

Minutes of Meeting

RECORD OF DISCUSSION – STRATEGIC

Date: 17th September 2007

Meeting Name: Commissioning Body Strategic Meeting

Present:

Alex Bamber – Assistant Chief Probation Officer

Les Billingham – Supporting People Manager

Bridget Cooper – Family Mosaic Housing Association, Provider Representative

Ian Rydings – Head of Housing, Accountable Officer

Colin Slasberg – Head of Business Management, Chair of CB

Ann Laing – Supporting People, Minute – Taker

Apologies for Absence:

Jana Burton – Interim Head of Adult Social Care

Laura Mhlanga – Locality Director for Thurrock Area, South West Essex PCT

Item	Matters Discussed / Agreed
1.	<p data-bbox="252 230 655 266"><u>Minutes and Matters Arising</u></p> <p data-bbox="252 304 464 340">Minutes noted.</p> <p data-bbox="252 378 595 414"><u>Actions Outstanding:-</u></p> <p data-bbox="252 452 416 488"><i>Diversity:-</i></p> <p data-bbox="252 526 1437 667">A full list of Equality Impact Assessments (EIA's) to be undertaken has been produced. The actual assessments still need to be carried out. Two have been completed and in both cases there were only minor changes that have been put in place.</p> <p data-bbox="252 705 1437 779">LB is still to meet with TRUST to decide a way forward to engage BME and other hard to reach groups. See Agenda Item 9.</p> <p data-bbox="252 817 746 853"><i>Enhanced Service Evaluations:-</i></p> <p data-bbox="252 891 1437 965">LB did not receive any comments from the CB regarding the ESE Evaluation Tool. The CB approved the tool.</p> <p data-bbox="252 1003 1437 1077">No feedback was provided on the Mental Health Commissioning Plan. The CB approved this plan.</p> <p data-bbox="252 1115 1437 1189">The Mental Health Commissioning Plan was taken to the Partnership Board. No feedback was provided.</p> <p data-bbox="252 1227 1437 1330">LB met with Kevin Dowling and regarding the Mental Health Commissioning Plan. Kevin is currently drafting a small strategy on how the actions identified in the Commissioning Plan will be implemented.</p> <p data-bbox="252 1368 1437 1442">AB presented the Offenders Commissioning Plan to the EPA Board. The plan was received positively and the Commissioning Plan was approved.</p> <p data-bbox="252 1480 1437 1697">LB and BC met regarding the possibility of having a sub-regional floating support service for gypsies and travellers. BC explained that she approached Basildon, who stated that they do not require a specific floating support service for gypsies and travellers. However, a draft leaflet has been produced to promote the floating support service and BC is attending the next Multi-Cultural Group Meeting on the 29th October to establish the best way forward with this.</p> <p data-bbox="252 1736 416 1771"><i>Risk Log:-</i></p> <p data-bbox="252 1809 1374 1845">AL updated the risk log with the changes agreed by the CB at the last meeting.</p>

	<p>Performance:-</p> <p>LB provided a report identifying the Health Care Standards that link to SP. The CB discussed the indicators identified and agreed which ones SP have a direct link with. CS asked for the report to be expanded to explain how SP contributes to each indicator. CS also asked for teenage pregnancy to be added because although there is not a specific Health Care Standard, this is a very important indicator to Health and SP make a significant contribution to it. LB agreed to speak to Rita Cheatle to see if there are any other links to Health.</p> <p>AL provided after the last meeting a report comparing the percentage of BME Ethnic Origins in SP services to the Thurrock Profile.</p> <p>Provider Representative:-</p> <p>A standing item on Provider Issues has been added to the Agenda.</p> <p>Sure Start Project:-</p> <p>See Operational Agenda.</p>
2.	<p><u>Budget Update</u></p> <p>A Budget Report was provided up to 07/10/07. This shows that there is currently an under spend of approximately £34,500 when compared to the Budget to date.</p> <p>Supporting People have also saved approximately £4,000 more than expected when compared to the predicted expenditure to date. This is largely due to voids in Block Subsidy schemes.</p> <p>The CB agreed that the budget is very healthy discussed possible investments for the funding. Two possible options are as follows:</p> <ul style="list-style-type: none"> • Commissioning a pilot Mental Health Floating Support Service. LB explained that the mental health services are due to be procured next and as the Commissioning Plan identifies a need for a floating support service, this could be piloted in preparation for the tender so we would have a specification. • Extend the Sure Start Project for another 6 months rather than three in two new areas. <p>The CB asked LB to provide a report detailing all the proposed options.</p>

