

# Minutes of Meeting

## RECORD OF DISCUSSION - STRATEGIC

**DATE:** 19<sup>th</sup> May 2006

**PROJECT NAME:** Commissioning Body Meeting

**PRESENT:**

Colin Slasberg – Head of Business Management, Chair of CB

Zena Deayton – Head of Health and Social Care, Director of PCT

Ian Rydings – Head of Housing, Accountable Officer

Les Billingham – Supporting People Manager

Ann Turner – Supporting People Performance Co-ordinator, Minute Taker

**APOLOGIES FOR ABSENCE:**

Eric Aryee – Assistant Chief Probation Officer

Item	Matters Discussed/Agreed	Action By	Completed by
1.	<p><u>Minutes and Matters Arising – Strategic</u></p> <p>Minutes Agreed.</p> <p><b><u>Actions Outstanding:-</u></b></p> <p><b><u>Voluntary Sector:-</u></b></p> <p>LB has not yet written to the Board of the Voluntary Sector to request a representative for the Core Strategy Group (CSG).</p> <p><b><u>Action/s</u></b></p> <p>LB to present the Future of SP Report and consider the role of the CSG in this. If the CSG is retained then the Voluntary Sector will be engaged.</p> <p><b><u>Service Evaluations – Project Teams:-</u></b></p> <p>LB sent IR the dates of the Enhanced Service Evaluation Project Teams.</p> <p><b><u>The Future of SP 2006/07:-</u></b></p> <p>See Agenda Item 6.</p> <p><b><u>Service Evaluation Update:-</u></b></p> <p>ZD approved the CB decision to extend the deadline for the Commissioning Plans to the end of</p>	LB	ASAP

	<p>June.</p> <p>LB met with Kate Goodchild-Allen regarding the Ex-Offenders Project Group.</p> <p><b>Value Improvement Project:-</b></p> <p>A separate meeting was held regarding the Value Improvement Project. The CB approved the VIP approach.</p> <p><b>Risk Report:-</b></p> <p>ZD approved the Risk Report.</p> <p>AT amended the Risk Log in light of the changes highlighted in the report.</p>		
2.	<p><u>Budget Update</u></p> <p>LB explained that Supporting People has improved the links with Corporate Finance. Michael Jones is monitoring the Supporting People budgets and will be provided with four weekly reports showing expenditure so that these can be reconciled with Corporate Finance's records.</p> <p>The SP Grant for the last financial year 2005/06 was balanced and SP will be starting this financial year without any over or under spends.</p> <p>The Administration Grant has been cut since 2003, which has resulted in a deficit in funding. However, additional funding has been allocated to the SP budget, which should cover the administration costs.</p>		
3.	<p><u>Service Evaluation Update</u></p> <p>A first draft of the Commissioning Plan for Older People Services was tabled at the meeting. The draft is not yet complete but contains the majority of the needs analysis.</p> <p>As the Commissioning Plan needs to be completed by the end of June, LB asked the CB to provide any comments/suggestions on the draft as soon as possible.</p> <p>Catherine Wilson is currently producing the first draft of the Commissioning Plan for Disabled Adults of Working Age. This will be circulated to the CB when completed.</p>		

	<p>The Commissioning Plan for Single Homeless and Young People at Risk Services is still outstanding. However, LB was confident that this will also be completed by the deadline. Due to the Value Improvement Project (VIP), the commissioning of new services for this client group is currently being undertaken. This will inform the Commissioning Plan.</p> <p>Once the Commissioning Plans have been finalised, they will put out for consultation.</p> <p>ZD asked LB to send Liz Biebyuck and Alan James a copy of the Older People Commissioning Plan once completed.</p> <p><b><u>Action/s</u></b></p> <p>ALL to provide LB with comments/suggestions on the draft Commissioning Plan for Older People Services as soon as possible.</p> <p>LB to email completed draft Commissioning Plans for Older People, Disabled Adults of Working Age and Single Homeless/Young People at Risk services.</p> <p>LB to forward the completed Commissioning Plan for Older People to Alan James and Liz Biebyuck.</p>	<p><b>ALL</b></p> <p><b>LB</b></p> <p><b>LB</b></p>	<p><b>ASAP</b></p> <p><b>ASAP</b></p> <p><b>ASAP</b></p>
4.	<p><b><u>Performance Report</u></b></p> <p>The CB was provided with a Performance Report of services. The report highlights those Primary Client Groups/Service Types that have under performed in Quarter 4 2005/06.</p> <p>The majority of services have performed well, and improved their performance from the previous quarter (Quarter 3).</p> <p>Issues of under performance are currently being investigated so reasons could not be provided to the CB.</p> <p>The CB asked for a report on the outcomes of the investigations at the next CB meeting.</p> <p>CS also noted that there was no performance on Non-Host and BME access to services. AT explained that this data is not currently available (it will be provided to the SP team on the 5<sup>th</sup> June),</p>		

