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To: **Members of the Supporting People Commissioning Body**

Notice of a Meeting of the Supporting People Commissioning Body

Friday, 11 December 2009 at 10.30 am

Meeting Room 3, County Hall, Oxford, OX1 1ND

A handwritten signature in black ink that reads "Tony Cloke".

Tony Cloke
Assistant Head of Legal & Democratic Services

December 2009

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Membership

Chairman – Councillor Hilary Hibbert-Biles – West Oxfordshire District Council

Councillor Dorothy Brown	- South Oxfordshire District Council
Councillor Jim Couchman	- Oxfordshire County Council
Councillor Michael Gibbard	- Cherwell District Council
Councillor Angela Lawrence	- Vale of White Horse District Council
Graham McCartney	- Thames Valley Probation Service
Graham Stratford	- Oxford City Council
Fenella Trevillion	- Oxfordshire Primary Care Trust

Notes:

- **Date of next meeting: 26 March 2010**

The agenda is attached

County Hall, New Road, Oxford, OX1 1ND

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AGENDA

1. **Apologies for Absence and Substitutions (if applicable)**
2. **Declarations of Interest (all members of the Body shall be responsible for deciding whether they have a declarable interest, in accordance with the Codes of Conduct of their own organisation , if applicable)**
3. **Minutes (Pages 1 - 6)**

To approve the minutes of the meeting held on 4 September 2009 (**SP3**) and to receive for information any matters arising therefrom.

For Decision

4. **Review of Partnerships: Amendments to the Memorandum of Understanding (Pages 7 - 26)**

Members met informally on 17 June prior to meetings of the Health and Well Being Partnership Board and the Public Service Board.

Members decided for the first time to ask officers to send a formal communication to the Public service Board on the partnership's behalf setting out their shared belief that the Supporting people Commissioning Body should continue with its current responsibilities.

Members will be aware this is indeed the final outcome of the long discussions about the future governance of Supporting People.

The Core Strategy Group discussed at its meetings in May and November how the partnership could best address issues raised during the Review of Partnership about:

- Lack of involvement of service users in decision making
- Inadequate arrangements for conflict resolution

A paper is attached (**SP4**) setting out the Core Strategy Group's proposals for how members might address these issues in relation to the Commissioning Body. A copy of the memorandum is attached as an **Annex**.

This paper shows that officers were unable to produce a set of recommendations which may meet unanimous approval by the members of the Commissioning Body. The Core Strategy Group has now amended its own terms of reference to include two representatives of service users within its membership, and also officers connected with the Children's trust and the Safer Communities thematic partnerships.

The Core Strategy Group RECOMMENDS that the Commissioning Body consider

whether the Memorandum of Understanding should be amended to:

- (a) include mechanisms to facilitate meaningful involvement of representatives of service users in the work of the Commissioning Body.
- (b) Provide that in the event of the Commissioning Body failing to reach a unanimous decision at one meeting, it may make a majority decision on the same matter at the next meeting.

For Information

5. Supporting People Budget Report 2009-10 (Pages 27 - 34)

Copies of the latest figures showing programme spend at 31 October 2009 broken down by client group are attached at **SP5**. The report also shows movements within the budget during the first six months of the year. A commentary on these movements is attached at Annex 1 together with further detail by client group and service.

6. Annual Plan 2009-10 - Progress Report (Pages 35 - 42)

A table is attached at **SP6a** showing progress against the Annual Plan and a report attached at **SP6b** gives further information about any items in the Annual Plan which the administering authority is not on track to deliver.

7. Annual Report 2008-09 (Pages 43 - 96)

A short, draft Annual Report is attached at **SP7**, which gives comprehensive information about the programme in respect of 2008-09. A full length version is also attached as an Annex. Printed copies will be made available to members in due course.

8. Services to People with Mental Health Problems (Pages 97 - 116)

The Core Strategy Group at its late November meeting considered the report 'Update on Mental Health Project: From Supported to Independent Living'.

The county council together with NHS Oxfordshire is now leading a project to develop a joint strategy and joint procurement covering services currently funded by the Supporting people programme as well as by NHS Oxfordshire.

A full-time, dedicated project manager, Angelo Fernandes, has been recruited to carry out this piece of work. The post is funded by Supporting People and will enable the programme to achieve the 15% savings in 2010-11 included in the 2008-11 Strategy.

The Project Initiation Document for this piece of work is attached at **SP8**.

9. Dates of Meetings

Following the agreed pattern meeting dates have been arranged on the following Fridays with a start time of 10:30am:

2010

26 March (Meeting Room 3, County Hall)

18 June

17 September

10 December

2011

25 March



OXFORDSHIRE SUPPORTING PEOPLE COMMISSIONING BODY

MINUTES of the meeting held on 4 September 2009 commencing at 10.30 am and finishing at 12.20 pm

Present:

Voting Members of Commissioning Body:

Councillor Hilary Hibbert-Biles (in the Chair)	West Oxfordshire District Council
Councillor Dorothy Brown	South Oxfordshire District Council
Councillor Jim Couchman	Oxfordshire County Council
Councillor Michael Gibbard	Cherwell District Council
Councillor Angela Lawrence	Vale of White Horse District Council
Graham McCartney	Thames Valley Probation Service
Graham Stratford	Oxford City Council
Martin Mellors (non-voting)(in place of Fenella Trevillion)	representative for Oxfordshire Primary Care Trust

Supporting Officers and Members:

Oxfordshire County Council		
Legal & Democratic Services	–	Sue Whitehead
Social & Community Services	–	Geoffrey Ferres Nick Welch Natalia Lachkou Maureen Elliott
West Oxfordshire District Council	–	Lesley Sherratt
South Oxfordshire District Council and Vale of White Horse District Council	–	Paul Staines
Cherwell District Council	–	Gillian Greaves

9/08 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS (IF APPLICABLE)

Apologies for absence were received from Fenella Trevillion, with Martin Mellors substituting in a non-voting capacity.

10/08 MINUTES

The Minutes of the meeting held on 27 March 2009 were approved and signed.

For Information

11/08 SUPPORTING PEOPLE BUDGET 2008-09 FINAL REPORT
(Agenda Item 4)

The Commissioning Body considered a tabled report on the Supporting People Budget 2008/09. The Chairman noted that late reports were becoming too regular an occurrence and asked that papers be made available in sufficient time for members to consider them before the meeting.

The Commissioning Body noted that a large surplus was achieved in 2008-09, as planned, to enable the partnership to manage the impact of 5% annual cuts by the Government in Oxfordshire's Supporting People Grant. They congratulated officers for efforts to bring the budget in so close to expectations.

Geoffrey Ferres responding to questions explained the use being made of carry forward to allow for a smooth transition in future years when budgets would be smaller. He highlighted learning disability where there would be a 5% reduction year on year. Information was requested for the next meeting on the make up of the surplus and it was requested that this be circulated to members as early as possible in order that they could talk to officers within their own organisations.

It was **AGREED** that a report be prepared for the October Core Strategy Group giving a break down of the details of the £1.36M surplus into uncommitted expenditure and details of the slipped projects with a view to the information being supplied to the next meeting of the Commissioning Body.

12/08 ANNUAL PLAN 2010-11: AWARD OF INFLATION TO SERVICE PROVIDERS
(Agenda Item 5)

The Commissioning Body considered a report seeking their views on the award of inflationary increases. The report set out the position and the consequences of awarding inflation to all eligible providers.

The Commissioning Body noted that the Core Strategy Group at its meeting on 2 September recommended that no inflationary increases be awarded to service providers for 2010-11 except where a requirement for these was included in the current contracts.

During discussion members queried the impact of the recommendation on service providers and their ability to provide services. Nick Welch advised that the Quality assurance Framework and monitoring processes enabled them to understand the impact. So far it was manageable but over time he recognised that it would not be insignificant.

Nick Welch responded to queries around individual service areas. Generally he felt that pooling could lead to efficiencies and help to ameliorate the impact.

The Supporting People Commissioning Body expressed them self as resigned to the recommendation from the Core Strategy Group.

For Decision

13/08 ANNUAL PLAN 2009-10: AMENDMENT OF BUDGETS FOR HOMELESS PEOPLE AND YOUNG PEOPLE
(Agenda Item 6)

The Annual Plan 2009-10 set the amounts intended to be spent on services for each client group and instructed officers to conduct a number of procurement and other projects.

It was reported to the Commissioning Body that officers had established in July that a service in West Oxfordshire called The Miles Project costing over £232k per year funded from the budget for homeless people was actually now 74% used by young people but no share of its spending had been included in the budget used for the young people's tender.

The Core Strategy Group had considered at its meeting on 2 September as to whether to recommend to the Commissioning Body that the majority of the funding for the service in question be transferred to the budget for young people and used to help complete the young people's tender. No firm consensus had been reached.

The alternative would be for officers to proceed on the normal basis that money allocated by the Commissioning Body for one client group will only be spent on services primarily for that client group, which in this case would not include single homeless people under the age of 25.

During discussion the need was recognised to protect West Oxfordshire's treatment of homeless people whilst allowing the budget to reflect the split in the character of the services provided. Various suggestions were made as to a fair split of places and the Chairman proposed an 11:8 split in order to cover homelessness for the over 25's. There was support for this view with members stressing the need for the service to work flexibly.

Members asked that a piece of work be carried out on the flexibility of budgets, looking at a review of budget structures and their relationship to service provision.

It was **AGREED** to amend the Annual Plan 2009-10 by transferring £134,410.67 from the budget for homeless people to the budget for young people.

For Information

14/08 SUPPORTING PEOPLE BUDGET REPORT 2009-10

(Agenda Item 7)

Copies of the latest figures broken down by client group and by district were available at the meeting.

During discussion members felt that some of the figures showed substantial variance and with the current big issues around expenditure it would be helpful to have some explanation of these.

It was **AGREED** that future reports include an explanation of any apparent anomalies.

15/08 ANNUAL PLAN 2009-10 – PROGRESS REPORT

(Agenda Item 8)

The Commissioning Body noted a report and table attached at SP8(a) and (b) showing progress against the Annual Plan and giving further information about any items in the Annual Plan which the administering authority was not on track to deliver.

The report was updated verbally to reflect the current progress.

It was **AGREED** that future reports include more details of those items not marked 'on track'.

16/08 SERVICE PERFORMANCE COMPARISON REPORTS – QUARTER 4 2008-09

(Agenda Item 9)

The Commissioning Body noted the three tables at SP9 showing Oxfordshire’s performance on National Indicators 141 and 142 at the end of the fourth quarter of last year in three different ways.

One table showed how the performance of Oxfordshire’s services in the fourth quarter of 2008-09 compares with the regional and national averages. This comparison is based on a government analysis which is circulated some months after the end of each quarter.

The other two tables presented a cumulative picture designed to show whether performance over the whole of 2008-09 is better than performance in 2007-08. The Supporting People Strategy 2008-11 set the aim that it should be.

There was discussion around the achievability of some of the targets currently showing as red and Geoffrey Ferres outlined current activity and review that was being undertaken. The Chairman asked that more information be provided in future with regard to the red indicators.

17/08 DATE OF NEXT MEETING AND FUTURE MEETINGS

(Agenda Item 10)

The Commissioning Body noted that the next meeting would be held in Meeting Room 3, County Hall on 11 December 2009.

