

**REPORT FOR: SUPPORTING PEOPLE
ADVISORY PANEL**

Date of Meeting: 23 September 2010

Subject: The Supporting People Programme Update

Responsible Officer: Paul Najsarek, Corporate Director Adults and Housing

Exempt: No

Enclosures: Appendix 1 - Procurement Outcome Reports

Appendix 2 - Supporting People Outcomes Table

Appendix 3 - Procurement Timetable with Outcome & Implementation

Section 1 – Summary

This report sets out an update for the Members Advisory panel on the key developments within the Supporting People (SP) programme since the last meeting of the panel in February 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 February 2010 and notifies important developments for the future of the programme.

1. Minutes and Matters Arising from previous meeting:

- a) 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;**

SP Response

SP continues to work in partnership with Providers and Stakeholders to ensure that the needs of service users are met through the eligibility criteria as set out in service specifications.

SP has also jointly commissioned a Support For Living Plus service that is designed to meet the needs of SUs who have both care and housing related support needs.

- b) 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 Tomorrows People that they can work with in order for their service users to access employment on a long term basis.**

SP Response

SP contacted Tomorrow People for some advice and feedback on this. The general response was that they can support people back into employment, however, do not cover LB of Harrow, therefore SUs would not be able to access the current services available within other London Boroughs at present.

SP have given providers the names of two locally commissioned organisations – Reed In Partnership and Women Like Us, who both provide support in getting people back to work.

A member of staff from Job Centre Plus attended the Provider Forum in April and discussed the services they provide to help people back to work. It was also stated that due to the uncertainty of the current economic climate, cuts are expected within the service, therefore it is difficult to guarantee that what support is available now, will be available in the next 6-12mths.

(c) In response to questions from Members of the Panel, officers undertook to identify any changes in legislation or benefits 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.

SP Response

Service Users and providers have access to Job Centre Plus in order to gain up to date information about employment and benefits. Accessible documentation has been produced in order to meet the needs of all vulnerable client groups.

Peer consultants have visited service users to discuss the support received within the services that SP commission. The feedback received will inform the procurement planning programme and tenders currently being carried out and influence the future procurement of services.

2. Programme Update

2.1 Procurement Strategy update for Supporting People services in Harrow 2009 -10

Learning Disability (5 services) - There are 3 services currently being tendered out. These services are currently being evaluated within the tender process. Completion is expected by end October 10The remaining 2 services have their contracts extended.

- Domestic Violence (3 services) – A joint tender process with LB Hillingdon. Successful Provider has been informed, however, currently at the stand still period of tender process.
- Offenders (2 services) – Existing provider contracts extended.
- Homelessness (3 services) – Extension of contracts and one service remodelled for floating support service.
- Mental Health (6 services) – Extension of contract for 3 services and one provider recommended for decommissioning for the remaining 3 services. Call off from the WL framework is currently being worked on.
- Young People/Teenage Parents (8 Services) – Extension of contracts and remodelling of services.
- Physical Disability & Sensory Impairment (2 services) – Extension of contracts
- Specialist Services (2) - HIV/Aids & Somali Gateway Service – Extension of contracts. HIV/Aids service to be identified as a generic service.
- Generic (2 services) – Extension of contracts.
- Older People Services – No further progress on OP services, as an overall LA decision regarding the future procurement of sheltered schemes and additional OP services has not yet been made.

Please refer to Procurement timetable (Appendix 3) which outlines the decisions and savings made against services during this planning process.

2.2 National Indicator Update (Quarter 1 Apr - Jun 2010)

NI 141 – Number of vulnerable people achieving Independent Living

Target 85% - Actual 88.24%

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

Target 98.8% - Actual 99.00%

2.3 Budget Report

1. Income

Grant Income = £3.88 million (including 70k of handy person funding)

Service Charge income projected = £50k

Carry forward = £1.695 million

There will be further income – TBC from efficiency in procurement exercises e.g. the DV tender.

