

**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

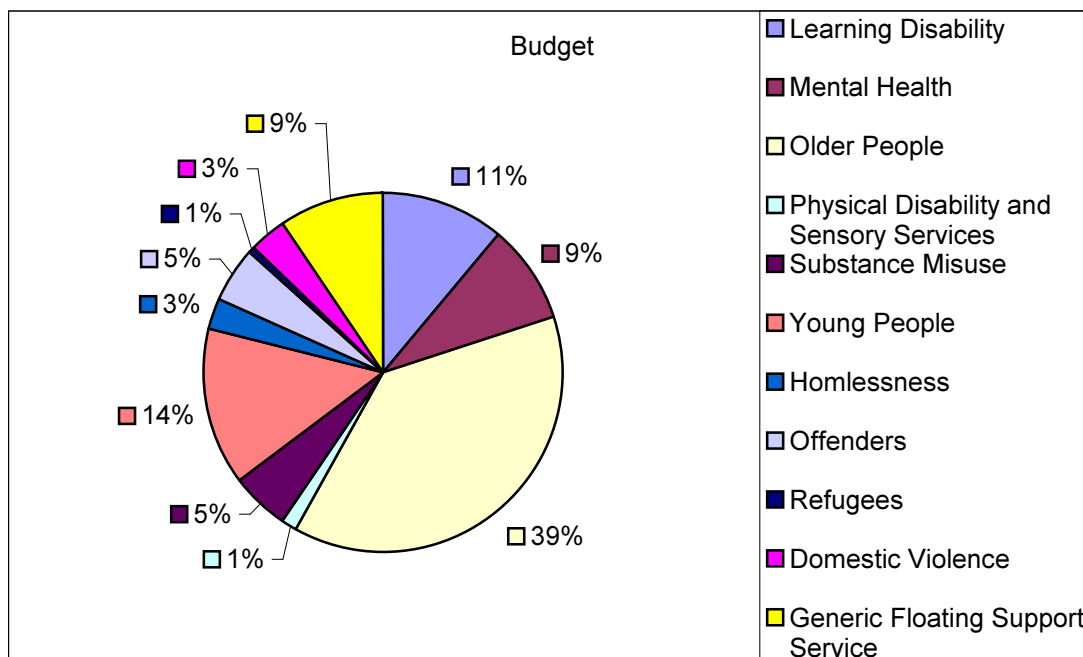
At any one time **2,188 people** are receiving Supporting People funded services in Harrow. These services transform people's lives and reduce their dependency on other forms of services and benefits by providing housing related support.

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)