18/09 GEOFFREY FERRES

The Chairman noted that Geoffrey Ferres was leaving the Council and on behalf of the Commissioning Body thanked him very much for all his work and wished him every happiness for the future.

..... in the Chair

Date of signing 2008

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OXFORDSHIRE SUPPORTING PEOPLE COMMISSIONING BODY – 11 DECEMBER 2009

FUTURE GOVERNANCE FOR COMMISSIONING OF HOUSING RELATED SERVICES FOR VULNERABLE PEOPLE

Background

1. The Core Strategy Group had a special, half-day meeting on future governance in March 2009. The meeting identified ways in which governance of the programme could be strengthened, links with other partnerships improved and understanding of the programme increased.
2. These changes primarily involved officers improving the way they worked and communicated. But the meeting also identified two areas where improvements to governance involved changes to the formal rules for partnership bodies:
 - involvement of service users in decision making
 - conflict resolution.
3. The Public Service Board meeting in July 2009 took final decisions around Partnership Governance which secured the future role of the Supporting People Commissioning Body.
4. The Public Service Board also approved recommendations about partnership governance and a 34-page Oxfordshire Partnership Governance Handbook.
5. The Public Service Board agreed partnerships shall, by September 2009, implement the necessary changes to give effect to its recommendations, and meet the standards set out in the Handbook
6. Most of the recommendations do not affect this partnership, to which few of the criticisms in the original Audit of Partnerships applied.
7. Correctly drafting any changes members may wish to make to the Memorandum of Understanding will be a matter for lawyers. The amended document would then require the signature of all eight commissioning partners.

Involvement of service users in decision making

8. The Core Strategy Group agreed that service user representatives should be involved in the partnership's decision making processes. The change was particularly strongly supported by representatives of Health and the Oxfordshire Drug and Alcohol Action Team.
9. Representatives of service users and service providers serve on bodies such as the Health and Wellbeing Partnership Board but not on the Supporting People Commissioning Body. Service provider representatives already sit on the Core Strategy Group.

10. The Core Strategy Group agreed to change its own terms of reference. Beginning with the meeting on 2 September 2009, the membership of the Core Strategy Group includes two representatives of service users drawn from the Service User Working Group which has been supported since 2008 by the Supporting People team.

Conflict resolution

11. The current Memorandum of Understanding provides that all decisions require the active consent of all eight commissioning partners. This was in line with the requirements of the government's Non-Excellent Authority Grant Conditions, which applied to Oxfordshire at the time.
12. There have been three cases to date where the Commissioning Body has been unable to reach a unanimous decision:
 - 24 November 2004
West Oxfordshire District Council
Strategy 2004-09
in relation to resident wardens in sheltered housing.
 - 6 October 2005
Cherwell District Council
Amendment of Strategy 2004-09
in relation to services for young people (including teenage parents).
 - 11 July 2008
West Oxfordshire District Council
Strategy 2008-11 and Annual Plan 2008-09
in relation to resident wardens in sheltered housing.
13. In the first two cases all partners actively sought a compromise and unanimity was achieved – in the dispute with Cherwell District Council this was achieved through the procedure in the Memorandum of Understanding which involved escalating the issue to the local authority Chief Executives who found an acceptable compromise.
14. In both cases the outcome was a unanimous vote at a subsequent meeting of the Commissioning Body on an amended proposal.
15. This approach to conflict resolution corresponds completely with the recommendations agreed by the Public Service Board in July 2009.
16. But in the third case West Oxfordshire District Council and the other commissioning partners saw no scope for a compromise. The dispute was escalated to the Oxfordshire local authority Chief Executives but there was no change in positions.

17. With the agreement of the other local authority Chief Executives, the County Council's Chief Executive approved the majority decisions of the Commissioning Body. There was no unanimous vote at a subsequent meeting of the Commissioning Body, nor did the usual call-in processes take place.
18. The Core Strategy Group entirely agreed with the recommendations later approved by the Public Service Board which are that partnerships should strive to achieve a consensus. Therefore officers did not wish to abandon the need to aim for unanimous decisions.
19. But officers recommended that the Commissioning Body consider whether if at a second meeting it is again unable to reach a unanimous decision, then a majority decision be allowed.
20. Officers believed that if such a provision were not made, the local authority Chief Executives or the Public Service Board would be most likely to invite the Health and Well Being Partnership Board to resolve the conflict as the relevant thematic partnership.
21. Officers believed the members of the Commissioning Body were clear they did not wish the power to approve the Strategy and the Annual Plan to pass to the Health and Well Being Partnership Board and therefore would wish to find a way of resolving conflict within their own structures.

Current position

22. The Core Strategy Group officers discussed these issues with their respective members in October and November and then as a group at the late November meeting. Current position of the partners present at that meeting is summarised below:
 - Oxfordshire Primary Care Trust – The trust's view was that processes can be put in place to ensure that providers and service users attend and contribute as and when they wish to. There was support for moving to a majority voting system as part of conflict resolution process.
 - West Oxfordshire District Council – The council considered these matters at the Cabinet meeting on 19 November. The council's view was that the terms of the Memorandum of Understanding should remain unchanged with regard to both matters.
 - South Oxfordshire District Council – The council would not wish to see the membership of the Commissioning Body to be expanded, although processes can be put in place to ensure that providers and service users attend and contribute as and when they wish to. The council is content to move to a majority voting system as part of conflict resolution process.
 - Vale of White Horse District Council – The council was in principle in support of provider and service user' representation, but wished to have

an opportunity to consider this matter fully at the Commissioning Body. The council is content to move to a majority voting system as part of conflict resolution process.

- Cherwell District Council – The council supported service users' involvement in the decision making process, on a no vote basis. There was no support shown for moving to a majority voting system as part of conflict resolution process.
- Oxfordshire County Council – Views of the Cabinet member and the Accountable Officer are that mechanisms could be put in place to ensure meaningful representation by service user representatives, on a no vote basis. Support has also been expressed to making the wording of the Memorandum of Understanding clearer with regards to the conflict resolution process and a suggestion made that a majority voting could be considered, limiting the minority against to one vote.
- Oxford City Council – The council's view was that processes can be put in place to ensure that providers and service users attend and contribute as and when they wish to. Concerns were expressed about moving to a majority voting system as part of conflict resolution process. It was thought that limiting the minority against to just one would still leave the potential for some partners' views not been fully reflected in the decision.

23. Overall this discussion shown that:

- A majority view was emerging that clear mechanisms could be put in place to enable representatives of service users to be meaningfully involved in decision making, including the provision of training and support to enable them to participate effectively;
- With regard to amending conflict resolution process views were evenly balanced;
- In both cases, the officers agreed that these issues would benefit from full consideration by the members of the Commissioning Body on 11 December.



2004-2005
Supporting People



**OXFORDSHIRE
COUNTY COUNCIL**

SOCIAL & HEALTH CARE

www.oxfordshire.gov.uk



Memorandum of Understanding

**Oxfordshire Supporting People
Commissioning Body**

March 2004



MEMORANDUM OF UNDERSTANDING

OXFORDSHIRE SUPPORTING PEOPLE COMMISSIONING BODY

1. Background

The Supporting People programme is a funding scheme under Section 93 of the Local Government Act 2000 for paying grants to local authorities towards expenditure incurred by them in providing or contributing to the provision of welfare services as determined by the First Secretary of State of The Office of the Deputy Prime Minister (the First Secretary of State). The First Secretary of State has exercised his powers under Section 93 of the Local Government Act and has made a grant determination (the Grant Determination which expression shall where the context admits include further such grant determinations) in respect of the Supporting People programme grant for the financial year beginning on 1 April 2003 to 30 September 2003 (and such further financial periods as may be apposite) in respect of the local government area of Oxfordshire and the Grant Determination is subject to Supporting People Grant Conditions. The First Secretary of State has also issued directions under Section 93(9) of the Local Government Act 2000 being the Supporting People (England) Directions (the Directions) directing how Supporting People programme grant is to be administered.

2. Payment of Grant

By virtue of the Grant Determination the First Secretary of State has determined that Supporting People programme grant is payable to the Oxfordshire County Council (the Administering Authority) as the appropriate administering authority for the local government area of Oxfordshire.

3. Establishment of Commissioning Body

By virtue of the Directions the Oxfordshire County Council is required to establish a commissioning body (the Commissioning Body) with a constitution and rules which include the provisions set out in Schedule 1 of the Directions and has in accordance with those Directions requested the following bodies to send the following number of representatives to the Commissioning Body:

Thames Valley Probation Board being the local probation board for the totality of the area of Oxfordshire	One on its behalf
South East Oxfordshire Primary Care Trust, North East Oxfordshire Primary Care Trust, Cherwell Vale Primary Care Trust, Oxford City Primary Care Trust and South West Oxfordshire Primary Care Trust being the Primary Care Trusts whose respective areas lie within the area of Oxfordshire	One on behalf of all such bodies
Oxford City Council being a district authority whose area lies within the area of Oxfordshire	One on its behalf
West Oxfordshire District Council being a district authority whose area lies within the area of Oxfordshire	One on its behalf
Vale of White Horse District Council being a district authority whose area lies within the area of Oxfordshire	One on its behalf

South Oxfordshire District Council being a district authority whose area lies within the area of Oxfordshire	One on its behalf
Cherwell District Council being a district authority whose area lies within the area of Oxfordshire	One on its behalf

and the Administering Authority shall itself provide one representative on the Commissioning Body.

4. Intentions Agreements and Responsibilities

This Memorandum of Understanding sets out the intentions, agreements and responsibilities of the Oxfordshire County Council and all the bodies named in paragraph 3 above (together the Parties and any one of them a Party) in respect of the establishment and functioning of the Commissioning Body for Oxfordshire and for the regulation of its proceedings. Each Party confirms and agrees that it shall perform its agreements and responsibilities as set out in this Memorandum or as may be expressly or impliedly ascertained from the Grant Determination and the Directions. Each Party confirms and agrees its acceptance of the terms and conditions of grant in the Grant Determination (including the conditions of grant and including any re-determination, renewal, or survival of any provisions notwithstanding revocation) and the Directions.

5 Commissioning Body

There is and shall be constituted the Supporting People Commissioning Body for Oxfordshire which shall act in an advisory capacity with the constitution and rules set out in Annex 1 to this Memorandum.

6. Representation for the Commissioning Body

The Parties shall nominate their respective representatives (or a substitute for each such representative) as indicated in paragraph 3 above who shall be appropriately and duly authorised and be of appropriate seniority and qualification and willing and available to attend at the proceedings of the Commissioning Body, and shall procure that upon appointment their respective representatives shall execute and deliver to the Administering Authority a form of acceptance of the terms and conditions of this Memorandum including the provisions of its annexes.

7. Working Arrangements

The Parties have agreed the arrangements that shall apply as to the allocation and co-ordination of Supporting People work as set out in Annex 2 of this Memorandum.

8. Service Review and Monitoring

The Parties have agreed the arrangements that shall apply as to service review, monitoring and reporting as set out in Annex 3 of this Memorandum.