	<p>however, the team are making this information a Local Performance Indicator from this financial year so there will not be a delay in receiving the information.</p> <p><b><u>Action/s</u></b></p> <p>AT to provide the CB with a report on the outcomes of investigations into under performance at the next meeting.</p>	AT	07/09/05
5.	<p><b><u>Risk Report</u></b></p> <p><b><i>Risk Analysis:-</i></b></p> <p>A Risk Analysis Report was tabled at the meeting. One new risk was identified regarding the procurement of Supporting People services.</p> <p>There were no manifest risks or amendments to risk scores.</p> <p>CS and ZD identified three new risks to be entered onto the Risk Log. These were:</p> <ol style="list-style-type: none"> <li>1. The risk that the Supporting People Programme is not linked to Corporate (LSP/ALA).</li> <li>2. The risk to the Supporting People Programme in Thurrock as a result of the National Strategy currently being consulted on.</li> <li>3. The risk of the flu pandemic on service users and staff.</li> </ol> <p>These risks will be added to the risk log, and the risk scores/controls etc will be reported on at the next CB meeting.</p> <p><b><u>Action/s</u></b></p> <p>AT to amend the Risk Log in light of the new risks identified by the CB and the Risk Report.</p> <p>AT to provide details on the control measures in place and risk scores etc for the new risks identified in the meeting.</p> <p><b><i>Risk Assessment of Services 2006/07:-</i></b></p> <p>A risk assessment of Supporting People services</p>	<p>AT</p> <p>AT</p>	<p>ASAP</p> <p>07/09/05</p>

	<p>was provided to the CB. This assessment is updated annually and assesses the services and providers on:</p> <ul style="list-style-type: none"> <li>• The risk to service users</li> <li>• The impact of service closure</li> </ul> <p>The criteria for undertaking the risk assessment includes:</p> <ul style="list-style-type: none"> <li>• Performance information</li> <li>• Complaints</li> <li>• Non-compliance to contract</li> <li>• Accreditation results</li> <li>• Service review results</li> <li>• Vulnerability of clients</li> <li>• Value for money</li> </ul> <p>The criteria for undertaking the impact assessment includes:</p> <ul style="list-style-type: none"> <li>• The number of service users supported</li> <li>• The cost of service reprovision</li> </ul> <p>The majority of services are assessed as low risk, with no services assessed as high risk.</p>		
6.	<p><u>The Future of SP</u></p> <p>LB explained that the Supporting People team have recently held a service planning day to update the Service Plan for 2006/07.</p> <p>This involved considering the actions resulting from the Audit Commission Inspection as detailed in the Service Improvement Plan, and re-evaluating the roles of the Supporting People team.</p> <p>A report on the future of Service Reviews was provided to the CB by Sue Wellard, and an updated Performance Management Framework was provided by AT. These will form part of the new Service Plan.</p> <p>Once the Service Plan for 2006/07 has been completed, this will be circulated to the CB.</p> <p><b><u>Action/s</u></b></p> <p>LB to circulate the Service Plan for 2006/07 once completed.</p>	LB	ASAP
7.	<p><u>Grant Conditions 2006/07</u></p> <p>The Supporting People Grant Conditions for</p>		

