

Minutes of Meeting

RECORD OF DISCUSSION

Date: Thursday 19 June 2008

Meeting Name: Commissioning Body Strategic Meeting

Present:

Alex Bamber – Assistant Chief Probation Officer, Chair of CB

Les Billingham – Supporting People Manager

Bridget Cooper – Head of Operations East, Family Mosaic HA, Provider Representative

Roger Harris – Head of Strategic Commissioning and Resources, Accountable Officer

Billy Rae – Interim Head of Housing

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

Apologies for Absence:

Jana Burton – Interim Head of Adult Social Care

Colin Slasberg – Head of Business Management

Item	Matters Discussed / Agreed
1.	<p data-bbox="252 230 655 266"><u>Minutes and Matters Arising</u></p> <p data-bbox="252 304 488 340">Minutes Agreed.</p> <p data-bbox="252 378 604 414"><u>Action's Outstanding:-</u></p> <p data-bbox="252 452 711 488"><i>Minutes and Matters Arising:-</i></p> <p data-bbox="252 526 1437 629">BC reported that the multi-cultural group meeting has still not taken place to discuss a floating support service for gypsies/travellers. BC suggested that she would contact Melanie Teo to move this forward.</p> <p data-bbox="252 674 1437 889">RH explained that as CS will no longer be attending the CB meetings, RH would take over any actions outstanding on CS's behalf. As there has not been a health representative on the CB for some time, CS was going to contact Mark Ansell regarding how Supporting People link to targets for health inequalities to establish firmer contacts. RH stated that he would look into who would be the best representative to attend the CB meetings.</p> <p data-bbox="252 934 1437 1149">CS was also in discussions with Selena Bolingbroke regarding how the CB will fit into the LSP. LB explained that in most other authorities, one of Supporting People's main performance targets have been selected as one of the 35 outcomes for the LAA. However, this has not happened in Thurrock and there are concerns that there are no agreements in place yet. RH suggested this be discussed in a separate meeting in more detail.</p> <p data-bbox="252 1187 767 1223"><i>Contract Rationalisation Update:-</i></p> <p data-bbox="252 1261 539 1296">See Agenda Item 4.</p> <p data-bbox="252 1335 839 1370"><i>Programme Risk – Quarter 3 2007/08:-</i></p> <p data-bbox="252 1408 1243 1444">AL amended the risk log with the changes agreed at the last meeting.</p> <p data-bbox="252 1482 1010 1518"><i>Overall Performance Report – Quarter 3 2007/08:-</i></p> <p data-bbox="252 1556 1437 1659">AL was unable to contact Keith Fenton to check if there are more up-to-date BME population figures than the 2003 consensus. However, the new Profile Report produced still uses the 2003 data.</p> <p data-bbox="252 1697 1010 1733"><i>Memorandum of Understandings (MOU) Review:-</i></p> <p data-bbox="252 1771 539 1807">See Agenda Item 9.</p> <p data-bbox="252 1845 416 1881"><i>Diversity:-</i></p> <p data-bbox="252 1919 557 1955">See Agenda Item 11.</p>

2.

Budget Update

AL provided reports on the predicted expenditure for 2008/09, and current spend to date. These reports show that there is an under spend predicted of approximately £115k. This includes all the new service developments agreed at the last CB meeting. There will also be a larger under spend than this because the new services have not commenced yet, saving an additional £44k from the budget so far.

LB explained that this funding could be used to reinvest in new Supporting People services. There are not large gaps in service coverage, but significant unmet need in some areas.

Examples of options available are:

- Sure Start for Older People – Rita Cheatle is currently working on a project called Contact and Connect, which could be wholly or partly funded by SP.
- Expansion of existing services where there is known demand and significant waiting lists for services.
- An outreach service linked to the CAB
- Rent damage bonds to use with private landlords to help the issue of move on.
- Service for older people with alcohol issues, if there is evidence of demand.

LB also stated that there is £20k approved for the Contract Rationalisation Project on developing a regional standard.

The CB asked LB to provide a report on the options for investment available, including an update on the current new service developments and circulate to the CB by email.

LB also explained to BR that at the last CB meeting, Ian Rydings agreed to contribute some funding from the HRA to two SP service developments. The amounts agreed were:

- £10,000 for the Thurrock Women's Refuge to extend the floating support service.
- £12,000 for the Homeless Prevention Pilot Outreach Service.

LB confirmed that it had been agreed by Cabinet to use £60k of HRA money to fund services for vulnerable people. AL agreed to contact Mike Jones from Finance to email BR a copy of the Cabinet Report, at which point BR will need to give final authorisation to Mike in order for the funds to be transferred.

3.

Service Evaluation Update

LB confirmed that there are three Enhanced Service Evaluations (ESE's) to complete this year:

- Teenage Parents
- Domestic Violence
- HIV/AIDS (update from previous plan)

The Teenage Parent ESE is the first, and a Commissioning Plan will be completed by October, as the services will be going out for tender at this time.

In addition to the programmed ESE's, LB explained that Commissioning Plan's for BME and women only services need to be considered as there are specific issues for these groups.