2. Expenditure

Expenditure committed with contracts = £ 3.88

Other Expenditure one year unless stated:

- A. Extra Care Scheme = £140k (39k already committed in a contract) - two year contract + some start up costs for Ewart House.
- B. Supported Housing Project staff = £70k
- C. Performance bonus = £70k
- D. Single point of referral = £45k
- E. Shared Lives = £50k
- F. Leaseholders = £11k
- G. Balance of Care work = £70k
- H. Innovation funding = £50k
- I. Helpline - Telecare = £134k

Total = £780k

3. Reserve: £1 million

3. Supporting People Programme 2011 - onwards

The MAP are asked to note that the SP programme will face significant challenges from probable reductions in Grant that will be announced in October 2010 as part of the Spending Review. The detail of the government announcement regarding the future delivery of Supporting People and the impact on the Supporting People strategy for Harrow will happen in October 2010.

1. Harrow's SP team are preparing for this announcement by reviewing all contracts in the procurement review as detailed in Section 1.
2. Continuing to deliver efficiencies from the existing contractual arrangements
3. Managing a carry forward budget to allow a transition period if difficult decisions need to be taken about funding services
4. Working on a supported housing implementation plan to reconfigure housing and housing support options
5. Working closely with commissioners to ensure that services are prioritised in a wider context.

A further meeting of the MAP will be scheduled for after the announcement.

Section 3 – Further Information

All relevant information has been detailed in the report.

Section 4 – Financial Implications

The Supporting People Grant became part of the Area Based Grant regime from April 2010. This Area Based Grant is a general grant allocated directly to local authorities as additional revenue funding to areas. It is allocated according to specific policy criteria rather than general formulae.

Local authorities are free to use all of this non-ringfenced funding as they see fit to support the delivery of local, regional and national priorities in their areas. In light of the Council financial pressures, decisions around the use of this reserve will be made corporately and are therefore no longer directly available for use in relation to Supporting People activities.

Name: Donna Edwards	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 15 September 2010		

Section 5 - Contact Details and Background Papers

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

Background Papers: None

Appendix 1 - Procurement Outcome Reports

Generic Services

The report details the need for reconfiguration of the current Generic housing support services commissioned by Supporting People in the borough. There are two short term (maximum 2 years) Generic floating support services provided by LookAhead Housing & Care and Home Group/Stonham.

LookAhead Generic Floating Support (FS) service has been commissioned since August 2009. An annual Contract Monitoring of the service has not been conducted; Performance Indicator workbooks, however record the increasing demand of the service through the build up of utilisation levels.

Home Group/Stonham FS service has been commissioned since July 2006. This service provides service to people residing across the Rayners Lane Estate and is linked with HomeGroup Housing Assoc. It will be productive to expand the service to support more service users, not only for those residing in Rayners Lane Estate but through helping more vulnerable adults across the borough of Harrow.

The report recommends that both services are extended for a further two years based on the annual contract monitoring, service user feedback, stakeholder feedback and the take up within existing services.

Recommendations

These recommendations are based on the annual contract monitoring reports, service users' feedback, stakeholder feedback, the demand of existing services and the strategic evidence found within this process. The BME composition also reflects support across different cultures within the community.

LookAhead Housing & Care

- It is recommended that the existing service has a two year extension until March 2012, as the service has only been in place since August 2009 and has been identified so far, as providing good value for money, meeting increasing demand for young disabled people and supporting homeless families in temporary accommodation within LB Harrow.
- LookAhead have presented a proposal to consolidate all three SP contracts into one, which would increase the weekly support hours from 174 – 182.5, SU capacity from 72 -76, and a reduction in the overall contract price from £201,652 to £201,232. The efficiencies gained would not only be financial but the service would continue to fulfil all obligations and commitments set out in the previous contractual arrangements and will continue to implement the objectives set out in the recent tender submission.
- An annual Contract Monitoring of the service needs to be carried out

as soon as possible, in order to have a more in depth view on the performance and outcomes for SU's and to identify areas for improvement (if applicable) in order to meet the needs of the community.

Home Group/Stonham

- It is recommended that the existing service has a two year extension until March 2012.
- As the service does not operate at full capacity, it will be productive to expand the service to support more service users not only for those in Rayners Lane Estate but through helping more vulnerable adults across the borough of Harrow.

A general recommendation for both services will be to

- Both services could be considered for piloting of personalisation agenda, which provides an additional option for Service users in terms of access to supported living services.
- The need for a local brain Injury service has been identified via the Joint Commissioning Strategy Disabled and Sensory Impaired People 2006 as a priority. As at present there are no day opportunities for people with challenging behaviors resulting from a head injury to access a service, which would support them further to become independent and which could be inclusive of the support provided by the generic services funded by SP.

