

Supporting People Advisory Panel

AGENDA

DATE: Wednesday 14 December 2011

TIME: 6.30 pm

VENUE: Committee Room 3,
Harrow Civic Centre

MEMBERSHIP (Quorum 3)

Chairman: Councillor Margaret Davine

Councillors:

David Gawn
William Stoodley

Lynda Seymour
Simon Williams

Reserve Members:

1. Mrs Vina Mithani
2. Yogesh Teli

1. Kairul Kareema Marikar
2. David Perry
3. Zarina Sheikh

Contact: Mark Doherty, Democratic Services Officer
Tel: 020 8416 8050 E-mail: mark.doherty@harrow.gov.uk

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 Panel;
- (b) all other Members present in any part of the room.

3. MINUTES (Pages 1 - 4)

That the minutes of the meeting held on 23 September 2010 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 Executive Procedure Rule 51 (Part 4D of the Constitution).

5. PETITIONS

To receive petitions (if any) submitted by members of the public/Councillors under the provisions of Executive Procedure Rule 49 (Part 4D of the Constitution).

6. DEPUTATIONS

To receive deputations (if any) under the provisions of Executive Procedure Rule 50 (Part 4D of the Constitution).

7. INFORMATION REPORT - THE SUPPORTING PEOPLE PROGRAMME UPDATE (Pages 5 - 16)

Report of the Corporate Director of Adults and Housing.

AGENDA - PART II - NIL

SUPPORTING PEOPLE ADVISORY PANEL MINUTES

23 SEPTEMBER 2010

Chairman: * Councillor Margaret Davine

Councillors: * David Gawn * Barry Macleod-Cullinane
* Lynda Seymour

* Denotes Member present

1. Attendance by Reserve Members

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

2. Declarations of Interest

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

3. Appointment of Vice-Chairman

RESOLVED: To appoint Councillor Lynda Seymour as Vice-Chairman of the Supporting People Advisory Panel for the 2010/11 Municipal Year.

4. Minutes

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

5. Public Questions, Petitions and Deputations

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

6. The Supporting People Programme Update

An officer introduced a report of the Corporate Director Adults and Housing, which set out an update on the key developments within the Supporting People programme since the last Panel meeting in February 2010.

He advised that:

- Supporting People (SP) team continued to work in partnership with Providers and Stakeholders to ensure that the needs of service users were being met;
- SP had jointly commissioned a Support For Living Plus service that was designed to meet the needs of service users who required support with both housing and care related needs;
- data collated from service users showed a large number were unable to gain long term employment. This was a key outcome identified by the SP team, who would work alongside providers to ensure the users attained long term employment;
- service providers had been given the details of Reed in Partnership and Women Like Us, two locally commissioned organisations that provided support for people seeking employment. The officer advised that comparative performance figures between these organisations would be provided to a future meeting;
- service provider accounts were reviewed across all client groups, where provisions and strategic needs were examined. He added that the findings from this review would determine the best course of action for each specific client;
- officers would continue to commission, decommission or remodel services against measures originally identified as part of the procurement process;
- the SP team had been working alongside the Registered Social Landlords (RSLs) to support existing provisions for older people;
- service users that had enrolled on the Peer Consultants scheme received a three month training provision. Candidates were selected based on demonstrable skills;
- results of a tender being evaluation exercise for Learning Disability were expected by October 2010.

In response to questions by Members, the officer advised that:

- Brent Homeless Users Group had devised the Peer Consultants scheme. Information sessions were held detailing the expectations of the role. Those recruited would receive recompense in the form of vouchers for their time. The role was not full-time and would help to develop Curriculum Vitas and improve potential career prospects;
- there were currently nine Peer Consultants in Harrow. The service users were involved in exercises ranging from procurement submissions, strategy consultation and monitoring activity.
- in relation to Young People and Teenage Parents, the Leaving Care Team and Children's Services were consulted to ensure that those most in need received the necessary support;
- the joint tender process for Domestic Violence Services with Harrow and Hillingdon Councils was still ongoing. Efficiencies had not yet been published as an outcome;
- efficiencies had been made in the contracts provided by the Metropolitan Support Trust, which provided support for residents referred with mental health and substance misuse issues;
- information regarding grant funding for the Sanctuary scheme for the homeless would be provided to a future meeting of the Panel;
- responsibility for Service Management of the SP programme has passed to the Service Manager for Strategic Commissioning Amanda Dade who will be attending future meetings of the Panel.