3.	<p><u>Enhanced Service Evaluation Update</u></p> <p>LB provided the draft Homeless Families Commissioning Plan. LB explained that there has been very good input from Sarah Gardiner, Housing Needs Manager as well as other stakeholders. The general feeling of the group was that the current service is adequate in terms of quantity of provision, but that it needs remodelling. Refurbishments to the building have already started, with Family Mosaic Housing Association carrying out the major works. However, the building requires a complete remodel to turn the current shared facilities into self-contained flats with communal areas. This will require capital funding.</p> <p>There is also difficulty in finding a balance between families and single homeless people. The demand for each of these groups fluctuates throughout the year and the new service will need to be flexible to meet these needs, whilst still taking into consideration issues like child protection etc.</p> <p>The Commissioning Plan also identifies a need for a small intensive support service for those families with chaotic lifestyles and histories of repeat homelessness. This could be in the form of one block of the hostel.</p> <p>The provision of the Homeless Families Hostel is currently being procured.</p> <p>CS suggested the possibility of making the service a therapeutic service for dysfunctional families whereby homelessness is not the primary eligibility criteria for the service. In many cases homelessness is a byproduct of dysfunctional families with chaotic lifestyles and if the service was not limited only to homeless families then it could become a truly preventative service.</p> <p>LB agreed that this would be the long-term vision for the service. However, the hostel would need to be completely remodelled which would require capital funding. In addition, there is a statutory responsibility to provide services for homeless families and at times there is not enough provision for this so if the service was opened up to people who are not homeless, there would not be enough provision for homeless families.</p> <p>The CB agreed that this should be the long-term aim of the service, and CS asked for this to be included in the Commissioning Plan.</p>
4.	<p><u>Regional Strategy</u></p> <p>A report was provided to the CB by the Supporting People East Region Group (SPERG) regarding their intention to produce a Regional Strategy that will outline the direction of travel for the SP Programme and the strategic priorities identified in the East Region 2008-2011.</p> <p>The CB considered the report provided and approved the proposal of having a Regional Strategy.</p>

5. Contract Rationalisation Project Update

A Project Status Report was provided detailing where the project is at to date. LB explained that the Report is extremely positive, although an issue has now been raised since the report was written:

The TRACS System is going to be used to amalgamate and compare SP and Social Care contracts data across the region to show where there are matches and simulate models etc. However, this system is not fully operational yet and it is unknown whether the problems with the system can be fixed. If they can't then analysis can still be made but this would have to be done manually and would take a considerable amount of time and resources.

Meetings have been held with 6 Local Authorities in the region out of 10 and there has been very positive feedback from all of these.

LB explained that Sarah Pickup is also working on a separate project regarding the introduction of a regional Social Care Contract, complete with a single contract management process that could also be linked with ours. This would mean that where a person needs to be placed out of Borough, there would be a fixed price and the host Authority would take responsibility for monitoring the placement etc. LB stated that he is due to speak to Sarah soon to explore the possibility of linking the projects together although there may be a resource issue. LB will update the CB with more information.

6.

Risk Report – Programme Risk

The Programme Risk Report tabled outlined two risks to be removed from the Risk Log. These were:

- Provider does not agree with the terms of the Contract. All providers have now been issued Steady State Contract.
- Risk to the Administration of the SP Programme as a result of the National Strategy from CLG. There was the possibility that the National Strategy would fundamentally change the way the SP Programme is run. However, the Strategy indicates that the programme will remain the same for at least the next couple of years.

There were no amendments to risk scores.

One new risk was identified to be added to the Risk Log:

- The Council's Organisational Restructure may fundamentally change the administration of the SP Programme, leading to possible loss of quality of the programme. The controls in place are that the Commissioning Body is responsible for ensuring the quality of the programme is not lost during a restructure. This risk was assessed as Risk Level 5 and Impact Level 3. The total risk score is 8.

The CB agreed the Risk Report. AL to amend the Risk Log.

