note the attendance at this meeting of any duly appointed Reserve Members.

Reserve Members may attend meetings:-

- (i) to take the place of an ordinary Member for whom they are a reserve;
- (ii) where the ordinary Member will be absent for the whole of the meeting; and
- (iii) the meeting notes at the start of the meeting at the item 'Reserves' that the Reserve Member is or will be attending as a reserve;
- (iv) if a Reserve Member whose intention to attend has been noted arrives after the commencement of the meeting, then that Reserve Member can only act as a Member from the start of the next item of business on the agenda after his/her arrival.

2. **Declarations of Interest:**

To receive declarations of personal or prejudicial interests, arising from business to be transacted at this meeting, from:

- (a) all Members of the Committee, Sub Committee, Panel or Forum;
- (b) all other Members present in any part of the room or chamber.

Enc. 3. **Minutes:** (Pages 1 - 6)

That the minutes of the meeting held on 24 September 2008 be taken as read and signed as a correct record.

4. **Public Questions:**

To receive questions (if any) from local residents or organisations under the provisions of Advisory Panel and Consultative Forum Procedure Rule 16 (Part 4E of the Constitution).

5. **Petitions:**

To receive petitions (if any) submitted by members of the public/Councillors under the provisions of Advisory Panel and Consultative Forum Procedure Rule 14 (Part 4E of the Constitution).

6. **Deputations:**

To receive deputations (if any) under the provisions of Advisory Panel and Consultative Forum Procedure Rule 15 (Part 4E of the Constitution).

Enc. 7. **The Supporting People Programme Update:** (Pages 7 - 20)

Information report of the Corporate Director of Adults and Housing.

8. **Date of Next Meeting:**

To be agreed.

AGENDA - PART II - NIL

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SUPPORTING PEOPLE ADVISORY PANEL

24 SEPTEMBER 2008

Chairman: * Councillor Eric Silver

Councillors: * Mrs Margaret Davine
David Gawn

* Jean Lammiman
Barry Macleod-Cullinane

* Denotes Member present

PART I - RECOMMENDATIONS - NIL

PART II - MINUTES

85. **Attendance by Reserve Members:**

RESOLVED: To note that there were no Reserve Members in attendance at this meeting.

86. **Declarations of Interest:**

RESOLVED: To note that there were no declarations of interests made by Members present in relation to the business to be transacted at this meeting.

87. **Arrangement of Agenda:**

RESOLVED: That (1) in accordance with the Local Government (Access to Information) Act 1985, the following item be admitted late to the agenda by virtue of the special circumstances and grounds for urgency detailed below:-

<u>Agenda item</u>	<u>Special Circumstances / Grounds for Urgency</u>
4. Minutes	The minutes of the meeting held on 4 June 2008 were omitted from the agenda. Members were requested to consider the item, as a matter of urgency.

(2) all items be considered with the press and public present.

88. **Minutes:**

RESOLVED: That the minutes of the meeting held on 4 June 2008, be taken as read and signed as a correct record.

(See Minute 87)

89. **Public Questions, Petitions, and Deputations:**

RESOLVED: To note that no public questions, petitions or deputations were received at this meeting under the provisions of the Advisory Panel and Consultative Forum Procedure Rules 16, 14 and 15 respectively (Part 4E of the Constitution).

90. **The Supporting People Programme Update:**

An officer provided the Panel with an update on the key developments within the Supporting People (SP) programme since the last meeting of the Panel held in June 2008.

The matters arising from the panel meeting in June were responded to by the officer outside of the meeting and are covered in the report. The main points were:

- the SP programme made a significant contribution to the outcomes in the Local Area Agreement (LAA). In particular, older persons were encouraged to live independently;
- some of the work conducted by the SP programme, such as, funding for a floating support service to reduce the number of young people misusing substances was not accounted for in existing Key Performance indicators (KPI's);

- the West London Domestic Violence review is at the implementation stage. It was planned to have a common approach to procurement of DV services across WL through a framework agreement which would improve efficiencies, quality and costs;
- according to the Housing Needs survey of 2008, the number of older persons currently living in owner occupied properties was 78.7%. This figure included older persons who lived with other family members;
- a large number of owner occupiers living in Harrow did not receive housing support services who could benefit from them;
- the services provided by Willow Housing and Notting Hill Housing Trust (Notting Hill) were fully utilised. Clients received an individual support package. They may need to utilise a number of services that would provide long term support for their particular needs;
- Civis Consultants were finalising a report on the individual budget for the SP programme and self directed support for clients. The report would assist the Department for Communities and Local Government (CLG) in deciding future policies for inclusion in the SP strategy;
- the SP vision statement had been revised to consider comments at the last Panel meeting in June;
- the cost benefit analysis showed that the overall net financial benefits (not including older persons support) to the individual and the community, compared to the current cost of the SP budget was approximately a 2:1 ration on average. The alternative to SP provisions would cost more and fail to take into account incidental costs borne by the police, health and social care services as well as, non-financial benefits;
- findings of the cost benefit analysis would be included in the revised SP strategy to be presented at Cabinet on 23 October 2008.