RESOLVED: That (1) the report be noted;

(2) comparative performance figures between Reed in Partnership and Women Like Us be provided at a future meeting of the Panel;

(3) information regarding grant funding for the Sanctuary scheme for the homeless be provided at a future meeting of the Panel.

(4) Work to outline the strategy for managing anticipated cuts to the budgets to be undertaken and presented to members before the next panel.

7. Any Other Business

Vote of Thanks:

Members of the Panel expressed their gratitude to Nick Davies, former Supporting People Team Manager for his work carried out in relation to Supporting People over the years.

(Note: The meeting, having commenced at 2.05 pm, closed at 3.15 pm).

(Signed) COUNCILLOR MARGARET DAVINE
Chairman

**REPORT FOR: SUPPORTING
PEOPLE ADVISORY
PANEL**

-
- Date of Meeting:** 14 December 2011
- Subject:** INFORMATION REPORT - The Supporting People Programme Update
- Responsible Officer:** Paul Najsarek, Corporate Director Adults and Housing
- Exempt:** No
- Enclosures:**
1. Briefing of incident at Harrow View
 2. Feedback regarding Floating Support Gateway Service

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 Sept 2010, 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 last meeting in September 2010 and notifies important developments for the future of the programme.

1. Minutes and Matters Arising from previous meeting:

Attached separately.

Update provided within body of this report.

2. Programme Update

2.1 Strategic Reviews

The strategic review and procurement process is a rolling programme. The Supporting People Commissioning Body agreed that strategic reviews would be carried out by service user group over a period of 3-5 years. To date strategic reviews have already taken place for services for women fleeing domestic violence, mental health and learning disabilities. The following strategic reviews will be carried out over the next 12-18 months:

2.1.1 Young People's Strategic Review

The aim of the Young People's Strategic Review is to consider the current delivery of services specifically aimed at young people aged 16-25 across Harrow. It will also make recommendations for commissioning a range of services for the next three years that will make best use of the available resources in order to achieve positive outcomes for young people. The strategic review will include discussions with children's services and other key stakeholders.

2.1.2 Older People's Strategic Review

A complex review of services for older people funded through Supporting People is due to start in March 2012. It will be delivered alongside Harrow's Supported Accommodation Strategy. The review will look primarily at sheltered housing but will also include floating support services and home improvement agencies that are funded by Supporting People

An older people's sub group is well established and includes representatives from a range of older people's services we will work with this group in the early stages of the older people's strategic review prior to wider consultation.

This is the largest strategic review we will undertake within Supporting People as older people's services make up nearly 75% of the housing support units in Harrow and have a budget of £1.34million. The review will aim to improve outcomes for older people as well as reduce the cost of SP funded older

people's services. The review needs to be concluded by December 2012 with any new services in place by April 2014.

Work is starting with individual providers now and progress will be reported to the Provider Forum which will also be a key mechanism for consultation with providers.

2.2 Annual Contract Monitoring of SP Services

The annual contract monitoring of services for 2011/12 is coming to an end. 48 services have been reviewed in 2011/12. To ensure that there is consistency and fairness in the way that services are reviewed all service providers are assessed against the Quality Assessment Framework (QAF).

The core service objectives are:

- Assessment and Support Planning
- Security, Health and Safety
- Safeguarding and Protection from Abuse
- Fair Access, Diversity and Inclusion
- Client Involvement and Empowerment

Following completion of the review services are then risk rated according to their QAF outcome and an assessment of value for money. Services are rated red (high risk), amber (medium risk) and green (low risk). The RAG (red, amber and green) rating will inform future monitoring. Of the reviews completed to date 36 services are judged at green, seven as amber and three as red. There are clear plans in place to address the risks identified in the three services judged as red this will include announced visits.

2.3. Incidents

2.3.1 Young people service at 38 Durley Avenue, Pinner, Middlesex. Support provided by Harrow Churches Housing Association (HCHA).