AB suggested that if a women only commissioning plan is undertaken, it should include representation from the domestic violence courts. LB agreed that this would be appropriate and confirmed that LB has recently been asked to chair the domestic violence group and so the arrangements can be made through this group.

4. Contract Rationalisation Project Update

LB confirmed that the first phase of the project is almost completed.

The original project was to agree a single contract and schedules for services that are funded by both Adult Social Care and Supporting People. This was funded by the RIEP (previously the RCE).

This project was then extended to produce a single contracting framework for the East of England for the whole of Adult Social Care, which was commissioned by Sarah Pickup, of ADASS.

There have been two regional collaboratives so far, one to agree the terms and conditions of the contract, and the other to agree the service specification schedule and quality and performance schedules. The terms and conditions have been consulted on with all stakeholders and the specifications are currently out for consultation. There will be a third regional collaborative on the 17 and 18 July for the final agreement.

LB explained that ADASS are keen to see the regional standard implemented. We are currently looking for a couple of Authorities to act as “early adopters” to pilot the standard and see if it works on the ground. There will be a formal launch later in the year, and LB has agreed to free Sarah Carter, the Project Manager, one day a week to continue with the implementation after she returns to her substantive post in July. We are currently also trying to secure additional funding through Sarah Pickup to fund the consultant also working on the project.

RH asked if members would need to approve of the regional standard. LB confirmed that one cabinet report was submitted in January and it will need to go back after the consultation for final approval. LB also noted that this is strongly supported by ADASS and Directors.

The regional standard has a lot of national interest. It is a platform for lead commissioning and joint commissioning, and it will reduce bureaucracy and make significant efficiencies.

5.	<p data-bbox="252 194 552 230"><u>Procurement Update</u></p> <p data-bbox="252 266 606 302"><i>Mental Health Tender:-</i></p> <p data-bbox="252 338 1437 562">LB confirmed that the tender for all mental health services has been completed. The tender began in March and there were 15 applicants. This was shortlisted to 10 at the ITT stage, at which point it was further shortlisted to 6. One organisation withdrew their tender so five were interviewed and Richmond Fellowship were appointed. This is subject to official approval by RH and Cllr Arnold. Once approved, the new service will commence on the 1 October 2008.</p> <p data-bbox="252 598 711 633"><i>High Risk Offenders Service:-</i></p> <p data-bbox="252 669 1437 893">The CB agreed at the last meeting to commission a pilot one-year service for high-risk offenders, which was identified as a large gap in service provision. LB met with Jim Nicholson from DAAT and AB to agree a service specification, and five expressions of interest were received from current local providers. The ITT and final service specification need final approval from all parties, and then a short form tender will be undertaken with the five providers.</p> <p data-bbox="252 929 1002 965">Interviews will take place at the beginning of August.</p> <p data-bbox="252 1001 1437 1072">LB confirmed that if it is decided to continue the service beyond the year pilot, the service will need to be put out to a full competitive tender.</p>
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6. Service Review Process 2008/09

Sue Wellard (SW), Service Review Officer, has prepared a report detailing the proposal for a new Service Review Process.

LB explained that originally the Quality Assessment Framework (QAF) produced by the CLG (then ODPM) was used but it was considered extremely bureaucratic and focussed heavily on looking at policies and procedures with only a small amount of service user involvement. Due to this, when the QAF was made optional rather than mandatory, SW changed and amended the QAF to make it more targeted towards service user (and staff) involvement.

The original process took a long time to complete and so services were only reviewed every three years (in accordance with CLG guidance). However, the new process was far more streamlined and allowed reviews to be undertaken every year.

This year, SW has added to the new process to include a service development aspect. The new section will look at the services demand (waiting lists etc), future prospects, how service users/staff want to see the service developing etc. It will inform the Commissioning Plans and ensure that services are appropriate and meeting need.

BR asked if the service review process was weighted and LB explained that it isn't but the review is either a pass or a fail so providers have to meet all the criteria in order to pass their review.

AB confirmed that the review process is very robust and all CB members agreed the new process.

7.

Programme Risk – Quarter 4 2007/08

AL advised the CB that no risks have become manifest in the quarter, but that there is a new risk to be added to the risk log:

- Loss of funding for the SP programme as a result of the SP Grant moving into the Area Based Grant (ABG) in 2009.

The consequences of the risk occurring are that services will be lost and ultimately vulnerable people will be unable to access the support they require.

The controls in place are that the SP Programme will be linked to Local Area Agreement (LAA) in terms of contributing to meet the targets/outcomes of the Council. As the LAA determines the allocation of funding, the SP programme should not lose significant funding.

AL assessed the new risk as follows:

- Probability Score = 3 (Medium)
- Impact Score = 5 (Very High)
- Total Risk Score = 8 (High)

The CB agreed this and AL will add it to the risk log.

RH asked if the risk log feeds into corporate, and LB confirmed that it doesn't but that they approved the template and process.

As BR and RH are new members to the CB, BR asked to see the high risks from the risk log. AL agreed to email members this (risks assessed as 8, 9 and 10).