The Chair commented that the results of the report, justified why the majority of SP provisions should continue after ring-fencing was removed in April 2009. This would allow for greater flexibility in the Supporting People programme, as its services could become more integrated in the Adult and Social Care agenda.

There followed a number of updates from the report.

Members of the Panel were advised of the two key recommendations from the SP Strategy refresh 2008-11 that would be considered by Cabinet on 23 October 2008. These were that:

1. Cabinet to be asked to agree in principle to retain the SP funded services for three years 2008-11 while recognising the opportunities that the LAA presented for reconfiguring services, widening the definition of preventative services and increasing the possibility of jointly commissioned services.
2. Cabinet be asked to agree in principle that an element of the SP budget fund individual budgets by April 2010 following the Governments report into the pilot. The suggestion at this stage was that a minimum of 20% of SP funding was made available through individual budgets by April 2010 on the basis that this currently funded floating support services.

In response to Members comments and questions on the report, the officer confirmed that:

- SP needed to be a part of the wider Self Directed Support Individual Budget (IB) choice agenda and therefore, an element of SP IBs are required to be made available. SP would be piloting an IB assessment that would currently link individuals into floating support services where provisions or options were not available to clients at a particular time;

- the Strategic Action Plan contained in Appendix 2 of the report, outlined the strategic aims and the plans for proposed improvements in provision and processes of the Supporting People programme;
- the West London Procurement Framework would be used to procure provisions for some client groups for 2008-11 where it would meet local needs;
- the SP budget provided a breakdown of current expenditure on the programme;
- the SP programme planned to use unallocated funding to procure short term pilot services over the years;
- areas of concern raised in the Equality Impact Assessment had been addressed in the report prepared for the Cabinet meeting in October. Contractors of the SP programme were required to meet the established standards in the framework. If they failed to meet the required standards, their services would be decommissioned;
- National Indicators showed that there had been a steady improvement in the performance of services that SP provided through contracts;
- the single point of referral proposal had been revised to consider different eligibility routes for SP clients in order to address current under-provisions within housing services. The aim was for the scheme to be implemented by December 2008, with a view to establishing single points of referral at a local level to form part of a operational gateway service for people with long term needs;
- service providers to the SP programme would be monitored. A contract monitoring timetable would be used in 2008-09 to monitor commissioned services by service providers. In addition to the timetable, a revised Quality Assessment Framework and the amended West London Performance Management Framework would be used to monitor service providers between October 2008 and March 2009;
- the provision for a Generic Floating Support Service in Harrow had been approved by the Commissioning Body. This should commence in December 2008 as part of the West London Procurement Framework;
- a review of services provided for Notting Hill elderly-mentally ill clients who were not eligible for statutory services had been conducted. The officer confirmed that the outcome of the evaluation and a case study in the report demonstrated the value of services provided by Notting Hill to service users. The contract is being renewed for a further year;
- consultation on the realignment of the contract and brokerage functions within the SP programme was underway. Proposals include, a new role of SP Team Leader;
- plans for developing an accreditation system for the future across WL would ensure regulation of service providers in terms of governance and finance;
- the ISERVE project that provided support to members of the Somalian community who did not require long term support, had commenced. A number of initiatives, such as, life skills workshops and prevention and options surgeries would be implemented;
- lookahead programmes on skills development and customer training had been developed to train those clients staying in temporary housing units and using floating support services;

The officer further confirmed for the next meeting, he would provide information to Members of the Panel relating to:

- details of the ethnicity of older persons within the borough; and
- statistics for owner occupied older persons who received family support

The Chairman thanked the officer for the work on the Supporting People strategy report. He confirmed that all relevant information would be available on the internet.

RESOLVED: That the report and the comments be noted.

91. **Date of Next Meeting:**

RESOLVED: That the date of the next meeting of the Panel would be held on Wednesday 14 January 2009 at 10.30 am.

