

Minutes of Meeting

RECORD OF DISCUSSION – STRATEGIC

Date: 21st November 2006

Meeting Name: Commissioning Body Meeting

Present:

Colin Slasberg – Head of Business Management, Chair of CB

Alex Bamber – Assistant Chief Officer

Les Billingham – Supporting People Manager

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

Apologies for Absence:

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

Ian Rydings – Head of Housing, Accountable Officer

Item	Matters Discussed / Agreed	Action By	Completed By
1.	<p><u>Minutes and Matters Arising</u></p> <p>Minutes Agreed.</p> <p><u>Actions Outstanding:-</u></p> <p><u>Diversity:-</u></p> <p>IR has not provided LB with the validated Equality Impact Assessments. However, LB has given the assessments to Samson DeAlyn, Corporate Diversity Manager to take the issue forward.</p> <p>LB arranged to meet with Samson DeAlyn but this meeting had to be cancelled. However, Samson will review the documents and respond to LB.</p> <p><u>Action/s</u></p> <p>LB to act upon Samsons recommendations when received.</p> <p><u>Provider/User Representation:-</u></p> <p>LB attended the last Provider Forum and</p>	LB	ASAP

<p>have suggested that the Commissioning Body may no longer be required in the future, and the LAA will be used instead to agree SP priorities etc. There has also been the suggestion that the ring fence of the SP Grant will be removed, although the DCLG will put in place outcomes that the Administering Authority must achieve to ensure the funding is still used on SP services.</p> <p>Service Evaluation Update:- See Agenda Item 4.</p> <p>LB confirmed that the pilot of the Sure Start Model for Older People has commenced. CS asked for a separate meeting between CS, LB, Sarah Carter, Supporting People Contract Manager and Rita Cheatle, Joint Planning Officer for Health/Social Care for Older People to go through all the details.</p> <p><u>Action/s</u></p> <p>LB to arrange a meeting with CS, Sarah Carter and Rita Cheatle to discuss the pilot Sure Start Model for Older People.</p> <p>Team Service Plan 2006/07:-</p> <p>LB has not yet contacted Mike Cox regarding the Health Care Standard Indicators to review what contributions SP make to them.</p> <p><u>Action/s</u></p> <p>LB to contact Mike Cox to get a list of the Health Care Standard Indicators.</p> <p>Risk Report:-</p> <p>The Risk Log was amended to include these amendments agreed at the last Commissioning Body meeting. See Agenda Item 5.</p> <p>Access to Housing Benefit Database:-</p> <p>LB has contacted several people to gain read only access to the Housing Benefit Database but has not yet been successful. Nadine Cook, Information Management Assistant was trying to ascertain what information the HB database</p>	<p>LB</p> <p>LB</p>	<p>ASAP</p> <p>ASAP</p>
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	<p>shows to determine whether it is appropriate for SP to have access but LB has not yet had a response. LB agreed to contact Nadine Cook for an update.</p> <p><u>Action/s</u></p> <p>LB to contact Nadine Cook regarding read only access to the HB database.</p> <p><i>Procurement Strategy:-</i></p> <p>The extra CM meeting to discuss the Procurement Strategy has been arranged.</p>	LB	ASAP
2.	<p><u>Budget Update</u></p> <p><i>Budget Report:-</i></p> <p>A Budget Report was tabled, showing the current spend to date. The report shows an approximate £36k underspend, however LB explained that the new Single Homeless Service has only just begun receiving funding and this will affect the total savings made this financial year. In addition to this, the Sure Start Pilot will also affect this figure.</p> <p>As such, it is predicted that the SP programme will be at £0.00 or will have a small overspend by the end of the financial year.</p> <p><i>Inflationary Increase:-</i></p> <p>The SP Grant for 2007/08 has been announced and Thurrock will receive a small increase in funding of £102,404. The CB were asked to decide on whether to award an inflationary increase for 2007/08.</p> <p>A report was provided, suggesting that a 2.2% inflationary increase be awarded (in accordance with Thurrock Council's Finance Department's guidance) and detailed the impact of this on the SP Grant. Approximately £42k will be paid, leaving £60k for service development.</p> <p>CS suggested that an inflationary increase only be awarded to those providers that are value for money (VFM).</p>		

