

Committee:	Supporting People Members Advisory Panel
Date:	24 th September 2008
Subject:	The Supporting People Programme update
Responsible Officer:	Corporate Director for Adults and Housing Paul Najsarek
Portfolio Holder:	Portfolio Holder for Adults and Housing - Cllr Barry MacLeod-Cullinane Cllr Eric Silver - (Chair)
Exempt:	No
Enclosures:	Appendices

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 June 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 June 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 the June 2008. The responses to the matters were sent to the panel outside of the meeting and are included in detail as Appendix 1

2. Supporting People Strategy:

That the Members Advisory Panel to note that a cabinet report has been prepared presenting the Supporting People Strategy refresh 2008 –11 including the Action Plan / Procurement Plan and Budget that will be presented to Cabinet for sign off.

Background:

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

The key points that cabinet will be asked to agree 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 to take 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 takes 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

That cabinet agree that the Supporting People Team deliver the Action Plan for the strategy detailed in the strategy document (see *Appendix 2* for details) for new and reconfigured services to be delivered in response to the needs in the borough.

That cabinet agree to the Supporting People Procurement plan outlined in the strategy document (see *Appendix 3* for details) in order to deliver the appropriate quality and VFM of services required.

That cabinet note 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.

That cabinet note the details of the Supporting People budget detailed within the strategy in Section (see *Appendix 4* for details)

That cabinet note that an Equality Impact Assessment has been undertaken on the strategy with an associated action plan agreed.
(see *Appendix 5* for details)

Next Steps : The Strategy will be presented to cabinet on the 23rd October 2008 for sign off.

3. West London Procurement – Framework and Access agreement.

The Members Advisory Panel will be asked to note the Cabinet report that proposes that Harrow's Director of Commissioning and Partnerships has delegated authority to approve call offs from the West London framework agreement.

Background : CB agreed that Harrow should take the opportunity offered by involvement in the WL procurement project to enter into a framework agreement for provision of SP services making efficiency savings not only on service costs but also on procurement costs. The Cabinet report in *Appendix 6* outlines further background details of the process.

It is important to have this option in place to ensure that we can react to emergency decommissioning of services as well as EU procurement rules and expectations for renewing or procuring new services.

4. Agree NI targets

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

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. We recommend that 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)

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%

5. Single Point of referral

Recommendation:

That the Members advisory panel note progress and agree the revised specification and implementation date of December 2008 for the Single point of referral.

Background :

The Sp strategy has undertaken to implement a referral gateway by December 2008 and think that building on the report produced in Dec 2007 outlining the case for and plan for implementation. The pragmatic approach will be :

1. To view the gateway as a means of centralising housing referrals to SP accommodation based and floating support services. Slow referrals to some of the F/S services suggests the need for this gateway

2. To view the gateway as adding to existing referral mechanisms that Social Care operate for people with Long Term needs
3. That SP programme grant funds 1 - 1.5 staff to administer the service from within the Housing Department
4. To scope the use the HARP system as the IT system for referrals

The overall outcome should be better move in and move on from SP services

Next Steps : A meeting of the project group is arranged for September.

6 Contract Monitoring and new QAF

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

The focus will be on investing monitoring resources according to risk.

We will also pilot a revised framework process and template and focus on PI performance and outcomes.

Recommendation : That the Members Panel note that Harrow SP team plan to adopt the pilot Quality Assessment Framework to assess provider quality for the next round of Contract Monitoring 2008-09.

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

Next Steps :

SP team will cover expectations with Providers at a forum on the 1st October.

7. Generic Floating support service

The Members Panel are asked to note that the Commissioning Body approved the commissioning and procurement of a generic floating support service for the borough from the West London Framework. The service would initially provide up to 40 hours of support per week

Background :

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.

Next Steps : Following Commissioning Body approval the SP team will procure the service by using the West London Framework Agreement and will work for the service to be in place by Dec 2008.

8. Review of EMI service

The team undertook a review of the Nottinghill EMI service before making recommendations to the Commissioning Body.