(Note: The meeting having commenced at 10.35 am, closed at 12.25 pm)

(Signed) COUNCILLOR ERIC SILVER
Chairman

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Committee:	Supporting People Advisory Panel
Date:	14 th January 2009
Subject:	The Supporting People Programme Update
Responsible Officer:	Paul Najsarek, Corporate Director of Adults & Housing
Portfolio Holder:	Cllr Barry MacLeod–Cullinane, Portfolio Holder of Adults & Housing Services
Exempt:	No
Enclosures:	No

Section 1 – Summary

This report sets out an update for the Members Advisory panel on the key developments within the Supporting People programme since the last meeting of the panel in 24th September 2008, along with discussion items.

FOR INFORMATION

Section 2 – Report

The Supporting People Members Advisory Panel is a key body that offers advice and guidance to ensure the effective ongoing implementation of Supporting People in Harrow.

This report provides an update on the progress of the programme since September 2008 and notifies important developments for the future of the programme

1. Minutes and Matters Arising from previous meeting:

There were matters arising from the last Members Advisory Panel meeting held on September 2008.

- **Item 1** - related to a request to provide data about older people and ethnicity.

The data below is an extract from the Housing Needs Survey and relates to BME households and ethnicity.

Household type and households with vulnerable residents

The table and figure below show household type by ethnic group. They show that White households are much more likely to contain pensioners than BME households, whereas BME households are more likely to contain children. The survey indicates that only 12.7% of households containing pensioners have a BME household head, whilst 50.9% of households that contain children have a BME household head.

Table 12.5 BME households and household type

Ethnic group	Household Type							Total
	Single Pensioner	2 or more pensioners	Single non-pensioner	2 or more adults, no children	Lone parent	2+ adults, 1 or more children	2+ adults, 2+ children	
White	10,183	5,732	8,041	19,365	1,688	4,531	5,687	55,227
Asian	843	756	1,192	7,543	322	3,891	4,266	18,813

Black	173	188	574	1,732	777	410	1,079	4,933
Mixed, Chinese or Other	156	196	482	822	297	589	735	3,277
TOTAL	11,355	6,872	10,289	29,462	3,084	9,421	11,767	82,250

Source: Harrow Housing Needs Assessment – 2006

- **Item 2** – related to a request for information about the amount of Older Owner occupiers who receive family care. This data is not available from any source known to the Supporting People team.

2. Supporting People Programme and Grant 2009-10 onwards:

The Panel are asked to note the detail of the government announcement regarding the future delivery of Supporting People and the impact on the Supporting People strategy for Harrow.

The government announced at the end of November, the decision that has been made on the future delivery of Supporting People funding and details of the transition package

Some key things to note:

1. In 2009/10 the Supporting People programme grant will be paid under section 31 as an unringfenced named grant and from 2010/11 will be paid as part of the Area Based Grant (ABG) not as part of ABG immediately
2. CLG are developing a transition package to support the delivery of SP in the new environment
3. The CLG will still publish grant conditions.
4. The unallocated funding will be rolled forward but will be subject to the 08/09 grant conditions – meaning that this funding will have to support the commissioning of housing related support services.
5. In January there will be update events involving commissioners and providers.

6. A continued focus on delivery against the indicators NI141 and NI142

This doesn't change the Supporting People strategy for Harrow that Cabinet signed up to in October for 08-11 to continue to deliver preventative services.

It is also worth noting that the **Audit Commission** are pulling together a report for CLG for April 2009 to cover:

- Programme impact so far;
- Ongoing challenges and barriers to improvement at a local and/or national level, and associated risks for the future; and
- Options for overcoming these and opportunities for the future.

The Commission will highlight areas where action may be needed and include examples of good local planning for the future. We expect these to include action to ensure that:

- the most marginal vulnerable groups are protected in future commissioning;
- the cycle of assessing local need and reviewing services continues, especially regarding diversity issues which are ongoing and dynamic;
- there is an ongoing strategic approach to the provision of housing related support embedded in community plans;
- local accountability for service and strategy development remains clear; and local people, including users, potential users and carers, remain engaged in this;
- appropriately knowledgeable, skilled and effective staff remain in key posts; and
- the value and cost effectiveness of prevention is recognised and funding retained for preventative housing related support services.

3. Supporting People Strategy 2008 –11.

That the Members Advisory Panel note that the October cabinet approved the Supporting People Strategy refresh 2008 –11 including the Action Plan / Procurement Plan and Budget .

Background:

The strategy was written in the light of the achievement of a number of the objectives of the 2005-10 strategy at the same time as addressing some of the new challenges that are presented by the programmes alignment with the national agendas of Area Based Grant and Local Area Agreement as well as the individual budget agenda.

Locally the strategy was written in the context of the 'Your Future, Our Future' Transformation programme and the Preventative services review.