This is a six unit supported living accommodation service for young people. This service experienced a number of incidents in the summer months including a break in and some anti-social behaviour. There was some pressure locally for the service to be closed however, the SP team have been working closely with local people, police, Councillors and the Provider (HCHA) to review the service in order to resolve concerns. The following actions have taken place:

- SP team are monitoring the service with weekly updates from Provider – HCHA and spot checks.
- Referrals to the service come via Leaving Care Team and not via the Young Offending Team.
- Additional support hours are in place at no cost to SP programme.
- HCHA are recruiting a Lead Tenant who will reside at the scheme and act as supervisor for service users (this is in addition to the 14hrs of support that the service is contracted for) as per service specification.

2.3.2 Teenage Parent Scheme at 32 Harrow View, Harrow, Middlesex

Elected members received a briefing regarding an incident that occurred in the early hours of 4 Sep 11 at the Teenage Parent Scheme.

See Appendix 1 for details.

The SP team as been working closely with the Provider – Metropolitan Support Trust (MST) and the following progress has been made since the incident.

- 1) A meeting with neighbours was held on 21/09/11, which was also attended by Cllr David Perry.
- 2) Service User responsible for having the party was signed an Acceptable Behavioural Contract (ABC), however, has since moved on from the scheme.
- 3) Prior to her leaving service user wrote a letter to other tenants in the scheme, apologising for the disruption.
- 4) MST have sent letter to neighbours apologising for the noise and disruption that this incident had caused to them.
- 5) MST are in liaison with Police as they have an ongoing enquiry onto the incident.
- 6) Neighbours expressed the view that they supported the project . However wanted any future disruption to be kept to a minimum. They wish for relations to be improved between both sides, therefore it was suggested that a joint event be held in the near future where neighbours and service users can meet and get to know each other. An event was held on the 25th October 2011. Invites were sent out to neighbours as well as the SP team.

2.3.3 St Barnabas Court Sheltered Housing Scheme

St Barnabas Court is a sheltered housing service for 35 older people. The provider is Harrow Churches Housing Association (HCHA) who are both the landlord and support provider. The support is provided via a warden service, which is funded by Harrow's Supporting People grant programme. At the beginning of November 2011 HCHA informed the Supporting People Team of its plan to utilise the vacant warden's accommodation at St Barnabas Court for up to three young people in need to low-level support.

HCHA have been consulting with tenants at St Barnabas Court regarding their plans to use the former warden's accommodation. A number of tenants have expressed grave concerns regarding the plan and they have also presented HCHA with a petition. There has been some local press interest in this issue. The Supporting Team have met with HCHA to discuss their plans and to raise the concerns that have been voiced by some of the St Barnabas tenants.

HCHA is the landlord of the scheme and as such they have a duty to consider the rights and wellbeing of the residents at the scheme. HCHA have provided the St Barnabas tenants with information on how to complain including information about the Housing Ombudsmen Service. Harrow's SP team is unable to insist that HCHA utilises the vacant flat for an alternative client group as the issues relates to the Landlord function rather than the support function (which SP funds), however the SP team will continue to work

closely with HCHA to ensure that if the plan goes ahead it is monitored closely.

2.4 Future of Commissioning Body Meetings

A number of months ago the Commissioning Body agreed to review its terms of reference for the following reasons:

- The Supported Accommodation Strategy Board and the SP CB are both concerned with supported accommodation in Harrow and may need to be brought together;
- The SP Grant is no longer ring-fenced and therefore the governance regarding funding decisions needs to be reviewed.

The review has not yet been concluded.

2.5 Floating Support Gateway Service

The Gateway Service has been in operation since December 2010.

A recent survey was undertaken that required feedback from Providers and Stakeholders.

Please see Appendix 2 for outcome of feedback.

2.6 National Indicator Update (Quarter 1 Apr - Jun 2011)

NI 141 – Number of vulnerable people achieving Independent Living

Target 85% - Actual 85.71%

NI 142 – Number of people who are supported to maintain Independent Living

Target 98.8% - Actual 99.21%

Section 3 – Further Information

3.1 Supporting People Programme 2011 - onwards

The Members Advisory Panel are asked to note that the SP programme will face challenges due the financial climate for the foreseeable future. The Council's Medium Financial Strategy Plan (MTFS) includes efficiencies as follows:

- 2011/12 – a reduction in the SP Programme budget of £250k

There are plans for further reductions which will be agreed as part of the three-year budget setting process which is currently underway.