	<p>LB explained that providers are consistently tested for VFM in processes separate from inflationary increases. Therefore, LB felt that all providers should be awarded the increase and the SP Team will continue to check VFM of servoces using the mechanisms in place.</p> <p>The CB decided to award a 2.2% inflationary increase to all Supporting People Contracts.</p> <p><u>Action/s</u></p> <p>LB to inform providers of the 2.2% inflationary increase.</p>	LB	ASAP
3.	<p><u>Memorandum of Understandings</u></p> <p>The Memorandum of Understandings (MOU) was reviewed at the last CB meeting and a few amendments were identified. These were:</p> <ul style="list-style-type: none"> • Addition of provider representative on the strategic part of the CB meetings • Inclusion of the Probation Strategy and Social Care Commissioning Plan as strategies that SP may contribute to. • The change of the Core Strategy Group (CSG) to the Enhanced Service Evaluation (ESE) Project Groups (due to the CSG being disbanded and replaced by the ESE Groups) • Inclusion that the Strategic Minutes of the CB will be distributed to all relevant stakeholders. <p>These amendments were made to the MOU and presented to the CB for approval. The CB approved the amended MOU.</p>		
4.	<p><u>Service Evaluation Update</u></p> <p><i>Single Homeless Commissioning Plan:-</i></p> <p>The Single Homeless Commissioning Plan has been completed, but is still in draft form. LB explained that it may be difficult to adequately consult on this Commissioning Plan because the new Single Homeless Service has already been commissioned.</p>		

<p>CS suggested that all the Commissioning Plans should be reviewed after 12 months to update them. Needs and services are always changing so the information contained in the plan will need to be kept up to date. If this system is put in place, then the plan will be consulted on by service users after they have had the opportunity to experience the new service and see whether the service is meeting the outcomes specified. The plan can then be amended in line with the outcomes of the consultation.</p> <p>LB agreed this approach and will put the reviewing mechanism in place.</p> <p>The CB agreed the draft Single Homeless Commissioning Plan.</p> <p><u>Action/s</u></p> <p>LB to put a mechanism in place to review the Commissioning Plans annually.</p> <p><i>New ESE's:-</i></p> <p>LB also gave an update of the new ESE's being undertaken. These are:</p> <ul style="list-style-type: none"> • Gypsies and travellers • Mental Health • Homeless Families, and • Ex-Offenders <p><u>Gypsies and Travellers:-</u></p> <p>Sue Wellard, SP Service Review Officer completed a needs assessment in 2002 on this client group. This work is currently being refreshed and updated. There are no SP services currently for this client group.</p> <p><u>Mental Health:-</u></p> <p>The meetings for this client group have started. Kevin Dowling is the Chair. Initial discussions have suggested that current provision is low and a floating support service specifically for people with mental health difficulties is required.</p> <p>A review is currently being conducted by the</p>	LB	ASAP
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	<p>Mental Health Team to assess the needs of all current placements, including out of borough placements, and SP are currently undertaking a review of one of the supported accommodation services.</p> <p><u>Homeless Families:-</u></p> <p>An ESE group still needs to be set up for this client group.</p> <p><u>Ex-Offenders:-</u></p> <p>LB has had several meetings with Kate Goodchild-Allen from Probation but nothing has been set up yet. LB has also met with Peter Rate from Probation, who is keen to be involved but is concerned about resources within Probation.</p> <p>AB agreed to arrange a meeting with LB, Peter Rate and any other appropriate representatives from Probation.</p> <p><u>Action/s</u></p> <p>AB to arrange a meeting with LB, Peter Rate and any other appropriate representatives from Probation to discuss and arrange the ESE Project Group.</p>	AB	ASAP
5.	<p><u>Risk Report</u></p> <p>A Risk Report was presented to CB members.</p> <p>There were two amendments to risk scores:</p> <ul style="list-style-type: none"> • Immediate Closure of Service (unanticipated) • Provider no longer operated (immediate and unanticipated) <p>The probability score was reduced from a 3 (medium) to a 1 (negligible). A score of 3 was originally awarded because it was felt that the risk was difficult to control due to external influences. However, after reviewing the score, it was felt that it is very unlikely that a service or provider would close immediately without any prior warning.</p>		

