

Briefing – November 2008

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

An SP Administration Officer, Sonu Copson, has been recruited and is due to start her role in early December. Marie Olden, who has been temporary with Supporting People will leave her role when Sonu commences in post. We would like to thank Marie for all of her hard work and commitment to the team while she has been with us covering the maternity leave of Jodi Butterfield.

Sue Wall has commenced in post as SP Contract Monitoring Officer. We would like to welcome Sue to the team.

We have recruited an SP Procurement Officer, Clair Johnson, who will begin her role on 10th November 2008.

Katharine Ray, SP Commissioning Officer is leaving the team on 20th November 2008. Hugh Gaster has been recruited as our new Commissioning Officer. It is hoped that Hugh will commence in post before the end of November 2008. We would like to thank Katharine for all her hard work and commitment to Supporting People in the 3 years she has worked in the team, she will be very much missed and we wish her all the best for the future.

Strategic Reviews Update – Abigail Garraway has joined us as an interim staff member to progress the Older People's Strategic Review. As part of this work, questionnaires from Older People across the County are currently being analysed and a stakeholder/provider event was held on 4th November 2008. There was a good response with representatives from the Districts, WCC, SP providers and voluntary sector organisations who provide services to older people. A provider questionnaire is due to be sent out in the near future – 2 providers have offered to test this questionnaire before it is sent out to all Older People providers.

The Strategic Review of services for people with learning disabilities has been postponed and a letter sent out from Dr Graeme Betts to providers and stakeholders informing them of this and the reasons for the decision. Service Users and Carers are also to be informed.

The Strategic Review for services for people with mental health problems has commenced with draft copies of the Project Initiation Document being presented at the Core Strategy Group and Commissioning Body meetings in November.

A revised programme of the Strategic Reviews is available.

Implementing the LAA Delivery Plan for NI 141 (KPI 2)–

A workshop was held on 28th October 2008 with providers of short term accommodation services in Warwickshire in order to implement the SP Delivery Plan of the LAA target for NI 141. The workshop was to ensure clarity of definition and to share good practice for improving outcomes in this indicator. The indicator measure the numbers of people achieving independent living and is measured through the number of people moving on in a planned way to more independent living from short term, temporary accommodation. The CLG also attended the workshop.

It was a successful event with clarity being provided from the CLG on the definition and reporting of the indicator, useful discussions between providers and some key actions being put forward to progress in order to improve performance and outcomes for service users.

These actions will now be followed up by SP.

Tenders - 2 tender opportunities have been advertised on the website for accommodation based services, one for single homeless in Stratford upon Avon and another for young people at risk/leaving care in Nuneaton & Bedworth/North Warwickshire. A third opportunity will be advertised shortly for a women's refuge provision in Nuneaton and Bedworth.

Needs Analysis Refresh – The draft refreshed Needs Analysis was presented to the CSG in October. CSG members are checking the drafts and providing further information or correcting information. The final refreshed Needs Analysis will be available on the SP website by the end of December 2008. In depth updates of each client group will take place as part of each Strategic Review.

Contract Monitoring Process – Quarter 2 complete. 74 contracts were scheduled to be reviewed in quarters 2, 3 & 4. We estimate that an average of 25 contracts should be monitored per quarter to ensure that all current contracts have entered the monitoring process by year end. Of the total contracts monitored until 30th September 2008, 77% have had action plans issued. The increase in action plans due to an increase in actions in relation to performance. 52% of contracts scheduled to be monitored have been started on time. Under performance in this area is directly attributable to the main annual leave season of July and August. Many suppliers requested that monitoring visits were not undertaken during these months due to staff shortages. There were no formal complaints received relating to Supporting People suppliers for either Quarter 1 or Quarter 2.

There are a total of 9 new contracts let from June/July 2008. 7 have had an initial contract visit from Contract Monitoring Officers.

Due to resource issues, it has not been possible to send out questionnaires to service users supporting through the contracts monitored during quarter 2. However, it is planned that these questionnaires will be sent out during quarter 3 and will be reported in the next monitoring report.

Joint Strategic Needs Analysis – this is out for consultation until the end of January 2009. A copy is available on the SP website. All feedback to be sent to Jon Reading.

Supporting People Team – The team is now within the new structure in the Strategic Commissioning Division. The team members now sit within the functional teams of Contract Monitoring, Procurement, Commissioning, Performance and Business Improvement. A matrix management structure now ensures delivery of SP through the functional teams.