	<p>2006/07 have had several changes from previous years. A report was provided to the CB outlining these changes.</p> <p>The changes are:</p> <ul style="list-style-type: none"> <li>• Local Connection</li> <li>• Administering Authorities' Performance</li> <li>• Working with Other Administering Authorities</li> <li>• Transitional Arrangements</li> <li>• Special Provisions for Leaseholders</li> </ul> <p><b><i>Local Connection:-</i></b></p> <p>The Grant Conditions state that for short-term services, local connection to the Administering Authority (AA) must not be taken into account when assessing service users.</p> <p>The CB agreed that this was not an issue for Thurrock as local connection policies have not been applied to any services.</p> <p><b><i>Administering Authorities' Performance:-</i></b></p> <p>Previously, the SP Programme was seen as stand alone in terms of monitoring performance. The ODPM monitored the SP Programme using the Key Performance Indicators that have been specifically designed for the programme.</p> <p>However, the Grant Conditions now state that as well as the Key Performance Indicators, the ODPM will monitor the programme in terms of a specified list of the AA's Best Value Performance Indicators (BVPI's) and Social Services Performance Assessment Framework (PAF's). If the AA fails to meet the targets of these, the ODPM will look into the effectiveness of the Supporting People services and the contribution they make to those indicators.</p> <p>The CB expressed their concern over this change to the Grant Conditions and asked for a report on the contributions Supporting People services currently make to each performance indicator so that the CB can decide on what action needs to be taken to improve performance.</p> <p><b><u>Action/s</u></b></p> <p>LB to provide a report at the next meeting detailing the contributions Supporting People services make to each performance indicator.</p>	<p><b>LB</b></p>	<p><b>07/09/05</b></p>
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	<p><b><i>Working with Other Administering Authorities (AA's):-</i></b></p> <p>The Grant Conditions state that AA's should work with other AA's in partnership where the AA's SP Strategy indicates that a service could be provided with greater value for money.</p> <p>The CB agreed that this clause is not an issue in Thurrock, as partnership working with other AA's will be under taken as a matter of course wherever it is deemed necessary.</p> <p><b><i>Transitional Arrangements:-</i></b></p> <p>Previous guidance from the ODPM has stated that service users who were in receipt of a support service prior to the implementation of Supporting People (April 2003) would be subject to transitional protection and would not pay any higher support charges.</p> <p>However, the new Grant Conditions state that transitional arrangements will cease at the end of the interim period (March 2006). Therefore, the CB will be required to decide on whether to end the transitional protection.</p> <p>LB explained that if the CB decides to end transitional arrangements, this will not have an impact on the SP Grant, as SP will continue to pay the full support charges of anyone in receipt of benefits. Any financial savings realised will be of benefit to the Housing Revenue Account.</p> <p>The CB asked for a report to be provided as soon as possible, detailing the options available, and the impact of each option, including the impact on service users. CS also stated that this decision would need to go to Cabinet for approval.</p> <p><b><u>Action/s</u></b></p> <p>LB to provide the CB with an options report regarding transitional arrangements.</p> <p><b><i>Special Provisions for Leaseholders:-</i></b></p> <p>The new Grant Conditions allow AA's to decide whether or not they wish to pay the support charges of Leaseholders who are in receipt of Guaranteed Pension Credit.</p>	LB	ASAP
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	<p>Where AA's decide to continue to fund Leaseholders, a policy detailing the amount of funding, the eligibility criteria and arrangements for how this will be monitored must be produced by the 30<sup>th</sup> June 2006. Where funding is being provided, the AA must also ensure the services are value for money and of good quality.</p> <p>There are 13 known eligible Leaseholders that SP currently fund. The amount of SP Grant that will be paid for the Financial Year 2006/07 is approximately £2,156.38. This amount was not included in the original grant settlement.</p> <p>LB explained that it should be taken into account that as Supporting People have no contractual relationship with the management companies and make direct payments to the individuals, it would be extremely difficult to achieve co-operation from the organisations to assess the quality of the service.</p> <p>The CB agreed to maintain funding for the current Leaseholders but not to accept any new Leaseholders. However, this decision will need to be approved by Eric Aryee.</p> <p><b><u>Action/s</u></b></p> <p>EA to approve the CB decision to maintain funding for current Leaseholders but not accept any new Leaseholders.</p> <p>LB to write the Leaseholder Policy once approval from EA has been received.</p>	<p>EA</p> <p>LB</p>	<p>ASAP</p> <p>30/06/05</p>
8.	<p><b><u>Regional Investment Framework for Supported Housing</u></b></p> <p>LB explained that currently, the Housing Corporation invite bids from Housing Associations for capital builds. However, as this process is not linked to Supporting People, Associations have been reluctant to bid without a guarantee of revenue funding from Supporting People.</p> <p>Therefore, a Regional Investment Framework has been developed. When Housing Associations bid for capital builds, the bids are provided to the CB to agree the local priorities. These local priorities are discussed at a Sub-Regional Group and the group agree the regional priorities, which are fed back to the Housing Corporation. This is then used to set</p>		

	<p>the priorities of the bids.</p> <p>LB provided the CB with a flowchart comparing the current and proposed models, the report format for submitting the bidding information to the CB, and a report from the Stakeholder Sub-Group on the new framework.</p> <p>The CB considered the new framework and agreed implementation. However, this decision will need to be agreed by Eric Aryee.</p> <p><b><u>Action/s</u></b></p> <p>EA to agree the decision to implement the new Regional Investment Framework for Supported Housing.</p>	EA	ASAP
9.	<p><b><u>Regional Accreditation</u></b></p> <p>A report was tabled regarding the proposed new Regional Accreditation Framework.</p> <p>Currently, local Supporting People teams carry out accreditations on all organisations providing services in their area. Commissioning Bodies approve the recommendations of the accreditation assessments.</p> <p>However, a Sub-Group of the Supporting People East Region Group (SPERG) have developed a new Regional Accreditation process, whereby accreditations are carried out on a regional basis rather than locally.</p> <p>AA's will continue to carry out the assessments, with a report being provided to a regional panel made up of Lead Officers to approve. Where providers work in more than one AA, the AA with the highest contract value with the provider will carry out the assessment.</p> <p>The benefits of this are that providers who work in more than one AA will only have to be accredited once, and this accreditation will be accepted by all Authorities in the region. Therefore, the process will be less burdensome for providers.</p> <p>In Thurrock, there will be a reduction in workload for the SP team (currently there are 14 accreditations but with the introduction of the new process, Thurrock will only have to carry out approximately 6/7), and for the CB, who will no longer need to</p>		

