

SUPPORTING PEOPLE ADVISORY PANEL MINUTES

23 FEBRUARY 2010

Chairman: * Councillor Barry Macleod-Cullinane

Councillors: * Mrs Margaret Davine Dinesh Solanki
* Krishna James (1) Yogesh Teli

* Denotes Member present
(1) Denotes category of Reserve Members

105. Attendance by Reserve Members

RESOLVED: To note the attendance at this meeting of the following duly appointed Reserve Member:-

Ordinary Member

Reserve Member

Councillor David Gawn

Councillor Krishna James

106. Declarations of Interest

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

107. Minutes

RESOLVED: That the minutes of the meeting held on 22 April 2009, be taken as read and signed as a correct record.

108. Public Questions, Petitions and Deputations

RESOLVED: To note that no public questions were put, or petitions or deputations received at this meeting under the provisions of Advisory Panel

and Consultation Forum Procedure Rules 16, 14 and 15 (Part 4E of the Constitution) respectively.

RESOLVED ITEMS

109. INFORMATION REPORT - The Supporting People Programme update

An officer introduced a report of the Corporate Director of Adults and Housing, which provided an update on the key developments in the Supporting People (SP) Programme since the last meeting of the Panel in April 2009.

With the agreement of the Panel, Appendix 1 was tabled at the meeting for discussion which provided an update on the outcome of Contract Monitoring conducted in May 2009.

The Panel were advised that:

- the West London Accreditation Policy and Procedure was a London-wide process that sought to minimise the duplication of services provided by different organisations;
- the Handyperson service that had been rolled out by Harrow in 2009/10 would be developed by Age Concern and Harrow Churches Housing Association for their service users;
- over the years, the SP programme had seen a gradual improvement in the National Indicator 141. Since 2006/07, services provided had contributed to a year-on-year improvement in the results;
- the contract monitoring process had allowed officers to address issues through the procurement and commissioning process. Officers would continue to commission, decommission or remodel services against measures identified as part of the procurement process;
- the risk rating and assessment grade of contracts agreed for 2008/09 had been included in Appendix 1;
- there were a number of ongoing issues in relation to some of the floating support services currently procured by the SP team;
- officers had identified that the SP regime may need to be refined to meet the particular needs of outcomes for service users, as the needs of some service users were not housing related;
- in order to deliver robust services and improve outcomes, it was intended to decommission some services and engage floating support with another service provider through the options of a tender and/or the West London framework;

- officers had been working alongside some service providers to improve services and address the fluctuating needs of service users that had existed over the period of time support had been required;
- as existing units procured by some residential services were not fully utilised, officers would remodel the service and commission less units in order that Harrow residents could fully benefit from the service;
- officers had delivered procurement efficiencies as part of the SP framework by identifying gaps within an existing service. The Chairman suggested that officers may wish to collaborate with other West London colleagues in order to reach effective solutions;
- ten service users in Harrow had successfully been trained to become Peer Consultants. There were plans for them to undertake work on tenders and consultation across West London;
- in terms of Appendix 3, officers would seek to address issues arising from the contract monitoring process and include them in the procurement timetable;
- officers had identified that residents with Learning Difficulties required floating support or independent living provisions that supported their particular needs. As a result, where a service did not meet the SP criteria, the support provided would be transferred to another organisation. Before any services were decommissioned, steps to bring support in-house would be considered in the first instance;
- outsourced contracts would be remodelled by April 2010. As yet a timetable for the reconfiguration of in-house services had not been confirmed;
- the SP team had been working alongside the Registered Social Landlords (RSLs) to support existing provisions for older people;
- the existing contracts provided by the Metropolitan Support Trust for residents referred with mental health and substance misuse would be extended for at least two years;
- services provided for young people would be evaluated in the near future. Officers would need to tailor the evaluation in order to address the different needs and range of provisions provided. Officers confirmed that the existing services would be maintained in the meantime;
- Harrow and Hillingdon Councils had launched a tender process for the joint provision of services for residents experiencing Domestic Violence. It was confirmed that applications that had been received were being processed;

- support offered to Somalian residents would be tailored for refugees and existing communities. Issues raised during the one year pilot exercise completed in 2009, such as access to education, had been referred to the Somali Interagency Task Force for action;
- officers are currently working on the homelessness services within the procurement process. It is intended to develop a floating support service within one scheme and remodel an accommodation based service to meet the demanding needs of women fleeing domestic violence (to include their sons over 13yrs) and homeless people who reside in Harrow, by procuring a number of units with existing provider.
- the outcome statistics identified that a low number of service users had been able to gain employment. There is a need for Providers to be aware of services such as Tomorrow's People that they can work with in order for their service users to access employment on a long term basis.

In response to questions from Members of the Panel, officers undertook to identify any changes in legislation or benefits law that would affect outcomes achieved by service users. They would investigate whether a guide to inform service users could be produced. Officers would also look into utilising peer consultants to visit service providers and interview existing service users;

RESOLVED: That the report be noted.

(Note: The meeting, having commenced at 4.13 pm, closed at 5.09 pm).

(Signed) COUNCILLOR BARRY MACLEOD-CULLINANE
Chairman