8.

Performance of Services**Overall Performance – 2007/08:-**

AL provided a report on the performance of services for 2007/08. AL explained that overall, services have performed well. Out of 13 indicators, only 6 under performed.

The main instances of underperformance in the year are:

- **Move On** – Performance reduced in the last two quarters of the year. However, the under performance was not significant, the largest under performance being only 6.43%.
- **Percentage Male / Female** – Services did not meet the 50% target throughout the year, however again this under performance was not significant. The largest under performance was 5.65%.
- **Percentage BME** – Quarter 1 was the only quarter that under performed in the year. However, performance has significantly improved since then, and has continued to improve quarter on quarter.
- **Percentage Non-Host** – Three out of four quarters under performed in the year. However, performance has improved quarter on quarter, with a significant improvement in quarter 4. The largest under performance was only 1.9%.
- **Single Homeless Outcomes – Average Length of Stay** – This service failed to meet the target throughout the year. However, the last quarter of the year showed a significant improvement.
- **Single Homeless Outcomes – Appropriate Employment / Education / Training** – This service failed to meet the target throughout the year. The service consistently improved for the first three quarters, but then the last quarter showed a significant reduction in performance. However, there was a large influx of referrals and it was expected that it would take some time to be able to start working with the new service users on this outcome.

Benchmarking Report – Quarter 3 2007/08:-

AL explained that that benchmarking report for the two key national performance indicators shows that Thurrock long-term services have performed the same or better than similar services both regionally and nationally in terms of maintaining service users independence. Accumulatively, only one client group has performed worse (mental health services) due to one service user abandoning their tenancy to return to their family home.

For the short-term services, Thurrock services performed to a higher standard than regionally and nationally in terms of planned move on, with an overall percentage of 18% higher. There was only one client group that did not perform better, which

	was Homeless Families services. This was due to 6 evictions in the quarter.
9.	<p><u>Memorandum of Understandings Review</u></p> <p>The Memorandum of Understandings (MOU) for the CB is due to be reviewed and updated. At the last meeting, it was agreed to send the MOU by email with suggested changes. However, no responses were received at the time. There will now need to be a couple more updates, as there has been a change in CB membership.</p> <p>AL agreed to update the MOU with the additional changes and email to members for final approval.</p>
10.	<p><u>Supporting People Regional Strategy</u></p> <p>The Supporting People East Region Group (SPERG) has produced the final version of the Supporting People Regional Strategy. Copies were provided to the CB. LB stated that this was just to note as it contains the regions priorities.</p>
11.	<p><u>Diversity</u></p> <p>LB stated that the EIA's have not been signed off by the Diversity team yet as they are currently having an inspection. Action to be carried forward to the next meeting.</p> <p>LB contacted TRUST and work will be starting on the BME Commissioning Plan.</p>
12.	<p><u>Provider Issues</u></p> <p>BC updated that CB on the Provider's Forum. There have been issues recently in getting commitment from providers to attend the forum due to lack of interest, so BC, in conjunction with Eoin Keogh from Look Ahead Housing and Care, have re-launched the forum. The first meeting is scheduled for the 15 July 2008.</p> <p>BC explained that each meeting will target specific issues, for example the LAA and the removal of the ringfence on the SP Grant. Issues raised will be fed back to the CB for comment, and BC will update the providers on items discussed at the CB meetings.</p>
13.	<p><u>AOB</u></p> <p>The CB agreed to re-arrange the next two CB meetings from August and November to September and December as this meeting was delayed.</p>

14.	<u>Actions</u>	<u>Action By</u>	<u>Completed By</u>
	<u>Minutes and Matters Arising:-</u>		
	BC to contact Melanie Teo regarding the possible floating support service for gypsies and travellers.	BC	As soon as possible
	RH to contact the appropriate Health representative to join the CB.	RH	As soon as possible
	<u>Budget Update:-</u>		
	LB to provide an options for investment report for the predicted under spend of the SP grant and circulate to the CB.	LB	As soon as possible
	AL to contact Mike Jones from Finance to send BR a copy of the recent Cabinet Report showing details of the agreed funds for services for vulnerable people. Once received, BR to confirm authorisation to Mike Jones for the transfer of the £22,000 contributions to the SP budget.	AL & BR	As soon as possible
	<u>Programme Risk – Quarter 4 2007/08:-</u>		
	AL to amend risk log in light of agreed changes.	AL	As soon as possible
	AL to email members a copy of the risk log for the high risks (risk levels 8, 9 and 10).	AL	As soon as possible
	<u>Memorandum of Understandings Review:-</u>		
	AL to make additional amendments to the MOU and circulate to the CB for final approval.	AL	As soon as possible
	<u>Diversity:-</u>		
	LB to ensure the EIA's signed off by the Diversity Team.	LB	15 September 2008

15.	<p><u>Future Meetings</u></p> <p>15 September 2008: 10am – 12pm</p> <p>Venue: Roger Harris' Office CO1 – First Floor Civic Offices Grays Essex</p>
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