

Minutes of Meeting

RECORD OF DISCUSSION - STRATEGIC

Date: 8th March 2007

Meeting Name: Commissioning Body Meeting

Present:

Alex Bamber – Assistant Chief Probation Officer

Les Billingham – Supporting People Manager

Zena Deayton – Head of Health and Social Care

Ian Rydings – Head of Housing, Accountable Officer

Colin Slasberg – Head of Business Management, Chair of CB

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

Apologies for Absence:

None

Item	Matters Discussed / Agreed
1.	<p data-bbox="252 237 655 271"><u>Minutes and Matters Arising</u></p> <p data-bbox="252 309 488 342">Minutes Agreed.</p> <p data-bbox="252 380 595 414"><u>Actions Outstanding:-</u></p> <p data-bbox="252 452 416 486"><i>Diversity:-</i></p> <p data-bbox="252 524 1437 674">LB explained that he has still not received any recommendations from Samson DeAlyn regarding the Equality Impact Assessments. However, Samson has had difficulty accessing the documents. LB will continue to liaise with Samson regarding this.</p> <p data-bbox="252 712 735 745"><i>Provider/User Representation:-</i></p> <p data-bbox="252 784 1437 934">LB contacted Bridget Cooper, Chair of the Provider Forum. Bridget has asked for volunteers to attend the CB meetings as a representative but has had no responses. At the last Provider Forum, the providers appointed Bridget Cooper as the representative.</p> <p data-bbox="252 972 1437 1077">LB explained that as this decision was only taken by providers a couple of days ago, it was too short notice for Bridget to attend this CB meeting. AT will provide Bridget with the dates of the CB meetings for the rest of the year.</p> <p data-bbox="252 1115 676 1149"><i>Reporting to CMT/Cabinet:-</i></p> <p data-bbox="252 1187 1437 1337">LB and IR have spoken about the best way of briefing Portfolio Holders of CB decisions. It was agreed that a briefing paper would be prepared by LB after each meeting, summarising the key decisions. This will be used to brief Portfolio Holders and other key partners e.g. South West PCT, Members, Probation etc.</p> <p data-bbox="252 1375 552 1408"><i>Sure Start Update:-</i></p> <p data-bbox="252 1447 1437 1518">LB, CS, Sarah Carter and Rita Cheatle met and discussed the pilot Sure Start Model for Older People. See Agenda Item 7.</p> <p data-bbox="252 1556 691 1590"><i>Team Service Plan 2006/07:-</i></p> <p data-bbox="252 1628 1437 1733">LB has tried to contact Mike Cox on a number of occasions regarding the Health Care Standards but has not yet been able to obtain a copy of them. LB will continue to chase this.</p>

Access Housing Benefit Database:-

LB contacted Nadine Cook regarding read only access to the HB database. Nadine was looking into the Data Protection implications of this request and no response has yet been provided. However, as the IT system is now being upgraded, Saffron will be able to interface directly with Spocc. As such, access to HB will not be required.

Inflationary Increase:-

All providers have been informed that they will receive a 2.2% inflationary increase for 2007/08.

Service Evaluation Update:-

LB stated that a formal mechanism has not yet been put in place to annually review the Commissioning Plans. However, this will be completed by the time the first review is required. This will involve consulting with stakeholders and service users.

A meeting was not arranged between AB and LB to discuss the ESE Project Group for offenders. LB is drafting the Commissioning Plan for this client group and Probation will provide comments / additional information as required.

Risk Report:-

The Risk Log was updated with all changes as agreed by the CB at the last meeting.

Performance – Staff Levels:-

AT assessed all providers in terms of their performance on staff levels. Providers have been informed whether they are required to continue to return staffing levels or not. AT informed the CB that 6 providers are continuing to complete this return and 6 providers are no longer required to.

Diversity:-

CS has not yet contacted TRUST regarding needs assessments for BME and marginalised groups.

2.

Budget Update

A report was provided regarding the current budget to date and the predicted spend for next year.

LB explained that there will probably be a small under spend this year and next year we have for the first time an increase in funding from DCLG. The CB are required to decide what the additional funding will be used for.

In addition to the increase in grant, Supporting People have also made some efficiencies for next year. LB explained that this was due to value for money negotiations with two contracts that resulted in a reduction in the Contract Price. CS congratulated Sarah Carter, SP Contract and Finance Manager on this work.