The key points that cabinet agreed in relation to the strategy:

The revised vision statement:

The Supporting People programme will provide accessible, effective, high quality and appropriate preventative housing related support services across all tenures that respond to the needs of vulnerable people in Harrow and deliver a range of outcomes for these people that will enable increased independence, and offer increased choice and flexibility of support and preventative services

Cabinet took the in principle decision to retain Supporting People funded services for three years 2008 –11 while recognizing the opportunities that the LAA presents for reconfiguring services and widening the definition of preventative services and increasing the possibility of jointly commissioned services

Cabinet took the in principle decision that the borough moves to offering an element of the SP budget to fund individual budgets by April 2010 following the governments report into the pilots. The suggestion at this stage is that a minimum of 20% of SP funding is made available through individual budgets by that date on the basis that this currently funds floating support services

Cabinet agreed that the Supporting People Team would deliver the Action Plan for the strategy detailed in the strategy document for new and reconfigured services to be delivered in response to the needs in the borough.

Cabinet agreed to the Supporting People Procurement plan outlined in the strategy document in order to deliver the appropriate quality and VFM of services required.

Cabinet noted that a separate paper to agree to the use of the framework agreement and provides delegated authority to officers to call off will be being presented to cabinet as a separate paper.

Cabinet noted the details of the Supporting People budget detailed within the strategy.

Cabinet noted that an Equality Impact Assessment has been undertaken on the strategy with an associated action plan agreed.

4. West London Procurement – Framework and Access agreement.

The Members Advisory Panel are asked to note that Cabinet agreed that Harrow’s Director of Commissioning and Partnerships has delegated authority to approve call offs from the West London framework agreement. And that a call off is being progressed.

Following the cabinet agreement to allow call offs the SP team has set about the process of calling off a service from the framework to provide generic floating support with a particular focus on service users with a Physical Disability and those in Temporary accommodation. The draft SP Strategy 2008-11 identifies the need for a generic Floating support service to pick up the housing support needs of people such as the younger generation with a physical disability who fall outside of the existing Floating support eligibility criteria, gypsy and travellers and people who have mental health needs but aren’t known to statutory services.

5. Draft Procurement Strategy for SP services in Harrow.

A. Background

The general principles regarding SP contracts to date has been that steady state contracts from 2005 have been agreed for 3 years, with the possibility of a further 2 year extension if the contract continues to meet Strategic relevance, VFM and performance monitoring standards.

We are entering a phase now where we need to in the context of EU procurement rules go back to the market to meet our commissioning needs for 2008-11.

The following outlines the draft methodology and timetable for delivery.

B. Methodology

Step 1.

For each 'client group' listed using a combination of data from the Contract Monitoring of the SP team ; the transformation project data and stakeholder views the SP team will define a level and the models of housing related support provision that is required to meet the needs of service users in Harrow.

Step 2.

The SP team will then according to the draft timetable dates consider the following options for procuring the service, having factored in 20% being available through individual budgets:

- A. Use the WL Framework to call off
- B. Use a TUPE call off from the WL framework
- C. Use a Mini Tender from the WL framework – encouraging
- D. Consider alternative method of procurement

The provider will then be confirmed.

Step 3.

With the provider confirmed the SP team will then work on a transition plan and risk assessment to a new service and potentially a new provider. This will vary in complexity and may involve TUPE / discussions about housing management etc.

C. Timetable.

Steps 1 & 2 will take place in 3 month blocks

Step 3 will

- **Older People** - early 2009 WL tender process for a framework
- **Homeless Families / Single Homeless** – April 2009 – June 2009 (WL framework + mini tender)
- **Mental Health** – April – June 2009 (WL framework + Mini tender)
- **Young People** – July – Sept 09 (WL FW mini tender)
- **Learning Disability** – July – Sept 09
- **DV** – WL DV project - Jan 09 onwards
- **Substance Misuse** – October – December 2009 (WL framework)
- **Offenders** - October – December 2009 (WL framework)
- **PD** - Jan – March 2010 - tender
- **Generic** - Jan– March 2010 - WL Framework (mini tender)
- **Teenage Parents** - TBC
- **HIV** - TBC

6. Performance against NI targets

The Members Advisory Panel to note the following targets have been set for the programme by the commissioning body for 2008/09 and the progress so far.

NI 141 – 78% % of service leavers who moved on in a planned way

NI 142 - 99% % of people helped to live independently

These targets will ensure the achievement of continuous improvement in services.

Background :

The Supporting People programme has performed well against the two key National Indicators against which it is judged. The Commissioning Body sets the following targets for 2008/09.

Update on NI 141 & 142 performance

The outturn figures for SP KPIs 1&2 for the year 2007-08 follow. Critically they show year on year improvement on performance figures particularly in relation to KPI2.