9 **Functions of the Commissioning Body**

- 9.1 The Parties shall procure that the Commissioning Body has the ability:
- 9.1.1 to agree a Supporting People strategy and annual plan having regard to any Supporting People guidance given by the Secretary of State under Section 93 including the matters mentioned in paragraphs 9.2 and 9.3 respectively;
 - 9.1.2 to have due regard to any comments made by the First Secretary of State on the Supporting People strategy or annual plan or any proposed significant changes to those documents;
 - 9.1.3 to consider any proposed significant changes to the approved Supporting People strategy and annual plan;
 - 9.1.4 to review the approved Supporting People strategy in a manner that has regard to any guidance given by the Secretary of State under Section 93.
- 9.2 The matters that must be included in the Supporting People strategy are:
- 9.2.1 a description of the different classes of welfare service recipients and their actual and predicted needs (including a separate description of the nature and level of current cross-authority service recipients in the future);
 - 9.2.2 a description of the nature and level of current Supporting People service provision including areas of poor provision (including a separate description of the nature and level of current and cross-authority access to services including reference to the current cross authority baseline targets);
 - 9.2.3 a description of the changes to be made to the current Supporting People service provision;
 - 9.2.4 a description of any new high cost projects proposed and a description of any existing high cost projects (including the proposed duration of such projects);
 - 9.2.5 the rules for the charging of service recipients which shall include:
 - 9.2.5.1 the circumstances in which there is to be a relief from charges
 - 9.2.5.2 the process for making an application for relief
 - 9.2.5.3 the rules for determining the relevant date of application
 - 9.2.5.4 the rules for recovery from service recipients of overpayments
 - 9.2.5.5 details of the mechanism which is to apply where a service recipient disputes any decision under the charging rules;
 - 9.2.6 an explanation of the consultation undertaken by the Commissioning Body with service providers, service recipients and other interested parties.
- 9.3 The matters that must be included in each annual plan are:
- 9.3.1 the intended allocation of Supporting People grant for each welfare category;
 - 9.3.2 a description of the changes identified in the Supporting People strategy which are programmed to be implemented that year including a description of any changes to cross-authority access to services to be introduced in that year;

- 9.3.3 a description of any new high cost projects proposed for that year;
- 9.3.4 a description of the processes and the date by which each change is to be delivered.

10. Administrative Systems

The Administering Authority shall ensure it has administrative systems in place capable of:

- 10.1 compiling and maintaining the information in the Supporting People services list referred to above;
- 10.2 ring-fencing the Supporting People programme grant monies;
- 10.3 interfacing with the administrative systems of the First Secretary of State ascertaining at any given time Supporting People programme grant receipts and expenditure against Supporting People programme grant monies made by the Administering Authority.

11 Functions of the Administering Authority

11.1 The Administering Authority shall:

- 11.1.1 ensure that payments of Supporting People grant monies are in accordance with the intended allocation of Supporting People grant for each welfare service category set by the Commissioning Body;
- 11.1.2 advise the Commissioning Body whether or not proposed arrangements for access to Supporting People services would enable the Commissioning Body to meet any cross authority service baseline target;
- 11.1.3 advise whether the adoption by the Commissioning Body of a Supporting People strategy, annual plan or significant change to those documents would result in the termination of funding of any designated service;
- 11.1.4 advise the Commissioning Body on financial and compliance matters affecting the Supporting People grant, including but not limited to:
 - 11.1.4.1 Supporting People budgetary constraints
 - 11.1.4.2 contractual risks
 - 11.1.4.3 the scope of the welfare services covered by section 93
 - 11.1.4.4 whether a proposed decision of the Commissioning Body will or is likely to be contrary to any guidance issued by the Secretary of State under section 93 and
 - 11.1.4.5 whether a proposed decision of the Commissioning Body will or is likely to place the Administering Authority in breach of the Directions or any conditions attached to a Supporting People grant made under section 93;
- 11.1.5 assist the Commissioning Body in preparing its Supporting People strategy and annual plan and any changes to those documents;
- 11.1.6 send as soon as reasonably practicable a copy of the draft Supporting People strategy and annual plan and any proposed significant changes to those documents to the First Secretary of State for his consideration;

- 11.1.7 refer any proposed significant change needed to the Supporting People strategy and annual plan to the Commissioning Body for consideration;
- 11.2 The Administering Authority shall compile and maintain an accurate list of all Supporting People services in Oxfordshire. The list shall use the definitions set out in the SPLS Extract Data Dictionary and File Formats document (published by the First Secretary of State in September 2002).
- 11.3 The Administering Authority shall maintain an up-to-date record of levels of cross authority access to services within the area of Oxfordshire.

12. Performance

- 12.1 The activities and responsibilities to be performed by the Parties shall be carried out with regard to:
 - 12.1.1 the entirety of the legislation, directions, determinations, conditions, guidance and other material issued by the First Secretary of State and relating to Supporting People grant including (without limitation) the Directions, the Supporting People Programme Grant and Grant Conditions, the Supporting People Grant (England) Guidance 2003 and the Local Authorities (Charges for Specified Welfare Services) (England) Regulations 2003, Supporting People: Policy into Practice, Supporting People Administrative guidance and the Interim Financial Package;
 - 12.1.2 any relevant statutory plans;
 - 12.1.3 all relevant legislation and European Union Directives that may be applicable;
 - 12.1.4 the Data Protection Act 1998 (and any amendments or re-enactment thereof);
 - 12.1.5 the Human Rights Act 1998;
 - 12.1.6 the Freedom of Information Act 2000;
 - 12.1.7 local codes of conduct (where appropriate) approved under the Local Government Act 2000.
- 12.2 Each Party further agrees:
 - 12.2.1 to supply such information and other material as may from time to time be reasonably necessary to meet the requirements of this Memorandum;
 - 12.2.2 generally to use reasonable endeavours to collaborate with each other in the delivery of their various services to compliment the Supporting People strategy;
 - 12.2.3 to ensure that their activities comply with their general duties under the Race Relations Act 1976 (as amended by the Race Relations (Amendment) Act 2000 and the Race Relations Act 1976 (Statutory Duties) Order 2001;
 - 12.2.4 to use reasonable endeavours to collaborate and co-operate with each other in developing and observing an effective strategy to manage and reduce risk.

13. **Executive Authority**

- 13.1 No Party shall have authority to bind or make any commitment on behalf of any member of the Commissioning Body.
- 13.2 In accordance with the Directions the Administering Authority has established the Commissioning Body by which the Parties (exercising their powers under section 93 of the Local Government Act 2000 and all other powers enabling) shall work together whilst acknowledging and confirming that their relationship as members of the Commissioning Body is not intended expressly or impliedly to create a partnership or relationship of association between them each remaining severally liable for the discharge of their various undertakings, obligations, agreements, commitments, responsibilities, terms, conditions and stipulations entered into under or by virtue of this Memorandum.
- 13.3 Nothing in this Memorandum shall require any Party to undertake any activity, which is outside its objects and powers.

14 **General**

- 14.1 All documents produced by a Party in connection with the Commissioning Body which are made available to persons other than those members shall bear the name of the Commissioning Body.
- 14.2 Each member of the Commissioning Body shall (subject to the Data Protection Act 1998 and the Freedom of Information Act 2000) have unrestricted access (unless otherwise prescribed by law or, in the case of a local authority where information is confidential or exempt by virtue of S100A of the Local Government Act 1972) to any information produced by the Parties in connection with the Commissioning Body (but not by virtue of this paragraph to records of individual service users).
- 14.3 During the period of this Memorandum and after its termination without limit in point of time (subject to the Data Protection Act 1998 and the Freedom of Information Act 2000) each Party shall treat and procure to be treated as confidential any information which they may acquire in relation to the business or affairs of the other Parties or any other person in consequence of the Commissioning Body (other than information already lawfully available in the public domain) and shall not use or disclose such information except with the consent of the other Party or in accordance with the order of a court of competent jurisdiction or where by virtue of any statutory provision or other lawful authority that Party is obliged to disclose that information.
- 14.4 In the event of any dispute or difference under this Memorandum between all or any of the Parties those concerned shall endeavour to settle amicably such dispute or difference failing which it shall be referred to their Chief Executive Officers who shall meet in order to resolve the dispute or difference. If any such meeting fails to result in a settlement the matter at the election of any party concerned may be submitted for resolution to a court of competent jurisdiction. Relating to decisions or the decision making of the Commissioning Body for determination it is agreed and understood that the Administering Authority may submit matters provided that this clause 14.4 is subject and without prejudice to the provisions contained in paragraph 5 of the

schedule to the Directions (permitting the submission of certain matters to the First Secretary of State for a direction under Section 93(9) of the Local Government Act 2000).

- 14.5 Any notice or document required to be given for the purposes of the Memorandum must be served by pre-paid first class post to the addresses which are referred to in Annex 1 and shall be deemed to have been served 48 hours after posting. In proving service it shall be sufficient to prove that the envelope containing the same was properly addressed, stamped and posted.
- 14.6 No Party may assign or save as may be permitted expressly or impliedly in any Act or statutory instrument devolve any right, interest, benefit or obligation under this Memorandum.
- 14.7 Without prejudice to paragraph 14.6 above and for the avoidance of doubt this Memorandum shall bind any statutory successor or successor by way of solvent reconstruction or amalgamation of any Party.

15. Duration of this Agreement and Termination

- 15.1 This Agreement shall commence on 13 March 2003 and expire on [] (subject to earlier termination under the provisions of this Clause 15) unless it is extended (with or without amendments) by agreement in writing between the Parties.
- 15.2 This Agreement shall terminate (without notice required from any party) on the date the First Secretary of State revokes the Grant Determination current at that time (provided there is no prospective Grant Determination anticipated for subsequent financial periods).
- 15.3 Without prejudice to any other right, benefit, undertaking, obligation or responsibility and within a period commencing 3 months before the expiry of this Agreement or termination under clause 15.2 (or such lesser period as the circumstances may admit) and expiring three months after such termination the Parties agree with each other to use all reasonable endeavours to co-operate with each other and, if necessary, the First Secretary of State to secure, as the case may be, the continuity of the Supporting People strategy, orderly winding up of the funding scheme, the administration of any repayment or recoupment provision and other exit and succession arrangements and shall do such things and execute such documents as may be necessary for such purposes.

16. Contracts (Rights of Third Parties) Act 1999

The provisions of the Contracts (Rights of Third Parties) Act 1999 (as modified or re enacted from time to time) shall not apply to any provision of this Memorandum.

17. Risk and Costs

- 17.1 The Parties (other than the Administering Authority) shall indemnify the Administering Authority for any losses damages claims or liabilities it suffers from carrying out its role as the Administering Authority PROVIDED THAT the Administering Authority has carried out its role with all reasonable care and skill.

17.2 The Parties agree that they shall bear their own costs or expenses incurred in relation to the matters dealt with under this Memorandum save where such costs or expenses may be paid from Supporting People grant monies.

This Memorandum of Understanding is made on

Signed by and on behalf of

Thames Valley Probation Service

.....

Name

Position

South West Oxfordshire Primary Care Trust

.....

Name

Position

Oxford City Council

.....

Name

Position

West Oxfordshire District Council

.....

Name

Position

Vale of White Horse District Council

.....

Name

Position

South Oxfordshire District Council

.....

Name

Position

Cherwell District Council

.....

Name

Position

The Oxfordshire County Council

.....