CS explained to BC to inform other providers that the Council is having a restructure and Supporting People will be moving from Housing to Social Care. SP will now sit under the Head of Strategic Commissioning. As this is currently a vacant post, IR agreed to continue as the Accountable Officer until a person is appointed. At this point the governance arrangements of the CB will need to be addressed because the new post will be the Accountable Officer and IR will become a voting member. Members will need to vote who should be the Chair.

7.	<p><u>Performance</u></p> <p>AL provided a report on Overall Service Performance for Quarter 1 2007/08.</p> <p>Overall there was under performance on four indicators. These were:</p> <ul style="list-style-type: none"> • Single Homeless Service – Average Length of Stay of Service Users. The target was 35 days and the actual was 60 days. This was due to lack of move on accommodation for service users. • Single Homeless Service – Percentage of People in Employment, Education and Training. The target was 50% and the actual was 30.43%. • Percentage of Contract Compliance Meetings Undertaken. The target was 25% and the actual was 8.3%. This indicator has under-performed because all providers had a Contract Meeting in the last quarter so the Steady State Contracts could be issued. • Percentage of New Service Users from a BME Ethnic Origin. The target was above 5% and the actual was 3.55%. <p>The CB also looked at the Percentage of New Service Users in the Quarter from a BME Origin in comparison to the Thurrock Profile. This quarter there were only 5 new service users from a BME Origin out of a total of 142. Although this figure is quite low, the average for last year was 9%.</p> <p>CS asked AL to check which Thurrock Profile is being used for the report to ensure it is the most up to date data. CS also asked for the introduction of an annual indicator on the total number of service users from a BME Origin as a percentage of all service users who have accessed the service in the year. This would provide an overall picture of the amount of BME Origins as the quarterly indicator is only for new service users.</p>
8.	<p><u>Communication and Participation Strategy</u></p> <p>The Communication and Participation Strategy has been reviewed and amended to ensure it is up to date and relevant.</p> <p>The CB reviewed this Strategy and approved the changes.</p>
9.	<p><u>Diversity</u></p> <p>LB explained that there has recently been difficulty in engaging with TRUST. Rosemary from TRUST worked with LB a few months ago to send letters out to people from BME and marginalised groups but there was no response and no further work has been undertaken in this area.</p> <p>LB added that Enhanced Service Evaluations will also be carried out for women-only services and BME services. Specific Commissioning Plans will be produced. For the Women-Only Commissioning Plan, LB has met with SERICC who are very interested in being involved in this work but there are no links with TRUST to undertake the BME Commissioning Plan. LB will contact TRUST regarding this.</p>

10.	<p><u>Provider Issues</u></p> <p>BC explained that there are no provider issues to be discussed as there hasn't been a Provider Forum since the last CB meeting. BC stated that there has been a lack of involvement from providers generally and she had met with Look Ahead to discuss ways of getting providers interested.</p> <p>BC said that she will produce a report from each CB meeting and send round to providers electronically so that they are aware of the decisions being taken regarding SP.</p>																				
11.	<p><u>AOB</u></p> <p>No issues were raised under any other business.</p>																				
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	<p>Programme Risk:-</p> <p>AL to amend Risk Log.</p> <p>Performance:-</p> <p>AL/LB to expand the report on the Health Care Standards that link to SP with how SP contributes to each indicator. Teenage Pregnancy also needs to be added as an additional indicator.</p> <p>LB to speak to Rita Cheatle to see if there are any other links to Health.</p> <p>AL to check which Thurrock Profile is being used in the performance reports to ensure it is the most up to date.</p> <p>AL to introduce an annual PI on the total number of service users from a BME Origin as a percentage of the total number of service users who have accessed SP services in the year.</p> <p>Diversity:-</p> <p>LB to complete all Equality Impact Assessments (EIA's) that have been identified.</p> <p>LB to contact TRUST to produce a BME Commissioning Plan.</p>	<p>AL</p> <p>AL / LB</p> <p>LB</p> <p>AL</p> <p>AL</p> <p>LB</p> <p>LB</p>	<p>As soon as possible</p> <p>27/11/07</p> <p>27/11/07</p> <p>27/11/07</p> <p>31/03/07</p> <p>As soon as possible</p> <p>As soon as possible</p>
13.	<p><u>Future Meetings</u></p> <p>Tuesday 27th November 2007 10.00am – 12.00pm</p> <p>Colin Slasberg's Office CO1 – First Floor Civic Offices New Road Grays Essex</p>		