The service was evaluated as performing well in terms of quality standards , and offering good outcomes to older people with mental health housing related support needs (please see case study Appendix 7)

The recommendation to the CB was as follows:

- 1) The evaluation of the service demonstrates good value for money compared to other similar services in the borough.
- 2) The evaluation evidences that the service is delivering specific outcomes for service users in relation to housing related support and achieving independence.
- 3) This evaluation will result in a recommendation should be made to the Commissioning Body in September 2008 to continue to fund the service for a further year with the option of a further years extension under the new configuration with the flexibility to increase the capacity to its original capacity and funding.

9. 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 reasoning behind the realignment is laid out below by the Divisional Director :

‘ In April 2009 the ring-fenced Supporting People grant ends, and funding will be distributed via the Area Based Grant from that date, with priorities increasingly aligned to delivery of the LAA Priorities. This represents an opportunity to bring together two existing services, maximising synergies between the services and specifically:

- Developing common procurement practices and joint contracting of services;
- Developing 'intelligent commissioning' practices with the voluntary sector;
- Building on existing good practice in both services relating to contract monitoring and quality assurance frameworks;
- Developing the engagement of service users in evaluating and developing services.
- Aligning commissioning priorities to LAA priorities and delivery of 'Your Future, Our Future'

It is anticipated that this will lead to more effective and efficient commissioning of services for vulnerable people linked to LAA Priorities. Harrow is not the only authority to be looking at this - a Value Improvement Programme in the East of England region is also exploring the opportunities to bring these areas of work together.

In addition 'Your Future, Our Future' and the roll-out of Self-Directed Support will bring significant change to the way in which services are commissioned and procured, with brokerage increasingly carried out by individuals and other organisations as well as the Council.'

The main changes of note are the proposal for :

- i. One Service Manager to cover both SP and Contracts and Brokerage.
- ii. An SP team leader to replace a project officer post

The new structure should still allow for effective administration of the SP programme and governance against the 2008-11 strategy.

The initial consultation concludes in mid September 08.

10. Other information – updates

10.1 Future Accreditation and Common PQQ

There has been work undertaken to scope the specification for an Accreditation system for the future to replace the existing system and ensure that . It includes reference to maintenance of the system – the option that Harrow favours is that an LA would carry out this function which would : 1. save on procurement costs 2. Be more flexible than a contracted service 3. be better VFM than a contracted service.

Furthermore a common PQQ form has been developed as a by product of the VIP and West London procurement processes. Boroughs have been asked to sign this off with Procurement colleagues. Harrow has passed on the draft to procurement.

10.2 Innovation projects

All innovation projects are now underway – a summary of the successful proposals for the innovation projects are included below

ISERVE

The project is an innovative support service which will provide advice and support on a wide area of need to people who may not require long term support, as identified within the existing floating support service. It is an open, flexible, and adaptable service, which will target unmet needs within the borough by accessing the Somali community through an outreach service. Various initiatives within the project will be implemented which includes:

- Prevention and Options surgery that will enable clients to gain immediate access to the support services offered by ISERVE to help them avoid homelessness.
- Direct links with Community Leaders and Services, where support can be provided on a one to one basis or through group work.
- Life skills workshops on budgeting, cooking, shopping etc will be developed.
- Hours of support is flexible and can be provided during evenings and weekends to suit person need.
- The development of a website that can translate into specific languages.

WILLOW HOUSING & CARE

Willow will develop a hospital discharge service for older people living in Harrow to enable older patients to return to independent living after a period in hospital. The service will

- Be linked to the existing floating support service.
- Offer transition and resettlement support up to a period of 6 weeks of a person returning home from hospital.
- Service will be provided across all tenures.

- Help reduce incidents and re-admission into hospital, through access to services which can offer additional or alternative support to minimise risk, for example; aids & adaptations, access to sheltered accommodation.
- Assist in the reduction in delayed discharge costs for social services by providing a co-ordinated and planned approach to an older person returning home.
- Facilitate joint working between housing, health and social services in the promotion of early and successful discharge of older people from hospital.