Name

Position

ANNEX 1

Constitution and Rules of The Commissioning Body

Form

The Commissioning Body is an advisory body and is not intended to be a separate legal entity. The relationship between the Parties is as set out in paragraph 13 above.

First Representatives of the Parties

Robert Evans, Board member of Thames Valley Probation Service

Jean Bradlow, Director of Public Health of South West Oxfordshire Primary Care Trust

Neil Gibson, Strategic Director, Housing, Health and Community, of Oxford City Council

Cllr. Louise Chapman of West Oxfordshire District Council

Cllr. Paul Bizzell of Vale of the White Horse District Council

Cllr. Dorothy Brown of South Oxfordshire District Council

Cllr. Andrew Fulljames of Cherwell District Council

Cllr. Don Seale of the Oxfordshire County Council

Functions

To comply with the functions of the Commissioning Body as referred to in the Directions and paragraph 9 above and specifically to agree a Supporting People strategy and annual plan having regard to any Supporting People guidance given by the Secretary of State under Section 93 including the matters mentioned in paragraphs 9.2 and 9.3 above

- to consider any proposed significant changes to the approved Supporting People strategy and annual plan
- to review the approved Supporting People strategy in a manner that has regard to any guidance given by the Secretary of State under Section 93

Rules

1. Membership
The Commissioning Body shall consist of the representatives from the Parties referred to in paragraph 3 of the Memorandum (including the Administering Authority)
2. Decisions
 - 2.1 Each representative (including the Administrative Authority) shall have one vote

- 2.2 The vote of each representative carries equal weight
- 2.3 The Commissioning Body must obtain unanimity when taking decisions
- 2.4 Where any decision raises a financial and compliance matter (as mentioned in clause 7 of the Directions), the Commissioning Body may not make a decision, which is incompatible with advice on that matter from the Administering Authority
- 2.5 Where the Commissioning Body –
 - (a) fails to agree the Supporting People strategy in accordance with clause 5 of the Directions; or
 - (b) fails to agree an annual plan in accordance with clause 5 of the Directions; or
 - (c) disagrees with advice from the Administering Authority (of a type mentioned in clause 7 of the Directions)it or the Administering Authority may submit the matter to the First Secretary of State seeking a direction from him under section 93(9).
- 2.6 For the avoidance of doubt, those Parties which are local authorities confirm that under their respective Constitutions, any decisions taken by each of their respective representatives in relation to the functions of the Commissioning Body set out in clause 9. above are to be treated as:-
 - (a) decisions relating to an executive function under the Local Government Act 2000;
 - (b) subject to the scrutiny and “call-in” arrangements of their respective Constitutions; and
 - (c) key decisions which should appear in their respective forward plans as soon as reasonably practicable and in any event before such decisions are taken.

3. **Proceedings**

- 3.1 Subject to the above, the Commissioning Body may regulate its own proceedings, but in doing so it shall (inter alia) have regard to the Constitution of the Administering Authority.
- 3.2 The Administering Authority shall by its Committee Services provide committee and administrative support to the Commissioning Body which will include minute taking for meetings of the Commissioning Body and notifying the Parties of key dates for the approval of the strategy and annual plans, the fact of decisions of the Commissioning Body having been made (from when call-in periods commence) and the expiry of call-in periods.

ANNEX 2

Allocation and co-ordination of Supporting People work

The Administering Authority will administer the Supporting People programme and its Supporting People team (the Team) will carry out day to day work in implementing the programme. The Team will work with all relevant stakeholders to develop and manage the programme in line with guidance of the First Secretary of State and Commissioning Body decisions.

The roles of the key Supporting People bodies are as follows:

The Supporting People Team

The Team will administer the Supporting People programme grant on behalf of the Administering Authority and shall operate within its authorised budget. On a day to day basis, the Team will report to the Head of Social & Health Care Planning and Partnership within the Social & Health Care Directorate (SHC) of the Oxfordshire County Council but will also be accountable to the Commissioning Body and the Core Strategy Group.

The work of the Team will include:

- Producing a 5-year Supporting People strategy (2004/9) and an annual plan for consideration by the Core Strategy Group
- Servicing the decision making and consultation bodies e.g. the Commissioning Body and Inclusive Forum
- Working through existing planning groups to plan and develop strategy and services
- Ensuring full consultation with all key stakeholders (including service users) in line with the Supporting People consultation plan
- Paying all providers of funded HRSS
- Receiving and managing applications for Supporting People subsidy, assessing FC applications, collecting charges and managing an appeal process. This responsibility is shared with the assessment team in SHC
- Implementing the Quality Assessment Framework
- Monitoring each contract and service level agreement in line with Performance Indicators set by the First Secretary of State and local Indicators
- Reviewing each support service within the first three years of the programme and thereafter as directed by the First Secretary of State
- Developing and managing the accreditation of providers
- Developing new services in line with guidance of the First Secretary of State (this will include tendering exercises)
- Managing the grant – overall budget monitoring/returns to the First Secretary of State and reporting to the Commissioning Body
- Implementing the communications plan
- Advising on local Supporting People training
- Developing robust needs information processes to inform the planning process
- Continued development of IT systems
- Continued development of the overall programme in line with ongoing guidance of the First Secretary of State

- Delivering reports as specified by either the Core Strategy Group or the Commissioning Body.

Role of Core Strategy Development Group

The Core Strategy Group will be responsible for overseeing the development of the Supporting People Strategy and Annual Plan and proposing it to the Commissioning Body for approval. It will also be responsible for proposing any major changes to Supporting People services and overseeing the strategic work of the Team.

Other key processes are as follows:

Process leading to approval of the strategy/plan or amendments

The Core Strategy Group will oversee the development of the Supporting People strategy and the annual plans and will propose them to the Commissioning Body. The Commissioning Body will consider and determine the Supporting People strategy and annual plans in accordance with paragraph 9 above. Any major changes to the Supporting People strategy and annual plans will be proposed by the Core Strategy Group and considered and determined by the Commissioning Body again in accordance with paragraph 9 above.

Management role of Supporting People Team

The Team will report to the Head of Social & Health Care Planning & Partnership of the Oxfordshire County Council on a day to day basis, but will also be accountable to the Commissioning Body and the Core Strategy Group.

Consultation Process

Consultation with stakeholders will be conducted as laid out in a Supporting People consultation plan as approved by the Core Strategy Group and presented to the Commissioning Body.

Working with accountable bodies:

Process leading to approval of charging policy

The charging policy will be developed by the Team. The Core Strategy Group will propose the policy to the Commissioning Body.

Processes leading to service review and monitoring

Each Supporting People service will be reviewed within three years of the start of the programme. A detailed service review and monitoring process is currently being prepared by the Team in line with guidance from the First Secretary of State.

Management information and reports

The Team will receive information from providers and other stakeholders as appropriate. The Team will prepare reports and management information as directed by the service director (management and hostels), the Core Strategy Group, the Commissioning Body and any relevant Committee.

How does work link to Best Value

The Supporting People programme has direct links with the Best Value programme. All relevant Best Value reviews will include Supporting People services. The information gathered will inform Supporting People service reviews.

The implementation and administration of the Supporting People programme will be subject to a Best Value Review as directed by the First Secretary of State.

Advice on Finance and Compliance Matters

The Administering Authority shall advise the Commissioning Body on financial and compliance matters affecting the Supporting People programme grant in accordance with the Directions by means to be determined which may include the attendance by appropriate officers of the Administering Authority at Commissioning Body and other Supporting People body meetings.

Resolution of differences re: strategy

The Supporting People strategy will be agreed in accordance with the Directions which (inter alia), as referred to above, require decisions of the Commissioning Body to be made unanimously, failing which a direction may be sought from the First Secretary of State.

Processes for dealing with sensitive decisions, (these being large contracts of strategic significance or complex contract disputes)

There will be a clear and open process for changing or tendering for new Supporting People services in line with the guidance and grant conditions issued by the First Secretary of State and the Administering Authority's own Contract Procedure Rules. Major decisions or decisions of a sensitive nature (such as major value contracts, closing of in-housing services, changing closing sheltered accommodation) will in addition to those processes be referred to the Commissioning Body only in so far as they fall within its functions as described above.

ANNEX 3

Service Review and Monitoring

Service review arrangements

1. All Supporting People services in Oxfordshire will be reviewed and monitored in accordance with the national guidance as set out in the Quality Assessment Framework published in December 2002 and any future relevant guidance produced by the First Secretary of State.
2. The aims of the quality assessment and monitoring under the Supporting People programme are:
 - 2.1.1 to assess and monitor the quality of Supporting People services against a comprehensive set of quality standards developed in accordance with national and local guidance and applied consistently across all services;
 - 2.1.2 to promote the continuous improvement of the quality of Supporting People services in partnership with the service providers, service users and other stakeholders.
3. Key elements of the quality assessment and monitoring process are:
 - 3.1 accreditation of provider organisations;
 - 3.2 contracts monitoring;
 - 3.3 reviews of quality of services provided.
4. Work required to develop and implement the quality assessment and monitoring framework in Oxfordshire would be carried out by the Team in accordance with national guidance and locally agreed policy and procedures. Supporting People services would be reviewed according to the service review timetable periodically determined by the Commissioning Body.

Monitoring arrangements

5. The Team shall report to the Commissioning Body on the findings from its service review and monitoring programme as follows:
 - 5.1 progress and outcomes against delivering strategic priorities as defined by national strategic steer and the 5 year Supporting People strategy would be presented quarterly in arrears of the review work carried out;
 - 5.2 progress and outcomes that:
 - 5.2.1 propose significant changes to the provision of designated cross-authority services in Oxfordshire, as defined by the First Secretary of State; or
 - 5.2.2 propose provision of Supporting People services that do not align with strategic priorities as defined by national strategic steer and the 5 year Supporting People strategy;
 would be taken to the Commissioning Body for determination at the next meeting following the review of those services.

Agenda Item 5

Core Strategy Group, 25 November 2009
For information
Agenda Item 10, Annex 10a

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Supporting People Budget Report @ 31.10.09

	2009/10 Budget Commitments agreed @ 01.04.09	Current Forecasts @ 30.09.09	Actuals @ 31.10.09	Movement between 01.04.09 and 30.09.09 commitments
Expenditure by Client-Group				
People with Learning Disabilities	4,821,797	4,821,797	2,812,715	0
People in Adult Placement	600,229	579,372	354,156	(20,857)
Older People	2,766,643	2,868,596	1,924,307	101,953
Homeless People	2,392,052	2,557,212	1,648,151	165,160
People with Mental Health problems	2,204,313	2,237,335	1,299,286	33,022
Young People	1,762,200	1,664,109	988,805	(98,091)
Generic Services	2,005,139	1,895,912	1,244,998	(109,227)
People with Drug Problems	289,789	206,555	132,953	(83,234)
Teenage Parents	537,503	555,656	369,797	18,153
Offenders	0	0	0	0
Women at Risk of Domestic Violence	376,513	275,072	(29,016)	(101,441)
People with Physical Disabilities	148,813	148,813	79,385	0
People with Alcohol Problems	24,643	12,321	0	(12,322)
				0
Total Grant Expenditure	17,929,634	17,822,751	10,825,537	(106,883)
Contribution to Admin Budget	240,000	240,000	80,435	0
Total Expenditure	18,169,634	18,062,751	10,905,972	(106,883)
Income				
Leaving Care Income	(50,000)	(100,000)	0	(50,000)
Grant Income	(17,018,411)	(17,018,411)	(11,345,607)	0
Contribution to BCHA	(42,992)	(42,992)	0	0
Contribution to Night Shelter	(133,432)	(133,432)	0	0
Voluntary repayments				0
Carry forward	(1,364,366)	(1,364,366)	(1,364,366)	0
				0
Total Income	(18,609,201)	(18,659,201)	(12,709,973)	(50,000)
				0
Deficit/(Surplus)	(439,567)	(596,450)	(1,804,001)	(156,883)

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**OXFORDSHIRE SUPPORTING PEOPLE COMMISSIONING BODY – 11
DECEMBER 2009**

GRANT BUDGET REPORT 2009-10

This paper provides a commentary on the two attached grant budget reports.