	<p>The impact score was also reduced from a 5 (very high) to a 4 (high). A score of 5 was originally awarded because the risks would have a very high impact on service users and the programme and there were no controls in place to minimise the impact of the risks. However, a Contingency Plan is now in place, which includes a serious incident plan.</p> <p>The CB agreed the amendments to the risk scores.</p> <p>There was also one new risk to add to the risk log that was identified at the last CB meeting:</p> <ul style="list-style-type: none"> • Loss of staff of services due to flu pandemic. <p>A probability score of 3 (medium) was awarded because the risk is difficult to control due to external influences. An impact score of 4 (high) was awarded because there will be a significant impact on service users and the SP programme if the risk occurs.</p> <p>The controls in place for this risk are as follows:</p> <ul style="list-style-type: none"> • Providers have their own contingency plans for dealing with loss of staff • There are agreements in place with providers to collectively provide emergency support in the event of a staff crisis. • SP would also rely on any national or local strategy produced. <p>The CB agreed the risk scores and controls for this new risk.</p> <p><u>Action/s</u></p> <p>AT to amend the risk log in light of the changes agreed at the CB meeting.</p>	AT	ASAP
6.	<p><u>Performance</u></p> <p><i>Performance Report – Q2 2006/07:-</i></p> <p>A performance report of services for Q2 2006/07 was provided.</p> <p>AT explained that the main concerns of under</p>		

<p>performance are:</p> <ul style="list-style-type: none"> • Planned Move On – Four groups of services under performed in the quarter, some of which continuously under perform. There were 2 evictions, 6 abandonments, and 1 taken into custody by police. • Staff Levels – Four groups of services under performed. <p>Overall, the SP Programme under performed on Planned Move On, which was at 71.74% with a target of 85%.</p> <p>CS stated that whilst the reasons for under performance have been specified in the report, in some instances further information is required. For example, the reasons provided for an eviction may be considered to be appropriate and the provider had no option, however the provider may not have adequately supported the service user to prevent the incident from happening.</p> <p>AT explained that the information provided in the report is the initial response from the provider regarding the reason for under performance. This may be investigated further by the team if it is felt necessary. A report will be provided to the CB at future meetings to provide details of the further investigations taken.</p> <p><i>Options Report Re: SPI 3 – Staff Levels:-</i></p> <p>AT explained that from the beginning of the SP Programme in April 2003, the collection and monitoring of the staffing level indicator has been mandatory. However, from April 2006, DCLG no longer require Administering Authorities to collect this information. The DCLG state that this indicator is too burdensome for providers.</p> <p>It has therefore become a CB decision as to whether SP should continue to collect this indicator.</p> <p>A report was tabled, detailing the various options available to the CB. AT recommended that where a provider has a clear policy on how staff</p>		
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	<p>are covered, and their performance over the past 12 months has been good, the indicator should be removed. Where a provider has no clear policy in place, or has under performed in the past 12 months, the indicator will remain in force.</p> <p>This will allow the SP team to continue to monitor services that continuously under perform on staff levels, whilst making the process less burdensome on providers that perform well. It will also give providers who are still required to report the information an incentive to perform better.</p> <p>However, the SP Team will still reserve the right to audit those providers who do not complete the staffing indicator to ensure they are still providing adequate staffing levels. If they fail the audit, the indicator will be reinstated.</p> <p>The CB considered the proposals and agreed the above recommendation.</p> <p><u>Action/s</u></p> <p>AT to assess providers in terms of whether they are to continue reporting on staffing levels and write to providers to inform them.</p>	AT	ASAP
7.	<p><u>Diversity</u></p> <p>LB had a meeting with Kenny O'Chukwuma from TRUST. It was agreed that TRUST will carry out some needs assessments for BME and other marginalised groups. However, since this meeting LB has not received any feedback from TRUST.</p> <p>CS volunteered to speak to TRUST to chase the needs assessments.</p> <p>CS asked whether the new Disability legislation will impact on Supporting People. LB explained that it may have an impact on Service Reviews. Sue Wellard, SP Service Review Officer checks that DDA audits are carried out in services.</p>		

	<p><u>Action/s</u></p> <p>CS to contact TRUST regarding needs assessments for BME and marginalised groups.</p>	CS	ASAP
8.	<p><u>Future Meetings</u></p> <p>28th February 2007: 2.00pm – 4.00pm 24th May 2007: 2.00pm – 4.00pm 28th August 2007: 10.00am – 12.00pm 27th November 2007: 10.00am – 12.00pm</p> <p>Venue: Colin Slasberg's Office First Floor, CO1 Civic Offices New Road Grays Essex</p>		