

Warwickshire Supporting People (SP)

'Supporting you to Build an Independent Life'

Briefing – January 2009

Staff Update

Phil Deakin is not expected to return to work until February 2009. Rachel Norwood continues to cover Phil's role in his absence.

The SP Administration Officer, Sonu Copson, has commenced in post. The SP Procurement Officer, Clair Johnson, has commenced in post.

Hugh Gaster has commenced in post as an SP Commissioning Officer.

The LAA Target for the SP Indicator NI 141

A briefing was presented to the Healthier Communities and Older People's Block Partnership Board, where the Board accepted that the targets for this indicator were too stretch. The Board agreed that SP approach the Government Office in the West Midlands to re-negotiate these targets. A meeting has been held between Supporting People and the CLG SP Regional Advisor to discuss what would be considered reasonable targets by the CLG. This has been based on benchmarking against other Authorities, annual performance trends in Warwickshire over the last 3 years, the potential impact of newly tendered services and the current range of services reporting on KPI 2 in Warwickshire. The SP Commissioning Body has approved newly proposed targets for NI 141. A decision by the Government Office is yet to be made.

If new targets are approved then partners and providers will be informed. The SP team intend to then translate the % targets into number of individual people in order to make the target more real to services. Targets can then be set for number of people by district and by service as well as overall for the County. A revised delivery plan must be submitted by SP for the new financial year.

Strategic Reviews Update

The Strategic Review for services for people with mental health problems has commenced with the Project Initiation Document being finalised and a Provider and Stakeholder event planned for 24th February 2009. Invites have been sent out.

The draft final report for the Strategic Review of Older People's service is being completed. Consultation on the report will then commence.

SP On Line Directory Improvements

The SP website has been updated and improvements made to make it more accessible with more information included. A significant improvement is the printing facility for service details, which now prints only the required information and not the headers and footers from each page. Please can providers check the accuracy of the information for their services and let SP know of any incorrect information.

District & Borough Move On Protocols

These have now been finalised and agreed by the Core Strategy Group and Commissioning Body. They will then be available on the Supporting People website. If there are any queries about a District or Borough's individual Move On Protocol please contact the District or Borough concerned.

Quarter 2 Performance Report

Additional information now in the report is benchmarking against data from other Authorities for outcomes achieved by service users as well as some analysis regarding ethnicity and client groups for outcomes data.

Performance

Overall the numbers of people maintaining independent living is very positive. In quarter 2 of the current year 98.91% of people in these services maintained independent living.

There is a lower percentage of people achieving more independent living from short term accommodation services (KPI 2) compared to those maintaining independent living. In quarter 1 of 2008/09 it was 63.69% and in quarter 2 this increased to 64.14%.

This provides a cumulative percentage for KPI 2 (NI 141) for the half year of 63.9%, which is a slight increase on the annual percentage for 2007/08 which was 63.21%. The Local Area Agreement target for this indicator in 2008/2009 is currently 70.29%, although this is under review.

Outcomes

The highest percentages of positive outcomes for each of the areas of support have been achieved in the areas of client maintaining independent living as a result of assistive technology or adaptation (88%), client supported to minimise risk of harm from others (89%), client supported to better manage self harm (85%) and client supported in developing confidence and ability to have greater choice, control and involvement (85%).

The lowest positive outcomes were in client supported to obtain paid work (26%), client supported to participate in training or education (55%), client supported to participate in work like activities (63%) and client supported to better manage their substance misuse (59%). The main reasons cited for this are due to clients being unwilling to engage with support or ceasing to use the service before the outcome was achieved.

For both obtaining paid work and participating in training, Warwickshire performs only slightly worse than the West Midlands and England Average. For managing substance misuse Warwickshire's performance is actually higher than the West Midlands and England averages. The best performance when compared with other authorities is observed for Clients Supported to Better Manage Self Harm. For this support need Warwickshire's performance was 16 percentage points above the West Midlands average

New Clients

The largest client group for new clients to Supporting People services is Women at Risk of Domestic Violence (149) followed by Generic/Complex Needs (105) and Single Homeless with Support Needs (84).

The largest numbers of clients who are not White British have a primary need of Women at Risk of Domestic Violence. This may be accounted for by the existence in the County of a Women's Refuge specifically for women from Black & Minority Ethnic communities. The second largest numbers of clients who are not White British are for Single Homeless with Support services of which there are 6 clients.

CLG Minor Repairs and Adaptations 'Handyperson' Funding Bid

Warwickshire has submitted a bid for funding to expand the current limited 'Handyperson' services in Warwickshire through an expression of interest opportunity from the CLG. The maximum allocation for Warwickshire is approx. £300k over 2 years.

Warwickshire has also submitted a bid for an enhanced service based around a targeted housing options service for Older People specifically to target those at risk, including older people at risk of falls and people preparing for hospital discharge. The funding for Enhanced Services will only be allocated by the CLG to between 10 and 20 Authorities.