Background

1. Latest figures broken down by client group are presented in a, attached report. These figures show actual programme spend as at 31 October 2009. These figures show approximately 7/12th of 2009-10 projected spend.
2. Forecasted spend for all services in the budget has been revised at the end of September and compared against the budget agreed by the Commissioning Body.
3. Key movements between the two forecasts are explained by the following adjustments:
 - commitments for existing services based on actual inflation awards and levels of utilisation
 - commitments for existing services that moved between client groups
 - commitments for existing services ending in 2009-10 based on known end dates
 - commitments for new services based on latest predicted start dates
 - adjustments made for commitments related to spend in previous years
4. Detailed explanation of these adjustments is presented in a second attached report. Results of this reconciliation suggest that end of year surplus is likely to be larger than forecasted at the beginning of the year.
5. Similar analysis of the commitments made towards the administration budget would also be completed and reflected in the revised forecast in due course.
6. Movements between the two forecasts are explained by the following adjustments, presented by client group:

People in Adult Placement

7. Reduction in spend of c£21k is explained by the fact that single service in this group has not been awarded inflation in 2009-10

Older People

8. Overall increase in spend of £102k is explained by the following factors:

SP5

- Additional commitment of £114k to fund out of hours service to Cottsway sheltered housing residents, as this service is no longer provided by their landlord;
- Increase in spend of £34k reflecting increased number of direct payment applications for community alarm services and new applications from leaseholders;
- Commitment of £46k allocated against two small services removed from older people spend because these services are supporting people with mental health issues and should be reported within that client group;

Homeless People

9. Overall increase in spend of £165k is explained by the following factors:
- Reduction in spend of £69k on Lucy Faithfull House service provided by English Churches Housing Group because current contract with this provider has ended on 31 October 2009 and removing from the forecast amount paid towards last quarter in 2008-09;
 - Additional commitment of £225k to fund Lucy Faithfull House service from 1 November 2009 following contract award to Two Saints;
 - Reduction in spend of £48k to reflect the fact that new Littlemore service will not come on line this year;

People with Mental Health problems

10. Increase in spend by £33k reflecting the commitment for two services transferred from older people spend, including an overall reduction in this commitment because Longworth Road service has closed on 30 September 2009;

Young People

11. Overall reduction in spend of £98k is explained by the following factors:
- Removal of commitment of £410k to fund The Bridge service that was included in error;
 - Additional commitment of £282k to fund Hyped Oxford service (that replaced the Bridge service) and is provided by Bournemouth Churches Housing Association;
 - Increase in spend of £46k for two services where original forecast was too low;
 - Reduction in spend of £15k on two services that have not been awarded inflation in 2009-10;

Generic Services

12. Overall reduction in spend of £109k is explained by the following factors:
- Reduction in spend of £120k on Connection service to reflect true contract value following notification by the provider that they have inadvertently double-counted start-up costs;
 - Repayment of £11k made to Banbury Homes because the provider paid an invoice twice;

People with Drug Problems

13. Reduction in spend of £83k on the new Drug Recovery Project because new suitable property has not yet been sourced for this service and it is unlikely to open this year;

Teenage Parents

14. Increase in spend of £18k showing combined effect of increased spend on Rachel House service (£20k) because the original forecast was too low and decrease in spend on Godstow Cottage service (£2k) because it has not received inflation in 2009-10;

Women at Risk of Domestic Violence

15. Overall reduction in spend of £101k is explained by the following factors:
- Removal of commitment of £31k for Oxfordshire Women's Aid service that was included in error;
 - Reduction in spend of £3k on A2Dominion Oxford based services because they are not eligible to receive inflation in 2009-10;
 - Reduction in spend of £67k to reflect the fact that new Outreach service in West Oxfordshire and Cherwell is not expected to come on line until 1 January 2010;

People with Alcohol Problems

16. Reduction in spend of £12k to reflect the fact that new wet house service may not come on line this year due to delays in securing capital funding.

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Analysis of movements within the budget by client group and service

CLIENT GROUP / SERVICE NAME	MOVEMENT	EXPLANATION
People in Adult Placement		
Adult placement	-£20,857	Removal of forecasted inflation
Older People		
Longworth Road	-£25,971	Moved to Mental Health
St Michael's street	-£20,126	Moved to Mental Health
	-£46,097	
Community Alarms (various)	£33,602	Increase in take up
West Oxfordshire Out of Hours service	£114,000	New commitment
Leaseholders	£448	Increase in take up
	£148,050	
Movement between reports	£101,953	
Homelessness		
Littlemore service	-£47,791	Remove full year commitment as service is not expected to start until April 2010
The Latch	£7,169	
Lucy faithful (ECHG)	-£69,218	Service ends on 31/10/09. Adjustment made for quarter 4 payment for 2008/09
Lucy faithful (Two Saints)	£275,000	New service starts from 01/11/09
Movement between reports	£165,160	
Mental Health		
Longworth Road	£12,896	Moved from Older People. Service ends on 30/09/09
St Michael's street	£20,126	Moved from Older People.
Movement between reports	£33,022	
Young People		
Banbury Foyer	£29,392	Original forecast was too low
Hyped Oxford	£282,102	New service
BYHP Supported Lodgings	-£11,249	Removal of forecasted inflation
Gateway Project Oxford	-£4,235	Removal of forecasted inflation
Oxfordshire Supported Lodgings	£16,956	Original forecast was too low
Bicester Move-on	-£710	
The Bridge Project	-£410,347	Removal of commitment included in error. Adjustment made for quarter 4 clawback of -£58,621
Movement between reports	-£98,091	
Generic Services		
Connection Floating Support	-£10,026	Adjustment made for clawback for 2007/8
	-£110,209	Adjustment made for clawback for 2008/9
	-£120,235	
North Oxfordshire Tenancy Service	£11,008	Provider made repayment twice
Movement between reports	-£109,227	
People with Drug Problems		
New Drug Recovery Project	-£83,234	Commitment reduced from 12 months to 2 months
Teenage Parents		
Rachel House	£20,883	Original forecast figure was too low
Godstow Cottage	-£2,730	Removal of forecasted inflation
Movement between reports	£18,153	
Women at Risk of Domestic Violence		
Oxford Access and Resettlement	-£715	Removal of forecasted inflation
Oxford Refuge Service	-£2,845	Removal of forecasted inflation
Oxfordshires Womens Aid	-£31,281	Contract ended in June 2008/09
New outreach service in West Oxfordshire and Cherwell	-£66,600	Commitment reduced from 12 months to 1 month as service is expected to start on 1 January 2010
Movement between reports	-£101,441	
People with Alcohol Problems	-£12,322	Commitment reduced to reflect predicted start date

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SP6(a)

Item	Priority	Priority	Main Aim	By when	Lead	Latest activity	On track?	Risk	Factors
Local Area Agreement target		Strategic	Improve National Indicator 141 to 60%	March 2010	Natalia Lachkou	Provisional score achieved in Q1 2009-10 is 60.65%.	Yes	Low	Performance improved in the last two quarters.
Personalisation/Customer service/Service user engagement			Improve focus on service user	Throughout	Geoffrey Ferres	Up-to-date service directory is being published quarterly. Service user representatives attend Core Strategy Group since September 2010. Housing support road show is planned in Abingdon on 7 December.	Yes	Low	Within scope of Supporting People team
Future governance arrangements		Strategic	Determine future of housing related support within the Oxfordshire Partnership	September 2009	Geoffrey Ferres	Supporting People Commissioning Body has retained its responsibilities	Yes	High	Depends on decisions of Public Services Board
Delivering financial strategy			Achieve target surplus and clarify what will happen to it	Throughout	Natalia Lachkou	Target surplus likely to be exceeded due to slippage on new services	Yes	Medium	Depends on decisions of Government and Public Services Board

Item	Priority	Priority	Main Aim	By when	Lead	Latest activity	On track?	Risk	Factors
Procurement projects proposed by the administering authority									
Older people's services	Financial	Strategic	First new services start	April 2010	Alison Fishpool	Invitations to Tender issued on 22 September. Variation to Tender issued on 20 October. Revised submission date is 30 November. Two question and answer sessions have been processed by the project team. Transition planning and preparation for tender evaluations are taking place.	Yes, but concerns	High	Scale and complexity of project. Project already behind timetable
Young people's services	Financial		New contracts start and savings achieved	April 2010	John Terry	Contract award decisions have been made on 4 November. Contract awards would be notified on 26 November. Transition planning is taking place.	Yes	Medium	Scale and complexity of project

SP6(a)

Item	Priority	Priority	Main Aim	By when	Lead	Latest activity	On track?	Risk	Factors
Services for people with mental health problems	Financial		New contracts start and savings achieved	April-2010 October 2010	1 Angelo Fernandes	Feedback on draft framework has been received by 26 October. Project board met on 11 November. Supplier seminar is planned for 18 December. Progress report is on the agenda for today.	Yes	High	Scale and complexity of project. Project already behind timetable
Move on services			New support provider starts in wet hostel	September- November 2009	Lorraine Donnachie	Contract awarded to Two Saints. Negotiations on management agreement with ECHG ended on 21 October. New service started on 1 November and transition is progressing well.	Yes	Medium	Depends on colleagues elsewhere in administering authority
Services for people with drugs problems			Ensure smooth transition for new supported housing services	May 2010	Hazel Nicholson	Evaluation report tabled at June meeting of Core Strategy Group	Yes	Low	Within scope of Supporting People team

Item	Priority	Priority	Main Aim	By when	Lead	Latest activity	On track?	Risk	Factors
Home improvement agency services			New handyperson service(s) start	January 2010	Sarah Carter	Core Strategy Group considered initial proposals on 7 October. Final proposals are on the agenda for today.	No	High	Scale and complexity of project
Procurement projects added by the partnership									
Services for offenders and ex-offenders			New service(s) start(s)	April 2010	Project manager to be appointed	First recruitment round was unsuccessful. Cross-authority steering group is pursuing alternative options.	No	Medium	Scale and complexity of project
Services for homeless people not included in the Move On tender	Financial		New contracts start and savings achieved	April 2010	Grace Mayo	Progress report is on the agenda for today.	Yes, but concerns	Medium	Depends on colleagues elsewhere in administering authority
Domestic violence service in West Oxfordshire and Cherwell			New service starts	January 2010	Paul Walmsley	Quotes have been received on 12 November. Evaluation would take place by 19 November.	Yes	Medium	Depends on colleagues elsewhere in administering authority

SP6(a)

Item	Priority	Priority	Main Aim	By when	Lead	Latest activity	On track?	Risk	Factors
Wet house in Oxford			New service starts	April 2010	Lorraine Donnachie	City Council would hear next from government about capital funding in December 2009.	No	Medium	Scale and complexity of project

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OXFORDSHIRE SUPPORTING PEOPLE COMMISSIONING BODY – 11 DECEMBER 2009

ANNUAL PLAN 2009-10: EXCEPTIONS REPORT

This paper is for information.