LOOKAHEAD – SKILLS DEVELOPMENT PROGRAMME

To develop and implement a life skills programme initially for existing service users residing at Vernon Lodge and Harrow WL Floating Support customers, with a view to extending this support out to other supported living service users.

This project will support tenants to meet their individual needs, which will help increase their lifeskills, through workshops in the following areas:

- Budgeting, assertiveness, parenting, anger management, stress management, nutrition, drugs awareness, interview techniques and managing a tenancy.
- Maintaining an accessible database of local employment/training information including volunteer opportunities.
- CV and interview workshops.
- Housing resettlement surgeries.
- Database of support with Grants for furniture etc.
- Cookery skills group.
- Health information
- Gardening club.
- Involving customers in planning and delivering staff training
- Supporting customers to write for customer magazine

LOOKAHEAD – CUSTOMER TRAINING PROGRAMME

This project will be deliver a specialist customer training programme specifically for Vernon Lodge and Harrow West London Floating support customers.

The programme has been designed to provide training needed for customers to gain the skills and confidence to participate meaningfully in policy groups, staff recruitment, quality audit visits, customer service committee and a range of other activities within Lookahead and the wider community.

Key modules on the programme include:

- Listening skills
- Responding skills
- Body language
- Working safely
- Working within difference
- Personal development

The training programme will be conducted over three 2-day sessions throughout the year at Vernon Lodge

Each programme will train 10-12 customers from Vernon Lodge and Harrow WL Floating Support Customers.

4.2 Move on project update

A final draft of the report and recommendations produced by Harrow will be presented to be signed off at the lead officers meeting in September 2008. Following on from this will be an implementation phase.

The key recommendations are as follows :

1. That all WL boroughs consider aligning the proportion of social housing allocated to Move On (i.e. Band B quotas) by using a formula that works as follows :

*a.The overall number of supported accommodation units in the borough **

b.The overall number of LA social housing stock in borough as %

= c proportion of annual allocation of all social housing that is provided as move on.

** (excluding sheltered accommodation)*

So in the case of Harrow for example :

$$\frac{\text{a. } 272}{\text{b. } 5052} = 5.4 \%$$

$$\text{c. } 5.4\% \text{ of } 349 = 19 \text{ units}$$

2. That boroughs no longer operate individual quotas with providers but adopt a provider panel approach to the allocation of Band B that sets the prioritization of service users for move on ; challenges whether the private sector is an option and ensures appropriate support will follow the service user into the accommodation.
3. That the Project works to develop a common move on assessment template based on the Brent & Harrow work that would be encouraged to be adopted across West London as an addition to the common assessment form developed by H&F and K&C.
4. That a workstream is established to develop the move on survey work and do some more sophisticated analysis of data building on this report. As well as re running the survey in a years time in order to build up comparative data. To utilize this data as the background information required to make the business case for resources to address the issue of the need for increased Move On provision.
5. Work towards the agreement of a unified WL private sector scheme price for rent deposits.
6. Using the Letstart project as the means of procuring Move On alternatives in the private sector.
7. Production of an educational Move on pack targeted at support workers – in conjunction with the Lookahead Promoting Private Rented Sector (PRS) project.
8. Begin dialogue with Providers about providing Move On accommodation within their stock.

9. Boroughs to consider reward linked to move on in line with proposals from the West London Performance management group.

10. Innovative solutions need to be offered to resolve the Move On issue e.g. Shared ownership – individuals move on – on the basis of a cost benefit analysis.

10.3 Domestic Violence- project update

Following ratification of the needs assessment report - The Domestic Violence project is now entering its implementation phase – which includes scoping the west London floating support proposal

The group is currently working to :

- a) Decide the minimum capacity level each Borough will be expected to buy into (maybe just 6) for the single service
- b) Decide which Borough will lead on managing the purchased service
- c) Consider whether the Purchasing Group should also be tasked to acquire Approved Providers for all building-based services in West London
- d) Consider: Do/how do the 7 CBs need to be informed of the EIA

The full PID is available on request.

Section 3 – Further Information

N/A

Section 4 - Contact Details and Background Papers

Contact: Nick Davies Supporting People Manager 0208 424 1895