	<p>approve the accreditations. This will ensure the CB can focus on the strategic running of the programme.</p> <p>The CB considered the proposals in the report provided and agreed the implementation of the new process. However, EA is required to also approve this decision.</p> <p><b><u>Action/s</u></b></p> <p>EA to approve the decision to implement the new Regional Accreditation process.</p> <p>LB to feedback to SPERG once approval from EA has been provided.</p>	<p><b>EA</b></p> <p><b>LB</b></p>	<p><b>ASAP</b></p> <p><b>ASAP</b></p>
10.	<p><b><u>Diversity</u></b></p> <p>LB gave an update of SP's current actions with regards to the Diversity Agenda.</p> <p>LB has been liaising with SERICC regarding the Gender Duty, Disability Duty and Race Duty. Specific questions relating to these have been included in the tender for Single Homeless/Young People at Risk services to test the organisations attitudes.</p> <p>Local Performance Indicators are being developed to monitor access to services with regards to Non-Host, and Ethnic Origin. LB felt this was necessary since the Client Record Information provided is not always accurate and not promptly available.</p> <p>CS suggested that disability and gender also be included on the Local Performance Workbook.</p> <p>LB asked IR to provide him with the analysis of the equality impact assessments already submitted when available.</p> <p>LB also suggested to the CB that for the next Inclusive Forum, Supporting People hold a Diversity Day, whereby diversity issues will be discussed. ZD &amp; CS agreed that a Diversity Day would be a good idea.</p> <p>LB also agreed to find out when the next Multi-Cultural Lunch is being held so that SP can make a presentation.</p> <p><b><u>Action/s</u></b></p>		

	<p>AT to develop new Local Performance Indicator Workbook to include indicators on Ethnic Origin, Non-Host Access to services, Gender, and Disability.</p> <p>IR to provide LB with the Equality Impact Assessment when available.</p> <p>The SP Team to arrange a Diversity Day.</p> <p>LB to attend the next Multi-Cultural Lunch to make a presentation on Supporting People.</p>	<p><b>AT</b></p> <p><b>IR</b></p> <p><b>LB</b></p> <p><b>SP Team</b></p>	<p><b>ASAP</b></p> <p><b>ASAP</b></p> <p><b>ASAP</b></p> <p><b>ASAP</b></p>
11.	<p><u>User Involvement Training/Costs</u></p> <p>The CB discussed the issue of involving service users in more SP activities. LB has invited Carr-Gomm to carry out training with service users so they can be involved in Service Reviews/Validation Visits.</p> <p>However, the Audit Commission suggested that SP should help to pay costs incurred by service users when they are involved with SP activities, for example childcare costs. Therefore, LB suggested that a budget be allocated a specific code for this out of the Administration Grant.</p> <p>The CB agreed this suggestion, however EA is also required to agree this decision.</p> <p><b><u>Action/s</u></b></p> <p>EA to approve the decision to set up a separate budget out of the Admin Grant specifically for service user costs.</p> <p>LB to arrange for a new code/budget to be set up once approval from EA has been given.</p>	<p><b>EA</b></p> <p><b>LB</b></p>	<p><b>ASAP</b></p> <p><b>ASAP</b></p>
12.	<p><u>Provider/User Representation on the CB</u></p> <p><b><i>User Representation:-</i></b></p> <p>The issue of having provider and user representation on the CB was discussed. It was agreed that a user representative will be tokenistic. Therefore, issues resulting from CB meetings will be discussed with service users at the service user focus groups that are currently being developed.</p>		

	<p><b><i>Provider Representation:-</i></b></p> <p>CS and ZD suggested that LB contact other CB's in the region to see if they have a provider representative for the strategic part of the CB meetings, and if so how this was achieved.</p> <p><b><u>Action/s</u></b></p> <p>LB to email the SPERG group to ask whether other AA's Commissioning Bodies have a provider representative.</p>	<b>LB</b>	<b>ASAP</b>
13.	<p><b><u>Future Meetings</u></b></p> <p><b>Thursday 7<sup>th</sup> September 2006 – 2pm – Colin's Office</b></p> <p><b>Tuesday 21<sup>st</sup> November 2006 – 2pm – Colin's Office</b></p>		