Background

1. The Annual Plan for 2009-10 was agreed unanimously by the Commissioning Body.
2. The administering authority is expected to provide the partnership with a detailed explanation for any items which are not on track. Milestones for each item are usually put forward to the Core Strategy Group for approval.
3. In the attached progress report, five items are shown as not being on track – delivery of:
 - new services for older people
 - new handyperson services
 - new services for ex-/offenders
 - new non-hostel services for homeless people
 - new services for people with alcohol problems

Services for older people

4. Tender submissions are due on 30 November. Negotiations about transition to new services with current providers have progressed to next stage. TUPE information has been requested and submitted in most cases on time. Preparations are taking place for tender evaluation. Work is also progressing on developing operational aspects of the new service.

Handyperson services

5. On 25 November the Core Strategy Group agreed recommendations for the use of the new Handyperson Grant awarded to Supporting People partnerships for 2009-11. Progress rating for this project would be revised once implementation of these decisions has begun.

Services for ex-/offenders

6. Interviews conducted in September did not lead to an appointment. Until an appointment has been made, delivery of this project cannot be said to be on track. Steering group members are exploring alternative options.

Services for homeless people not included in the Move On tender

7. The Core Strategy Group made commissioning decisions with regard to two services covered by this project and implementation was under way. Officers have yet to agree recommendations for the third service covered by this project. Vale District Council partners have indicated that further needs analysis work would be completed by the end of December, which should enable the officers to make recommendations in time for their February meeting.

Services for people with alcohol problems

8. Oxford City Council would not know until December 2009 at the earliest whether capital allocation is likely to be made for this new service. It is unlikely that this service would be commissioned by 1 April 2010 as originally planned.

OXFORDSHIRE SUPPORTING PEOPLE COMMISSIONING BODY – 11 DECEMBER 2009

SUMMARY ANNUAL REPORT FOR 2008-09

Developments

The main developments in the Oxfordshire Supporting People programme were:

- The Local Area Agreement target of 57% has not been met for 2008-09. This is mainly due to the high number of unplanned single homeless departures. However there has been an improvement throughout the year with a quarter 4 score of 60%.
- A contract has been awarded to Anchor Staying Put to provide Home Improvement Agency services in the Districts of South Oxfordshire and Vale of the White Horse
- The Service User Working Group has been established from the Service User Groups held the previous year. The Group has a strategy and an annual plan of work.
- Four new move-on services started in Oxford on 1 February 2009. The Oxford Night Shelter Ltd is the provider of both the night shelter service and Julian Housing which is the second stage move on service for single homeless people and couples. A2 Dominion is the provider of Simon House, a “dry” hostel for single homeless people and couples. Bournemouth Churches HA is the new provider for One Foot Forward which is a short term direct access hostel for young people.
- All of the major short term providers took part in the auditing of their departures with the Supporting People team. Both the major generic services teams also took part in the auditing of their departures.
- Providers’ return rate for quarterly performance data for 2008-09 has been magnificent. Oxfordshire has the best return rate for all the 150 authorities in England. The return rates for Oxfordshire are 99.6% for quarter 1, 99.6% for quarter 2, 100.0% for quarter 3 and 100.0% for quarter 4.

Key Facts

- At the end of the year the Oxfordshire Supporting People programme covered 9,630 individuals or households. Over three quarters of the total are older people. Just over a third are in Oxford City.
- The proportion of service users from black and ethnic minority communities has decreased from 6.5% to 5.9%

- At the end of the year there were 124 separate services and 42 separate providers. Almost half of the services are for older people. Services for people with learning disabilities have been reduced from 132 to 2.
- Spending for the year was just under £17.8 million. Oxford has the highest share of spending of any district with an expenditure of £7.8 million.
- People with learning disabilities have the highest share of the programme's spending, followed by older people and homeless people
- Oxfordshire spends more on people with learning disabilities and less on older people than similar authorities.
- Over the last five years the amount of spend on people with learning disabilities, older people and homeless people has decreased. The amount of spend on generic services has recently increased.
- Over the last five years the share of spending on floating support services has increased, whilst the share of spending on accommodation based services has decreased.
- Oxfordshire still has a low rate by national and regional standards for the percentage of vulnerable people leaving its short term, accommodation based services who have achieved independent living. The last four quarters have seen a gradual improvement in this area.
- More people left Oxfordshire during the year to access housing related support services than entered it.
- In looking at outcomes data for 2008-09, 8 out of 10 of the short term outcome targets and 2 out of 2 of the long term outcome targets have been achieved.
- Compared to national Supporting People data there is a lower proportion of female service users in Oxfordshire.
- Compared to the Oxfordshire census data the group of Oxfordshire Supporting People service users has a much older age profile and a slightly higher proportion of BME users.



Oxfordshire Supporting People Annual Report 2008-09



*2004-2005
Supporting People*



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Section 1 – Summary

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- The proportion of service users from black and ethnic minority communities has decreased from 6.5% to 5.9%
- At the end of the year there were 124 separate services and 42 separate providers. Almost half of the services are for older people. Services for people with learning disabilities have been reduced from 132 to 2.
- Spending for the year was just under £17.8 million. Oxford has the highest share of spending of any district with an expenditure of £7.8 million.
- People with learning disabilities have the highest share of the programme's spending, followed by older people and homeless people
- Oxfordshire spends more on people with learning disabilities and less on older people than similar authorities.
- Over the last five years the amount of spend on people with learning disabilities, older people and homeless people has decreased. The amount of spend on generic services has recently increased.
- Over the last five years the share of spending on floating support services has increased, whilst the share of spending on accommodation based services has decreased.
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- More people left Oxfordshire during the year to access housing related support services than entered it.
- In looking at outcomes data for 2008-09, 8 out of 10 of the short term outcome targets and 2 out of 2 of the long term outcome targets have been achieved.
- Compared to national Supporting People data there is a lower proportion of female service users in Oxfordshire.
- Compared to the Oxfordshire census data the group of Oxfordshire Supporting People service users has a much older age profile and a slightly higher proportion of BME users.

Section 2 – Developments

The main developments in the Oxfordshire Supporting People programme in 2008-09 were:

- The Local Area Agreement target of 57% has not been met for 2008-09. This is mainly due to the high number of unplanned single homeless departures. However there has been an improvement throughout the year with a quarter 4 score of 60%.
- A contract has been awarded to Anchor Staying Put to provide Home Improvement Agency services in the Districts of South Oxfordshire and Vale of the White Horse
- The Service User Working Group has been established from the Service User Groups held the previous year. The Group has a strategy and an annual plan of work.
- Four new move-on services started in Oxford on 1 February 2009. The Oxford Night Shelter Ltd is the provider of both the night shelter service and Julian Housing which is the second stage move on service for single homeless people and couples. A2 Dominion is the provider of Simon House, a “dry” hostel for single homeless people and couples. Bournemouth Churches HA is the new provider for One Foot Forward which is a short term direct access hostel for young people.
- All of the major short term providers took part in the auditing of their departures with the Supporting People team. Both the major generic services teams also took part in the auditing of their departures.
- Providers’ return rate for quarterly performance data for 2008-09 has been magnificent. Oxfordshire has the best return rate for all the 150 authorities in England. The return rates for Oxfordshire are 99.6% for quarter 1, 99.6% for quarter 2, 100.0% for quarter 3 and 100.0% for quarter 4.

The table below shows the Annual Plan table for the year with a short note of what was and what was not delivered.

Which Services	Main aim	Main target	Priority	By when	Lead	Comment	Original target
All short term, accommodation based services	Achieve Local Area Agreement target	Improve National Indicator 141 from 54% to 57%	Strategic	March 2009	Natalia Lachkou	Performance improved to 55.5%, only half required improvement	Partly met
All	Increase personalisation, improve customer service, increase service user engagement	Improve focus on service user	Strategic	Throughout	Geoffrey Ferres	Service user working group established and supported to develop. New leaflet drafted but not published due to imminent change to team's telephone numbers	Fully met
All	Clarify future governance arrangements	Determine future of housing related support within the Oxfordshire Partnership	Strategic	March 2009	Geoffrey Ferres	Public Service Board put off final decision until 2009-10	Partly met
All	Deliver financial strategy	Achieve target surplus	Financial	Throughout	Natalia Lachkou	Target surplus achieved	Fully met

Which Services	Main aim	Main target	Priority	By when	Lead	Comment	Original target
All	Improve performance reporting	Develop improved regular performance reports and new annual report		October 2008	Danny Hearn	Annual Report printed and presented to Commissioning Body in December 2008. New quarterly performance reports developed and produced regularly covering national indicators 141 and 142. New quarterly monitoring report developed and produced regularly covering outcomes from short term services	Fully met
People with Learning Disabilities	Complete Learning Disability pooling	Ensure transition and future performance reporting		March 2009	Duncan Hall	New, single contracts started 12 January 2009. Data for national indicator 142 supplied regularly by learning disability colleagues	Fully met
Procurement projects							