Growth Development:-

All the recommended growth developments were discussed and the CB agreed whether to commit SP funding to each. The decisions made were:

1. **2.2% Inflationary Increase** – agreed at previous CB meeting.
2. **£25k increase to Charles Street Hostel due to current staffing levels.**
LB explained that when the SHMG amount was removed from Charles Streets' Contract Price, Ashley Homes agreed that the service would still be viable. However, after looking at the finances of the service now that Family Mosaic are taking over it is clear that the service cannot run efficiently on the current funding levels. Family Mosaic have therefore asked for additional funding to appropriately staff the service. In addition to the £25k, Family Mosaic have asked for an additional payment of £7.5k to pay for an additional manager for 3 months to help the transition arrangements. The CB agreed both of these.
3. **£10k contribution for Women's Refuge Sanctuary Scheme.** IR explained that there is a need to provide a Sanctuary Scheme in Thurrock, which will cost £30k. Supporting People have been asked to provide £10k of funding as a contribution. The CB approved this recommendation.
4. **£20k for Sure Start in Later Life Pilot.** LB explained that the Sure Start Pilot is currently running for 6 months. Depending on the evaluation after this, the pilot may want to be extended for a further 6 months. The CB stated that the decision of whether to fund another 6 months will be taken when the findings of the evaluation are available.

LB informed the CB that if all the above are agreed (including the additional £20k for Sure Start), there will still be approximately £25k left for further service developments.

3. Service Evaluation Update

LB provided a report to update the CB on the Enhanced Service Evaluations.

Mental Health:-

The Mental Health Commissioning Plan has just been completed (in first draft) and a copy was provided to members. The CB agreed to read this plan and feedback comments / suggestions to LB. LB stated that this plan has largely been written without the support of the ESE Project Group, due to lack of commitment to the meetings. ZD agreed to add the Commissioning Plan to the agenda of the next Partnership Board meeting and LB can attend to discuss it. ZD will provide LB with the date of the next meeting.

Gypsies / Travellers:-

LB explained that Sue Wellard has interviewed several gypsies / travellers and a report is currently being written. Several people interviewed stated a wish to receive support and Family Mosaic have agreed to provide a small amount of floating support if this is agreed by the CB. As the take up of the service will probably be quite small, a new floating support service specifically for gypsies / travellers would not take much resources, but would be a valuable service to those few people who require support.

IR suggested that this could be made into a sub-regional service with Essex and possibly Southend. LB agreed to speak to Family Mosaic and Essex regarding this.

Ex-Offenders:-

As previously stated LB is currently drafting the Commissioning Plan for Ex-Offenders. It is anticipated that this will be completed in the next couple of weeks. AB agreed that when this is completed, it will be taken to the next Probation Board meeting.

Discussion re Commissioning Plans:-

CS asked to what extent LB felt the Commissioning Plans are meeting the standards set at the beginning of the ESE's.

LB said that he feels the completed plans are dynamic and have achieved what was required. They have all resulted in service development. However, there has been problems regarding other groups taking ownership of the plans and helping to write them. Therefore, it may seem that the plans are only Supporting People's "vision" of what future services should look like, rather than all stakeholders.

CS agreed with LB's comments, and asked that the next Update Report contains a section on the impact of the plans (i.e. a self assessment of whether the plans are making a difference to the way services are being provided) and whether they are

	meeting the standards set at the beginning of the ESE's.
4.	<p><u>Risk Report</u></p> <p>A Risk Report was provided to the CB members. AT explained that there are no new risks to be added to the Risk Log, no risks to be removed, and no changes to the current risk scores. However, one risk on the Log has been identified as becoming manifest. This is:</p> <ul style="list-style-type: none">• Provider does not comply with Action Plan (from Validation Visit) <p>AT explained that whilst providers are required to work with the SP Team to meet minimum standards under the terms of their Contract, one provider has continually failed to meet the requirements of an action plan set when the provider failed their Validation Visit. The CB consequently decided not to renew the providers contract for the service in April 2007 when their current Interim Contract comes to an end. An alternative provider has been approached to temporarily provide the service for a period of one year, in which time a full tender will be undertaken.</p> <p>It was agreed that the control measures in place did not fail because they were followed and all appropriate action was taken. As such, the Risk Log will be updated to record the manifest date, but there will be no changes to the current risk scores. This was agreed by the CB.</p>