Harrow's SP team have made significant efficiency savings during the year and have exceeded targets for 11/12 from the procurement programme, re-tender and decommissioning of services. One aspect of these savings has been made from the West London (WL) negotiations which involved partnership working with WL colleagues to renegotiate contract prices with large Providers working across borough.

The WL Framework Agreement Tender is in process, which will provide an additional option of procuring services at a lower cost for SP.

The SP team will continue to deliver efficiencies from the existing contractual arrangements, which will include the introduction of spot checks on services to ensure that providers continue to deliver the service as per agreed on contract and that the quality, performance and outcomes for service users are not compromised.

3.2 The benefits of the Supporting People Programme

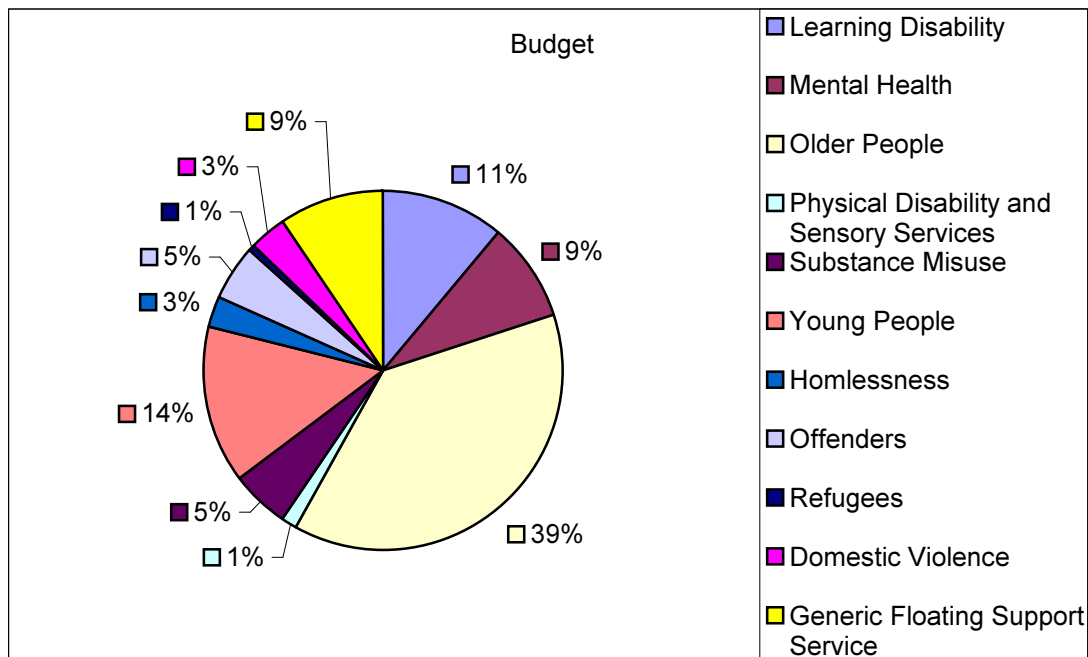
At any one time **2,188 people** are receiving Supporting People funded services in Harrow. These services transform people's lives and reduce their dependency on other forms of services and benefits by providing housing related support.

Since 2003 the centrally funded Supporting People programme has been at the forefront of preventative support offering a broad range of services aimed at helping vulnerable people to manage their accommodation and achieve independence.

The majority of Supporting People Services are time limited and focussed on independence, then move on and many people are able to manage without support once they have been discharged from the SP funded service. There is a growing and significant evidence base demonstrating that preventative approaches not only improve individuals quality of life, but their financial benefits in off-setting costs to public services further down the line. The SP programme offers better value for money with some client groups than others. This is particularly the case where alternative models of support would include costly residential solutions, this includes, people with drug problems, people with learning disabilities, women at risk of domestic violence and people with mental health problems.

The 2008 Capgemini report identified financial benefits of £2.77bn against overall investment of £1.5bn (the National Supporting People programme) giving a net financial benefit of £1.2bn a year; or £1.84 for every £1 spent on Supporting People.