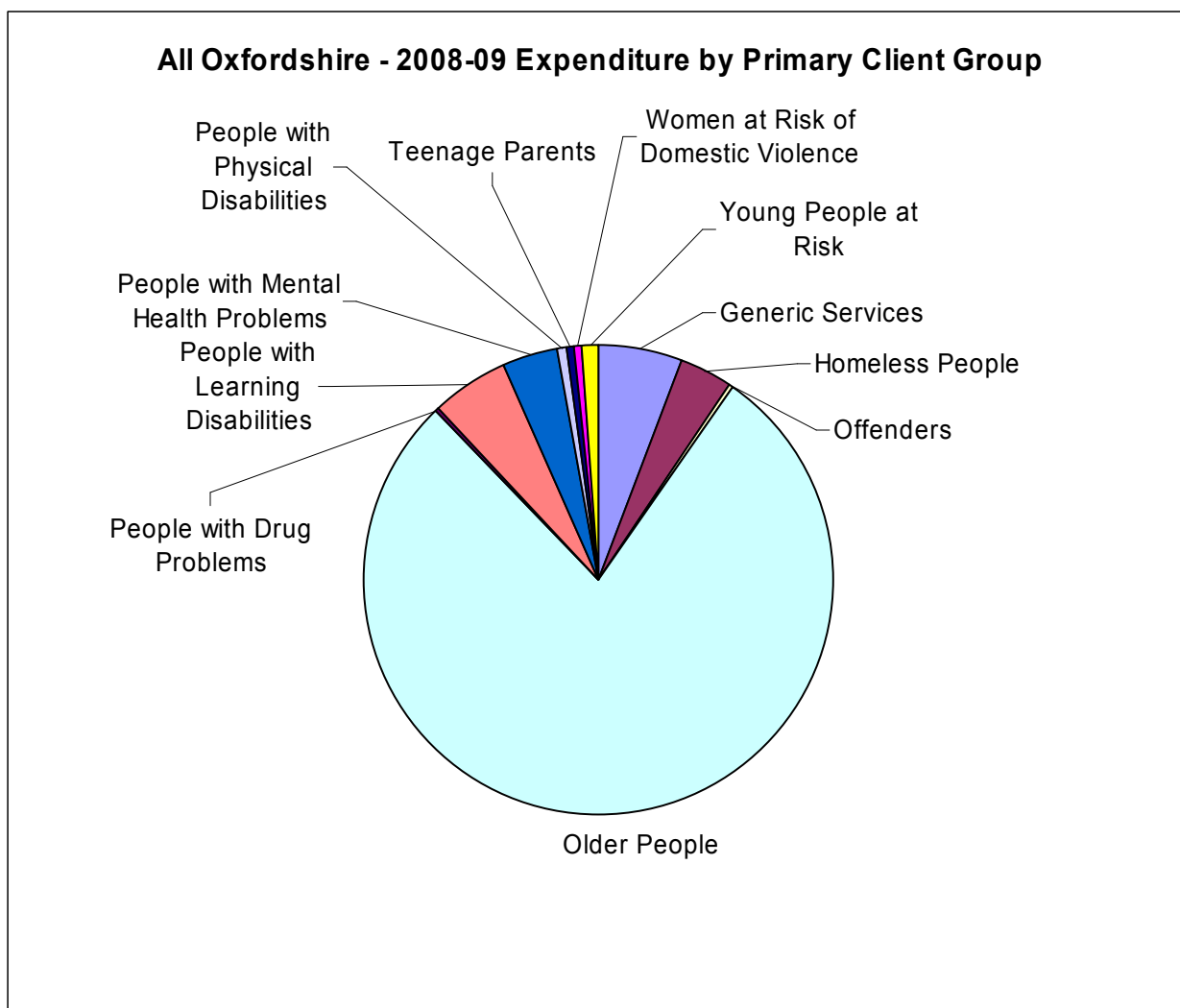
Which Services	Main aim	Main target	Priority	By when	Lead	Comment	Original target
Older People	Commission new services available throughout county regardless of tenure	New services start	Strategic & Financial	October 2009	Alison Fishpool	Market consultation event took place 13 November 2008. Project Board decided more work required before Invitation to Tender possible. Providers have accepted contract extensions to end of 2009-10	Not met
Homeless Hostels and Move On	Commission services to new specifications	New services start	Financial	April 2009	Lorraine Donnachie	Four new service contracts started 1 February 2009 following tender. Negotiations with current provider of fifth service did not allow advertisement for expressions of interest until February 2009	Partly met
All	New/expanded services	Select priorities and identify actions	Strategic	Originally September 2008, later January 2009	Natalia Lachkou	Four new services prioritised November 2008. One service in place from April 2009	Fully met

Which Services	Main aim	Main target	Priority	By when	Lead	Comment	Original target
People with Drug Problems	Commission new pattern of services	New services start		April 2009	Hazel Nicholson	New supported housing service contracts started 1 April 2009 following tender. No affordable bid for rent deposit scheme	Partly met
Women at Risk of Domestic Violence	Complete transition to new service specifications	New services start		July 2008	Heather Wood	New service contracts in place for Banbury and Oxford refuges on time but neither operating to full capacity by end of 2008-09 due to issues regarding condition of properties and recruitment of staff	Partly met
Floating Support	Complete transition to new pattern of floating support services	Ensure transition and review new arrangements		Originally October 2008, later January 2009	Sarah Carter	Evaluation report approved January 2009. Follow up actions in hand	Fully met
Home Improvement Agency and Small Repairs	Complete transition to new pattern of services in all districts	Ensure transition and participate in likely South & Vale procurement		March 2009	Duncan Hall	New, local authority home improvement agencies in three districts from April 2008. New external provider in place in South Oxfordshire and Vale of White Horse from April 2009 following successful tender	Fully met

Section 3 – Key Facts

3.1 Capacity split by primary client group

The Supporting People programme had a total capacity of 9,630 individuals/households as at 31 March 2009. Over two thirds were for older people. This included capacity for community alarm individuals/households and home improvement agency individuals/households as well as sheltered housing.



Primary Client Group	31 March 2009 Capacity	Proportion
Generic Services	554	5.8%
Homeless People	360	3.7%
Offenders	15	0.2%
Older People	7,531	78.2%
People with Drug Problems	20	0.2%
People with Learning Disabilities	505	5.2%
People with Mental Health Problems	384	4.0%
People with Physical Disabilities	44	0.5%
Teenage Parents	54	0.6%
Women at Risk of Domestic Violence	43	0.4%

Primary Client Group	31 March 2009 Capacity	Proportion
Young People at Risk	120	1.2%
Total Capacity	9,630	100.0%

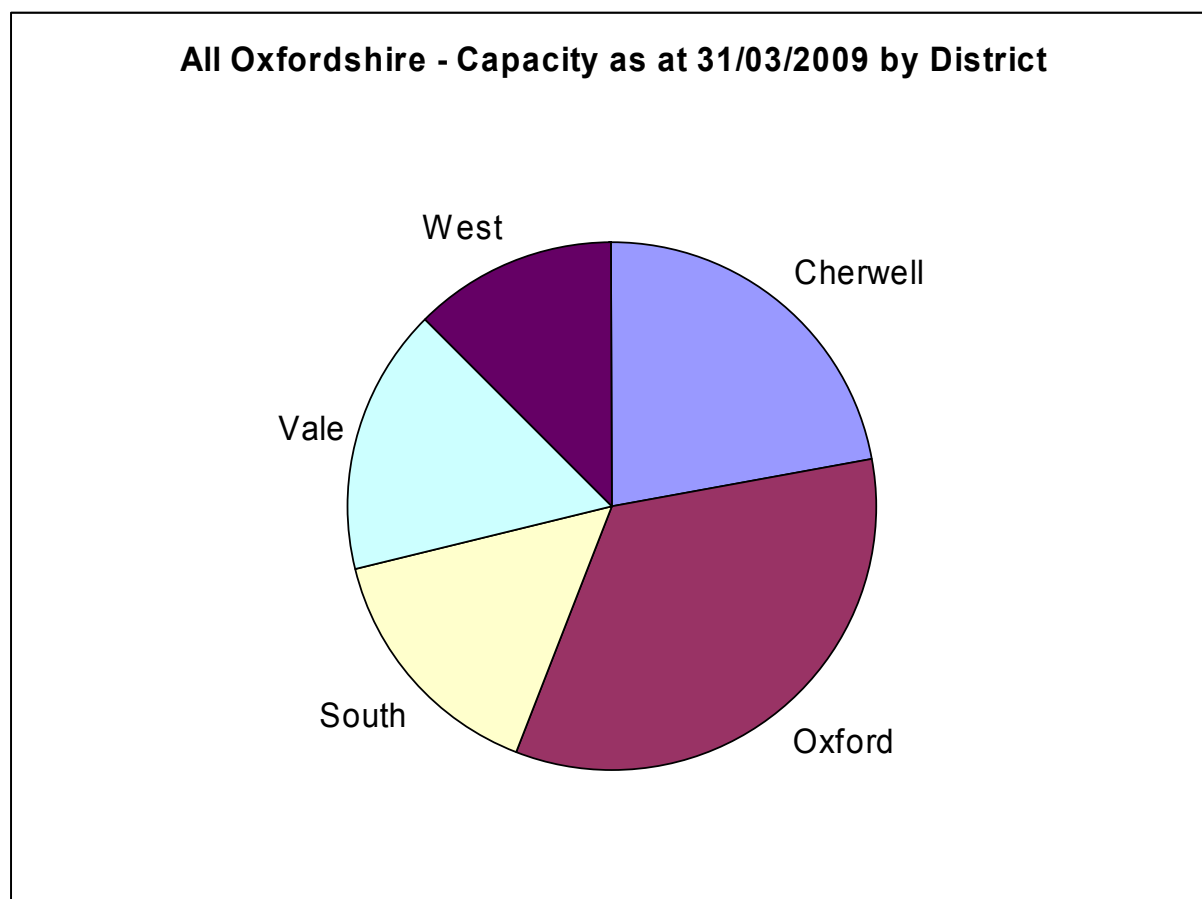
The proportion for the older people capacity has dropped from last year (78.9% for 2007-08 to 78.2% for 2008-09). A number of older people units have been closed or demolished. The proportion for the learning disability capacity has increased from last year (4.9% for 2007-08 to 5.2% for 2008-09).

Just under two thirds of the Supporting People capacity was accommodation based as at 31 March 2009. The proportion for the floating support capacity has increased from last year (6.9% to 12.0%). The learning disability services are now recorded as floating support.

Service Type	31 March 2009 Capacity	Proportion
Accommodation Based Service	6,265	65.1%
Community or Social Alarm Service	762	7.9%
Floating Support Service	1,153	12.0%
Home Improvement Agency (HIA) Service	1,450	15.1%
Total Capacity	9,630	100.0%

3.2 Capacity split by district

As of 31 March 2009 just over one third of Supporting People capacity was in Oxford.



District	31 March 2009 Capacity	Proportion
Cherwell	2,141	22.2%
Oxford	3,223	33.5%
South	1,488	15.5%
Vale	1,561	16.2%
West	1,215	12.6%
Aylesbury	2	0.0%
Total Capacity	9,630	100.0%

Compared to 31 March 2008 the proportion of Supporting People capacity is higher in Cherwell (20.3% to 22.2%) and lower in Vale of White Horse (17.8% to 16.2%). The total capacity for last year was 9,724. Compared to last year Cherwell has a larger home improvement agency service.

3.3 Number of services and providers per primary client group

There were 124 services and 42 providers as at 31 March 2009. Some of the providers cover more than one client group.

Primary Client Group	Number of Services as at 31/03/2009	Number of Providers as at 31/03/2009
Generic Services	2	2
Homeless People	9	5
Offenders	2	2
Older People	59	23
People with Drug Problems	3	2
People with Learning Disabilities	2	2
People with Mental Health Problems	19	7
People with Physical Disabilities	5	3
Teenage Parents	7	4
Women at Risk of Domestic Violence	6	1
Young People at Risk	10	6

The greatest change compared to last year has been the re-modelling of the learning disability services; all but one of them are now in a pooled budget, (2 services and 2 providers). For 31 March 2008 there were 132 learning disability services and 14 learning disability providers.

3.4 Benchmarking of spend with similar authorities

We approached fifteen other local authority areas the Audit Commission uses as a comparator when it looks at Oxfordshire. We asked for their 2008-09 spending data per client group. Seven of the fifteen areas have responded – Buckinghamshire, Gloucestershire, Hertfordshire, Leicestershire, Somerset, Suffolk and Warwickshire.

Compared to these other authorities Oxfordshire has a very high proportion of spend on people with learning disabilities and a very low proportion of spend on older people.

The following table shows Oxfordshire's proportion of spend on different primary client groups compared to the seven other authorities. Compared to the other areas Oxfordshire has a high proportion of spend for generic services and teenage parents. Oxfordshire has a low proportion of spend for women at risk of domestic violence.