It has been identified that there is on-going need for the provision of Generic services in the borough as the services provide support across all client groups. There will have to be some reconfiguration within specialist group, such as HIV service currently provided by Hestia, which could be provided within the generic service provided by LookAhead Housing & Care, which supports people with a physical disability. This would help LBH to meet the future projection on housing support and to focus resources to meet the demand for services, and to ensure that quality and outcomes are achieved and for services to be considered value for money.

Physical Disability & Sensory Impairment

The report details the need for reconfiguration of the current Physical Disability and Sensory Impairment housing support services commissioned by Supporting People in the borough. There are two short term (maximum 2 years) floating support services provided by Apna Ghar and Middlesex Association of the Blind (MAB).

Apna Ghar (FS) service has been commissioned since April 2003. It is predominantly a support service for older people with a physical disability. The service supports up to twenty (20) people at any one time. The service is assessed as being of high quality; it provides good value for money based on the benchmarking comparison within other local Authorities and is strategically relevant with demonstrable outcomes for service users.

Feedback from stakeholders and particularly service users was very positive. Staff engage well with service users and appropriate organisations to co-ordinate housing support services.

The service also meets the needs of the diverse community in Harrow, which can be evidenced within the BME stats of this report.

MAB service has been commissioned since July 2007. The service supports people who are blind, partially sighted and/or who have a hearing impairment. The existing service provision supports up to ten (10) users at any one time.

The service is designed to facilitate independent living and enable people with sensory impairment to secure and retain accommodation and re-integrate into the community.

As SP has not received BME statistics from Provider it is difficult to assess whether it currently meets the needs of the community as identified within the Joint Commissioning Strategy for disabled and Sensory Impaired People in the community.

Recommendations

The following recommendations on the services are based on the findings from the assessment of services, which include outcome of last annual contract monitoring of services, stakeholder feedback, service user feedback, strategic relevance and reference has been drawn from a number of strategies as detailed in report.

Apna Ghar

- This is the only floating support service currently commissioned to predominantly support older people from a diverse range of cultures with a physical disability. Based on the findings from the report and the evidence validated that confirms the service is meeting the needs of the community and providing a good quality service, it is recommended that that the contract is extended for a further two (2) years until end March 2012.
- It is noted that of the total number of people currently supported in this service 15 are female and 1 male. Although Provider does meet the target of having over 90% of users within the service, provider must continue to ensure that the service is not running with voids for long periods and to continue to market the service that can meet the needs of all older people living across tenures in the borough.

Middlesex Association of the Blind (MAB)

- This is the only floating support service currently commissioned to support people with a sensory impairment in the community. This process has identified that it is strategically relevant within the community, as demonstrated by the number of people who have been supported over the past 2 years.

- There are issues in terms of the organisations performance in submitting information regarding the service within the timeframe requested. Performance Indicator workbooks and the completion of outcomes forms is part of the contractual agreement between Provider and Supporting People. The last annual contract monitoring of service also identified the need for the organisation to update some of their policy and procedure documentation and this has been reiterated by Brent SP within the stakeholder feedback of this process, who carried out their contract monitoring of MAB within the past year. There was no feedback received from service users to establish the actual performance on the ground, therefore difficult to confirm whether the service is value for money in terms of performance and outcomes.
- It is recommended that the service is continually commissioned for a further 6 months, of which in that time the service receives an annual contract monitoring, where SP can validate further the outcomes for service users and performance provided by staff.
- If the outcome of the annual contract monitoring results in poor performance for service users and a reluctance from Provider to record and submit the required information to SP as identified above, then SP would have look at de-commissioning the service with MAB and look to the WL Framework to re-commission with a Provider that has the experience of supporting people with a sensory impairment.

Specialist Service - HIV Floating Support and ISERVE Somali community Gateway Service

The report details the need for reconfiguration of the current specialist services commissioned by Supporting People in the borough. There are two short term (maximum 2 years) floating support services provided by Hestia Housing & Care and ISERVE Somali Gateway.