Harrow's Supporting People budget of £3.8million is distributed between client groups as follows:



Section 4 – Financial Implications

The SP Programme has had the following impact from the MTFS:
2011/12 £250k reduction (delivered)

There are plans for further reductions in later years which will be agreed as part of the three-year budget setting process which is currently underway.

Section 5 - Equalities implications

Was an Equality Impact Assessment carried out? Yes

An Equality Impact Assessment has been completed regarding the Medium Term Financial Strategy reductions in the Supporting People Grant. No adverse impacts have been identified for the reductions in 2011/12 and 2012/13 as these have been met via procurement activity and renegotiating contracts with providers. The Equality Impact Assessment has identified potential impacts to older people in sheltered housing scheme with a dedicated warden as this model may change in the future. There will need to be a full Equality Impact Assessment carried out as part of the strategic review of older people's Supporting People funded services once this starts.

Section 6 – Corporate Priorities

Please identify which corporate priority the report incorporates and how:

- Supporting and protecting people who are most in need.

Name: Roger Hampson



on behalf of the
Chief Financial Officer

Date: 1 December 2011

Section 7 - Contact Details and Background Papers

Contact: Amanda Dade
Service Manager for Strategic Commissioning
Tel: 020-8424-1327

Sandie Roberts
Supporting People Team Manager
Tel: 020-8424-1206

Background Papers: Equality Impact Assessment – Supporting People reductions (MTFS)

Elected Member Briefing

Disturbance at Harrow View, Harrow, Sunday 4th September 2011 at 3.00am

Harrow's Supporting People team have received notification of an incident that took place on Sunday 4 September 2011 at approximately 3am in Harrow View. The disturbance occurred outside a property that is occupied by a service user supported by the Teenage Parent Scheme. This supported housing scheme is jointly commissioned between Harrow and Brent Supporting People teams; the support provider is Metropolitan Support Trust. The service provides housing related support to six teenage parents or young women in the later stages of pregnancy between the ages of 16-21 years.

The disturbance was caused by a resident at the property broadcasting a message on her Blackberry Messenger about a party she was having at her flat in Harrow View. Unfortunately the message was forwarded on to other people and resulted in 200 people arriving at the property. The Police were called and the road was closed to enable the Police to deal with the disturbance. Metropolitan Support Trust's incident report indicates that there were some minor injuries to the Police and this is subject to further investigation. The Police contacted Metropolitan Support Trust on Monday 5 September at 2.20pm to inform them of the incident.

There were no children present in the scheme during the disturbance. A neighbouring property was damaged and the Police are pursuing this. Metropolitan Support Trust (MST) has spoken to the neighbours and are meeting with them on Wednesday 14 September. MST is revising the house rules for the scheme and has provided tenants with information on the risks associated with social networking. Harrow's Supporting People Team will continue to work closely with MST to ensure all agreed measures have been put in place.

Harrow Observer ran an online article on Wednesday 7 September and they are planning to run the story in the paper this week. The article does not identify the nature of the scheme but it does state that a man was tasered by the Police during the disturbance. This man was not linked to the scheme in anyway and the incident occurred on the street outside.

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Appendix 2

Floating Support Gateway Service

Feedback from Referrers

- 90% Strategically relevant
- 90% Performing well
- 77% Informed about status of referrals
- 64% Improved information about services and ease of making referrals

Feedback from Providers

- 80% Contributes to increased utilisation
- 100% Referrals forwarded promptly, responsive to queries and prioritises referrals
- 80% Time saving
- 40% Increased referral sources

Improving and Developing the Service

- **Referrers suggestions**
- *'Joint strategies to engage the hard to reach clients'*
- *'Waiting list and vacancies email once a month...'*
- *'Clients that are on the waiting list that are deemed to be at high risk should be placed on a priority list'*
- *'To reduce the waiting time lines'*
- *'Ensuring that the service is well publicised and that links with all connected agencies are well maintained'*
- **Providers suggestions**
- *'Establishing .. a drop-in service where clients can refer themselves'*
- *'I would like to see the system computerised'*
- *'....the Gateway develop into a highly recognised referral service in all boroughs...to help pick up on referrals coming into the borough'*

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