

# **SUPPORTING PEOPLE ADVISORY PANEL MINUTES**

## **14 DECEMBER 2011**

**Chairman:** \* Councillor Margaret Davine

**Councillors:** \* David Gawn \* William Stoodley  
\* Lynda Seymour \* Simon Williams

\* Denotes Member present

### **8. Attendance by Reserve Members**

**RESOLVED:** To note that there were no Reserve Members in attendance.

### **9. Declarations of Interest**

**RESOLVED:** To note that there were no declarations of interests made.

### **10. Minutes**

**RESOLVED:** That the minutes of the meeting held on 23 September 2010 be taken as read and signed as a correct record.

### **11. Appointment of Vice-Chairman**

In accordance with the Local Government (Access to Information) Act 1985, this item was admitted late to the meeting to allow a Vice-Chairman to be appointed to the Supporting People Advisory Panel for the 2011/12 Municipal Year at the earliest possible opportunity.

**RESOLVED:** That Councillor Lynda Seymour be appointed Vice-Chairman of the Supporting People Advisory Panel for the remainder of the 2011/12 Municipal Year.

## **12. Public Questions, Petitions and Deputations**

**RESOLVED:** To note that no public questions were put, or petitions or deputations received at this meeting.

### **RESOLVED ITEM**

## **13. INFORMATION REPORT - The Supporting People Programme Update**

Officers introduced a report which provided an update on the Supporting People Programme, work conducted since the last meeting of the Panel and background to what services the Programme delivered. Officers advised that:

- Supporting People provided housing related support to approximately thirteen client groups, ranging from teenage parents to the elderly;
- there were approximately 2,000 people in receipt of supporting people funding;
- the Young and Older People client groups would be reviewed over the next 18 months to ensure that they were receiving the best services for housing related needs and represented value for money;
- one of the most important aspects of Supporting People was monitoring the quality of service. To ensure consistency, service providers were assessed against the five core Quality Assurance Framework (QAF) objectives:
  - (i) Assessment and Support Planning;
  - (ii) Security, Health and Safety;
  - (iii) Safeguarding and Protection from Abuse;
  - (iv) Fair Access, Diversity and Inclusion;
  - (v) Client Involvement and Inclusion.

Questionnaires and interviews were also conducted to identify service providers who were not performing to standard;

- greater improvement in service providers had been noted in 2011. An outcome spreadsheet had been developed from which an unannounced spot-check system would be devised. More than one spot-check would be conducted as part of a successful system that was hoped to continue throughout 2012;
- an incident that took place during 2011 included anti-social behaviour and a break-in at the Young People Service in Durley Avenue. The Supporting People Team had worked closely with local people, police, Councillors and the Harrow Churches Housing Association (HCHA) to resolve concerns. Additional support hours were now in place, at no extra cost to the Supporting People Service.

- approximately 200 people attended an unscheduled party at the Teenage Placement Scheme at Harrow View, a disturbance which resulted in the police being called. The support provider was Metropolitan Support Trust (MST), who advised tenants that party's were no longer permitted as part of their tenancy agreement. The situation at the accommodation was currently stable, with events serving to strengthen relations in the community;
- in November 2011, the HCHA advised the Supporting People Team of the intention to utilise the vacant warden's accommodation at the St Barnabas Court Sheltered Housing Scheme for up to three young people in need of low-level support. Communication with the HCHA was good and Members would be kept informed of any developments;
- a review of the Terms of Reference for the Commissioning Body was ongoing. It was essential as part of the review to ensure that the Body retained a strategic role in the Supporting People service, and was dependant on the framework of the imminent Health and Wellbeing Boards. It was intended for the review to be concluded by July 2012. The next Commissioning Body meeting was scheduled for 16 January 2012. Feedback from Members on the future and direction of the Commissioning Body was welcomed;
- the Floating Support Gateway Service had been in place since December 2010 and had enabled utilisation levels to increase. An evaluation of the service had been conducted recently and demonstrated that feedback from referrers and providers was positive.

In response to questions, officers advised that:

- the level of support for an individual was subject to change and was sensitive to the users needs. The user could move to a level which required greater or less support. There was a maximum of two years support at each level;
- unannounced spot-checks were hoped to begin in 2012 to ensure compliance to a satisfactory standard. Members of the Panel were welcome to attend spot-checks as part of the Annual Contract Monitoring. The suggestion of hosting a tour of services for Members was made, which would be investigated by officers;
- service reviews would be investigated in 2012 to address any issues that had been highlighted during contract monitoring;
- providers would be contacted to establish links and outcomes they may have achieved through the work provided by Reed in Partnership and Women Like us. The Panel would be provided with an update at a later meeting;
- the Peer Consultants scheme was working well, with five service users having been trained to learn specific skills to help them gain

employment. Forty-three service users had been trained across West London over the last two years. Supporting People would continue to work with Peer Consultants as part of the work carried out in Supporting People Programme;

- the outcome of domestic violence tender carried out in 2010/11 resulted in Hestia being commissioned to deliver the Domestic Violence Services programme, realising a saving of £67,000 as a result of a rigorous tendering process;
- properties provided for users were owned either by Registered Social Landlords (RSL), the Council and or by service users across all tenures;
- access issues, such as the lack of a lift, prevented the St Barnabas Court Sheltered Housing Scheme being suitable for older people. It was the decision of Harrow Churches Housing Association, the landlord of the property as to who acquires the accommodation;
- Members of the Panel would be welcome to attend spot-checks as part of the monitoring of services. The suggestion of hosting a tour of services for Members was made, which would be looked in to by officers;
- live-in wardens at sheltered schemes could be replaced by individuals that did not live at the accommodation;
- the National Indicator for the number of vulnerable people achieving independent living for Quarter 1 was 85.71% against a target of 85%. The National Indicator for the number of people who were supported to maintain independent living for Quarter 1 was 99.21% against a target of 98.8%. No National Indicator targets for 2012 had yet been established;
- a reduction of £250,000 in the Supporting People budget for 2011/12 had been realised via thorough procurement exercises, such as that of the Domestic Violence Services programme. Work was continuing with colleagues across West London to seek additional ways of saving money. The existing Procurement Framework was due to end in April 2012. A new framework was anticipated by April 2012 with officers seeking to contact a variety of providers to secure reasonable prices for services. This would ensure better quality of services and lower prices across West London.

The Chairman of the Panel added that the Supporting People Team were passionate about the Programme and delivering the highest standard of service to those in need. The service faced challenges ahead which included budget reductions of £250,000 in 2012/13 and £200,000 in 2014/15. These savings would be achieved through efficiencies in service delivery to minimise the impact of service provisions.

**RESOLVED:** That the report be noted.

(Note: The meeting, having commenced at 6.30 pm, closed at 8.35 pm).

(Signed) COUNCILLOR MARGARET DAVINE  
Chairman