Hestia Housing & Care are commissioned to provide a support service to people living with HIV/Aids. They have been commissioned by SP since November 2005. The service supports up to 12 people at any one time.

The Integrated Commissioning Strategy 2009-14 reports that there is an increase in the number of people living with HIV, with heterosexuals in Harrow and the increase is seen in all ethnic groups, with the highest being in Black Africans.

There has been an increase in the number of housing available to people with HIV and the HIV staff within Physical Disabilities Team, work closely with the Housing Department providing access to appropriate housing, funded in part by an aids central government grant.

There is no evidence that there is demand for housing related support required for people to support them maintain and sustain their tenancies.

The service provided by Hestia has been assessed as not being strategically relevant for housing related support as evidenced through the feedback received by service user and stakeholders from Physical Disability HIV Team (primary referral source) and the HART Team, who both report that the service is not meeting strategic objectives and the demand diminishing due to improved anti-retroviral medication which is helping to keep people better physically and emotionally. People are therefore able to be increasingly independent. Recent poor performance in terms of service user feedback and multi agency working from Hestia, has resulted in a reluctance to refer people to the service, however, the current utilisation of service (Apr-Jun 10) is 10/12. ISERVE Somali Gateway has been commissioned since Aug 2008. The service provides support to 10 Somali refugees with housing related support needs. This service is designed to prevent crisis situations for vulnerable people from the Somali speaking community.

The service has been assessed as providing a good and important service based on the results of the last annual contract monitoring, service user and stakeholder feedback. The service is also considered strategically relevant with demonstrable outcomes for service users.

The feedback from stakeholders and particularly service users within this assessment was very positive. Staff engage well with service users and appropriate organisations to co-ordinate housing support services.

The Housing Strategy 2007-12 states that despite being by far the largest refugee community in Harrow (Research Development & statistics Directorate, Home Office 2005), Somalians are the most disadvantaged, deprived and isolated community in the borough. The study found that the majority of the Somali community members have settled in Harrow during the past ten years. The Somali community is relatively new compared to other established BME communities in the Borough.

A proposal has been submitted by ISERVE requesting the need to increase the number of support hours provided to clients in order to achieve longer term outcomes for clients. Since the start up of service, ISERVE state they have supported 16 people requiring long term as well as supporting over 30 people that need short term help and that the service is currently oversubscribed.

SP have evidenced the PI returns submitted by ISERVE over the past year (09/10) as well as 1st quarter in 2010/11 and the utilisations levels are recorded as operating just under full capacity.

Recommendations

The following recommendations on the services are based on the findings from the assessment of services, which include outcome of last annual contract monitoring of services, stakeholder feedback, service user feedback, strategic relevance and reference has been drawn from a number of strategies as detailed in report.

Hestia Housing & Care

- To de-commission this service as a specialist housing related support service and provide the support to people with HIV through a commissioned generic floating support service.
- The transition of change for service users to be planned sensitively between Provider and stakeholder/referral source to ensure minimum disruption to service users currently being supported.

ISERVE Somali Gateway Service

- To continue commissioning the service until end March 2011, of which in that time the service receives an annual contract monitoring, where SP can validate further the outcomes for service users, performance provided by staff and monitor the level of utilisation, which will help inform the strategic relevance and influence any further negotiations pertaining to increase or decrease of the service.
- SP to look into the strategic development of a specialist service that all Providers could access in support of all BME clients who require additional support that cannot be provided within existing services.

Appendix 2 - SP Outcomes Table

Outcome
Delivered a programme that benefits 1,800 vulnerable people at any one time across 21 needs groups.
A good practice model for governance, commissioning, procurement and risk based contract monitoring which is a framework that has been introduced into the monitoring being rolled across other council service areas e.g. Homecare and Residential.
The programme has been Person centred focusing providers on delivering and evidencing outcomes for service users.
Successfully delivering procurement efficiencies alongside West London colleagues e.g. the SP framework.
The programme has delivered significant efficiencies through a rigorous approach to Value for Money resulting in significant grant savings that mean that Harrow will be able to release significant efficiencies in future without compromising preventative services when the SP grant is paid as part of the Area Based Grant in 2010.
Peer consultant programme has successfully trained 10 Harrow service users to undertake work on tenders and consultation.