KPI 1 – % of people helped to live independently (NI 142)

KPI 2 - % of service leavers who moved on in a planned way (NI 141)

2008/09 (to Q2)

KPI 1 - 98.86% - under

KPI 2 - 87.39 % - exceeded

2007/08

KPI 1 - 98.86 %

KPI 2 - 76.73 %

2006/07

KPI 1 - 98.89%

KPI 2 - 75%

2005/06

KPI 1 96%

KPI 2 68%

2004/05

KPI 1 96%

KPI 2 73%

7. Contract Monitoring and new QAF

A contract monitoring timetable has been established and the team have been working to deliver against it to enable the SP team to monitor the commissioned services against performance and quality criteria.

The focus is on investing monitoring resources according to risk. The team are piloting a revised framework process and template and focus on PI performance and outcomes.

Background

The CLG are piloting a revised QAF standard with a view to launching a revised QAF in the autumn this probably won't come out in time for the start date of the annual Contract monitoring programme in October.

There are changes suggested to the QAF standards with some standards combined and some additional standards added

This results in 5 standards:

- 1 Assessment and Support Planning
- 2 Security, Health and Safety
3. Safeguarding and Protection from Abuse
- 4 Fair Access, Diversity and Inclusion
- 5 Client Involvement and Empowerment

The CLG note that the main change to the QAF is that levels A and B no longer have a prescriptive list that providers must evidence themselves against.

The Supporting People team in Harrow intend to adopt the use of this QAF standard for our next round of contract monitoring between October 08 - March 09 along with an amended West London performance management framework. There may be further tweaks made to the QAF but these will be taken into account and adopted when the new QAF is issued.

Further detail is available on:

http://www.spkweb.org.uk/NR/rdonlyres/7BAF1E90-6434-49B0-B86C-1451E9D5174E/15424/DRAFTQAFCoreObjectives_31July2008.doc

SP team introduced the QAF and approach to monitoring with Providers at a forum on the 1st October.

8. Commissioning Body update November 2008

The following items were agreed or discussed at the Commissioning Body meeting of the 5th November/

8.1 Harrow Churches - Service reconfigurations

The Commissioning Body noted the change in management structure at Harrow Churches , and agreed to the two proposals presented in relation to services. **Proposal 1** - The reconfiguration of the Richards Close support contract to reflect the transitional arrangements between Richards close being decanted and an Extra Care scheme being developed in its place. **Proposal 2** - Contract price review and proposals for reconfiguration of Weekend Support Services. In the long term the contracts will be subject to tender under EU procurement rules.

8.2 Somali support service

The Commissioning Body agreed with the recommendations of the evaluation report in relation to the pilot scheme for the Somali community agreeing that the service will be decommissioned following the end of the year long pilot.

Next Steps : To note that what the report clearly shows is that there is a need for support services to enable the Somali community to access mainstream provision. SP will pursue discussions with the Somali interagency task force and existing providers to develop the work of the pilot.

8.3 Supported Lodgings

The Commissioning Body agreed to fund the Supported Lodgings project run by the YMCA in the short term for an additional 4 months from 1st December until end of March 2009.

In the longer term – the CB gave an in principle agreement to continue to co- fund the scheme for a year for a capacity of 8

service users for 09-10 subject to a satisfactory outcome of the Contract monitoring process.

Next Steps: SP and Housing to meet with YMCA to negotiate a contract

8.4 Single Homeless Floating Support service

The Commissioning Body agreed an extension of two years on West London Floating Support the contract to 2010 at a cost of 50k pa because the service has established itself as a successfully way of preventing homelessness and offering support to those in Councils LA stock.

Next Steps are for the SP team to approach Lookahead to negotiate an extension of the contract.

8.5 Unallocated Budget strategy - details that SP is on track to deliver its unallocated budget strategy were provided in the report to Commissioning Body.

8.6 West London Project Update

West London Project Updates were provided for the following projects.

1 Benchmarking

2 Domestic Violence procurement

3 Accreditation

4 Move On

5 Performance Framework Group

8.7 Cost Benefit Analysis -

An update on the SP services that were higher cost than alternative provision was provided in the report with justifications.

8.8 Team structure

There is a consultation underway that proposes a realignment of the Supporting People administrative function under a combined SP and Contracts and Brokerage team.

The consultation period has ended the Service Manager Post has been appointed to and is Nick Davies.

The new year will see the next phase of the restructure as job evaluations are confirmed.

Section 3 – Further Information

N/A

Section 4 - Contact Details and Background Papers

Contact: Nick Davies Supporting People Manager 0208 424 1895

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