It is anticipated that CLG will make a decision regarding the bids in February with funding for successful bids commencing in April/May 2009. SP will keep partners and providers informed.

Further details can be found on the National SP website, the SPK web at:

<http://www.spkweb.org.uk/Subjects/Repairs+and+Adaptations+Handyperson+Funding+2009+-+11/>

Service User Involvement in SP

Service User (SURGe) meetings have been reviewed and changes were proposed to CSG including changes to the location and times of meetings for service users. The changes respond to the growing number of people attending meetings, different needs of people from different client groups to ensure positive engagement for as many people as possible and budget implications for transport and lunch for growing numbers of attendees. The main changes are:

- To have three local meetings South Warwickshire (Leamington), North Warwickshire (Nuneaton) and Rugby.
- To have dedicated meetings, maybe within services themselves for those client groups who do not wish to or are unable to engage with a group setting like SURGe. For example, Travellers and Gypsies, people fleeing Domestic Violence, Young Parents, Offenders, Homeless and Young People
- To make the Rugby meeting an evening meeting, this is the area that fed back that they needed an evening meeting.
- To make all meetings bi monthly which will mean that agenda items can be planned well in advance and longer timescales can be given for pieces of work meaning everyone gets the opportunity to have an input.
- To encourage attendance at local meetings and provide encouragement and support to use independent travel means. This will include a peer support system for those not confident using public transport.
- To have a bi yearly conference for all members to meet and work on wider Supporting People issues.
- To have quarterly representative meetings for those attending CSG meetings and other SP meetings and leading on consultations and training events.
- To have an ongoing training programme and develop a data base of service users trained in meeting techniques, service user reviews, consultations and training.

Please promote SURGe and the activities of Voices for Choices with your service users and contact Voices 4 Choices for further information about SP service user engagement if you have any queries on 02476 700356.

SP Programme Grant Update

The Minister of State for Local Government has announced changes to the Supporting People programme grant. In 2009/10 the Supporting People programme grant will be paid under section 31 as an unringfenced named grant and from 2010/11 will be paid as part of the Area Based Grant. This removal of the ring fence provides councils with the opportunity to come up with flexible and innovative ways to support vulnerable people in a range of different situations.

Communities and Local Government are developing a transition package to support the delivery of Supporting People in a non-ringfenced environment, as we move towards inclusion of Supporting People into the Area Based Grant from 2010/11.

The CLG letter to Local Authorities and information about the transition package as well as details to attend free regional events is available at:

<http://www.spkweb.org.uk/Subjects/Pathfinders+%28Area+Based+Grant%29/>.

Needs Analysis Refresh

The refreshed Needs Analysis documents are complete and will be available on the SP website.

Inflationary Increase Decision

This was discussed at the Commissioning Body on 21st January for a recommendation. This recommendation will be considered along with the outcome of the full Council Meeting on 10th February 2009 where financial pressures and financial measures will be discussed and decided. This means that decisions regarding budget and inflationary allocations for next year will not be made until the full Council meet on the 10th February. Providers will be informed as soon as possible after 10th February of the final SP inflationary award decision.

Improving Service User Outcomes

Work has commenced by the SP team with the aim of improving outcomes for service users in education, training and employment. The work will analyse the information available, for example regarding client groups, districts, ethnicity, as well as benchmarking and seek good practice from other authorities. SP will also seek feedback and comment from providers and from service users to identify reasons for low positive outcomes in these areas and potential actions to implement that may improve performance. For example, consideration will be given as to why service users are unwilling to engage with support in these areas and/or leave services before outcomes are achieved. This work has started recently and will progress through 2009/2010 within the SP Annual Plan for 09/10.

Review of Contract Monitoring Process

The Contract Monitoring Officers will be reviewing the Contract Monitoring process following the 1st year of implementation of the process. A lot of useful feedback has been given from providers through the contract monitoring workbooks, however any providers who have additional comments or did not provide feedback regarding the process within their workbook submissions please get in touch with Sue Green at suegreen@warwickshire.gov.uk or Saltisford Office Park, Building 2, Ansell Way, Warwick CV34 4UL

In particular any feedback would be very welcome regarding improving how we collate service user feedback to enable improvement to the quality of information and feedback received, to make it more accessible and equitable and make it less resource intensive.

Exemption to Extend SP Contracts

Cabinet endorsed the Procurement Programme for Supporting People contracts on 27th November 2008. The full schedule of proposed contract extensions in line with the Strategic Review Programme was recently approved through an exemption by our corporate colleagues. All providers have been sent a letter confirming this.

Contract variations will be sent to providers in order to extend contracts in line with the Procurement Programme that was approved. The variations will also include some contractual changes from WCC, specifically including a termination clause, not currently within many Supporting People steady state contracts. Contract extensions will be issued with consideration made to Contracts where concerns have been raised through the Contract Monitoring process.