5.	<p><u>Performance</u></p> <p><i>Under Performance Issues:-</i></p> <p>AT provided a Performance Report for Quarter 3 2006/07. AT highlighted the main performance concern:</p> <ul style="list-style-type: none"> • Staff Levels for Teenage Parents – Accommodation Based and Floating Support Services. <p>The Teenage Parent Accommodation Based Service had 21.1% of hours not worked and the Teenage Parent Floating Support Service had 40.97% of hours not worked. AT explained that these two services, which are provided by the same organisation, are consistently under performing each quarter on this indicator. The reasons provided by the organisation when investigated are that there has been some significant long term sickness and the provider has had difficulty obtaining cover staff from agencies, despite contacting 16 different agencies.</p> <p>A Contract Meeting was held between Sarah Carter and the Contract Manager of the services to discuss these issues. The concern was raised about why the provider cannot secure agency staff, when other providers do not seem to have a difficulty, and how service users are being adequately supported. It was also made clear that if performance does not improve, when the services go out to tender the provider it will be unlikely to win the tender since a large part of it is around good track record. The provider is currently investigating the issues raised.</p> <p>AT stated that whilst there has been other under performance in the quarter, all of the investigations have shown that the under performance is reasonable.</p> <p><i>Other Performance Issues:-</i></p> <p>The CB discussed the new Single Homeless Service. AT explained that this is the first quarter to be reported on and although it was only two months, the results were very positive and encouraging.</p> <p>The CB also discussed the percentage of service users from a BME group. The CB asked for a breakdown of the Ethnic Origins to be added to future performance reports, and to the Executive Briefing.</p> <p>Overall, Supporting People have met most of the performance targets.</p>
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6.	<p><u>Diversity</u></p> <p>As stated previously, LB has made contact with Rosemary from TRUST, who had drafted some letters to send out to stakeholders. However, since this time LB has been unable to make contact. LB will continue to try to contact TRUST.</p> <p>LB stated that a Diversity Plan should be put in place by next year.</p>
7.	<p><u>Sure Start Update</u></p> <p>CS gave an update of the Sure Start Pilot, which was commissioned as a result of the Older People Commissioning Plan. One worker from Family Mosaic Housing Association is carrying out this pilot and will be seeking people who require support but are not receiving it either because they didn't know it was available or because they didn't know how to access it. The pilot is being carried out in two areas, South Ockendon and Orsett. The results of the pilot will feed into the Local Area Agreement.</p> <p>IR and ZD suggested that if the pilot works well, a Sure Start Model could be used for other client groups such as BME groups.</p> <p>The pilot will be evaluated after 6 months and the results of this will be provided to the CB. A decision can then be taken regarding funding for further pilots.</p>
8.	<p><u>AOB</u></p> <p>Steady State Contract:-</p> <p>The CB were asked to approve an additional clause to be added to the Steady State Contract. The contract currently states that the Local Authority will decide whether an inflationary increase will be awarded each financial year. This allows the Authority to choose not to give an inflationary increase if there are insufficient funds. However, the contract did not allow for the providers to request to reduce service provision to cover the costs of inflation.</p> <p>The Legal Department have therefore drafted a new clause to state that in the event of no inflationary increase being provided, providers may request by way of a Variation Notice a reduction in service provision. The Local Authority will be required to agree the Variation. If an agreement cannot be reached, the matter can be referred for Dispute Resolution.</p> <p>The CB agreed the new clause.</p> <p>PCT Representative on the CB:-</p> <p>CB stated that due to the changes in the structure of the Authority, the Commissioning Body require a new representative from the PCT. Laura Mhlanga, Locality Director for the PCT has been contacted and will be attending future meetings.</p>

9.	<u>Agreed Actions</u>	<u>Action By</u>	<u>Completed By</u>
	LB to continue to liaise with TRUST to get the Equality Impact Assessments completed.	LB	ASAP
	AT to inform Bridget Cooper, Provider Representative on the CB, the dates of the CB meetings.	AT	ASAP
	LB to continue to try to get the Health Care Standards from Mike Cox.	LB	24/05/07
	LB to put a mechanism in place to annually review the Commissioning Plans.	LB	ASAP
	CS to contact TRUST regarding needs assessments for BME and marginalised groups.	CS	ASAP
	All to read the Commissioning Plan for Mental Health services and feedback comments / suggestions to LB.	ALL	ASAP
	LB to contact Family Mosaic and Essex County Council regarding a sub-regional floating support service for gypsies and travellers.	LB	ASAP
	ZD to add the Commissioning Plan for Mental Health Services on the agenda for the next Partnership Board and give LB the date for him to attend.	ZD	ASAP
	LB to complete the Commissioning Plan for Ex-Offenders as soon as possible and circulate to the CB.	LB	End March
	LB to include in the next Service Evaluation Update Report an assessment of the impact the plans have had and whether they have met the standards set.	LB	24/05/07
	AT to update the Risk Log.	AT	ASAP
	AT to add to the Performance Reports a breakdown of the Ethnic Origins that make up the percentage of service users from a BME ethnic origin.	AT	24/05/07

	LB to provide the CB with the results of the evaluation of the Sure Start Pilot.	LB	When Available
10.	<p><u>Future Meetings</u></p> <p>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>		