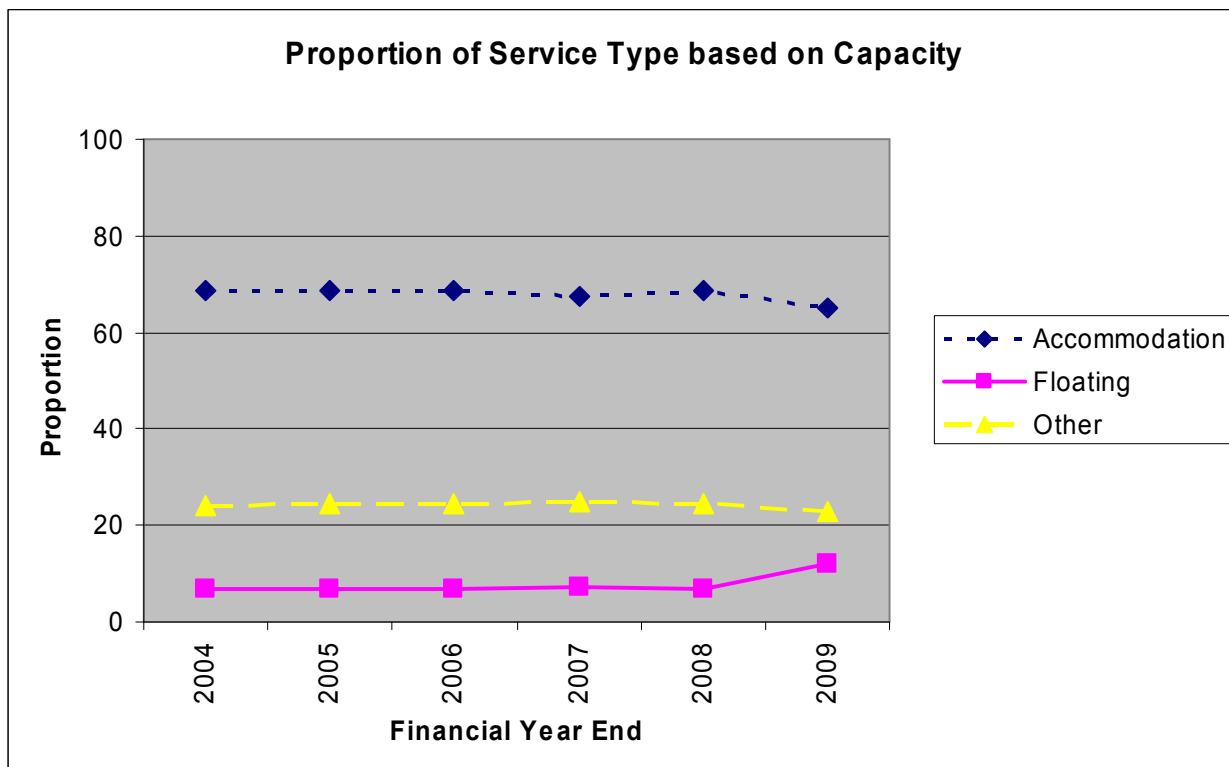
Primary Client Group	Oxon Proportion	Position compared with other ten areas	Proportion compared with other ten areas
Generic Services	11.8%	2 nd / 8	High
Homeless People	13.3%	4 th / 8	Middle
Offenders	0.9%	6 th / 8	Low
Older People	15.1%	8 th / 8	Low
People with Drug Problems	1.1%	3 rd / 8	High
People with Learning Disabilities	31.5%	1 st / 8	High
People with Mental Health Problems	12.0%	6 th / 8	Low
People with Physical Disabilities	0.8%	6 th / 8	Low
Teenage Parents	2.9%	1 st / 8	High
Women at Risk of Domestic Violence	1.6%	8 th / 8	Low
Young People	9.0%	5 th / 8	Middle

For older people the range of spend in the middle four authorities (3rd to 6th) is 23.8% to 27.0%. The proportion of Oxfordshire spend for older people is well below this on 15.1%. For women at risk of domestic violence the range of spend in the middle four authorities (3rd to 6th) is 2.8% to 3.7%. Oxfordshire's spend proportion for this client group is 1.6%.

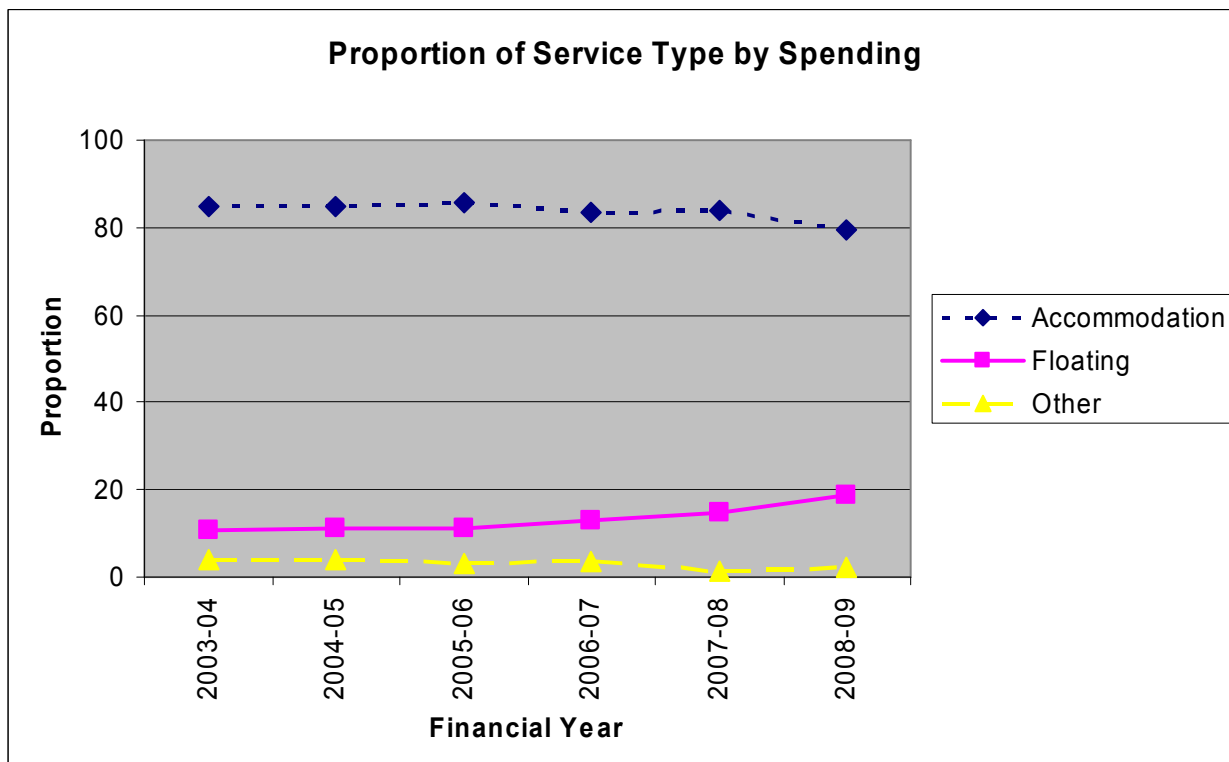
3.5 Summary of key changes over time – increased use of floating support

The proportion of floating support service capacity has increased over the last year. The learning disability units have all been re-classified from accommodation based units to floating support based units

The proportion of floating support capacity within Oxfordshire Supporting People has increased from 6.9% at 31/03/2004 (712 units) to 12.0% at 31/03/2009 (1,153 units). The graph below shows the increased use of floating support capacity, with the increase of last year from 6.9% to 12.0%.



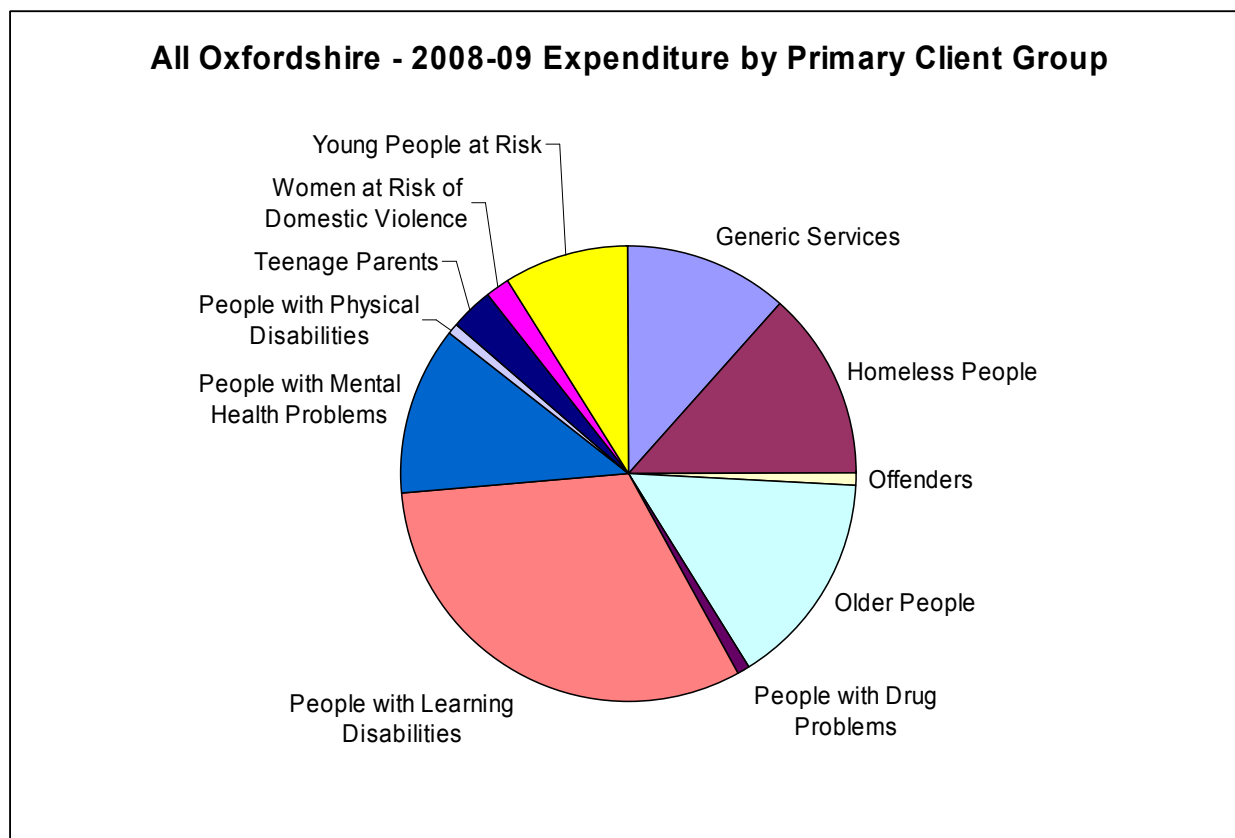
The proportion of floating support spending within Oxfordshire Supporting People has increased from 10% for 2003-04 (£2.27 million) to 18.7% for 2008-09 (£3.32 million). The graph below shows the increased use of floating support spending.



Section 4 – Spending

4.1 Budget Report 2008-09 by primary client group

For 2008-09 the Oxfordshire Supporting People actual expenditure was just over £17.8 million. The largest proportion of this spending was on people with learning disabilities followed by older people and homeless people.

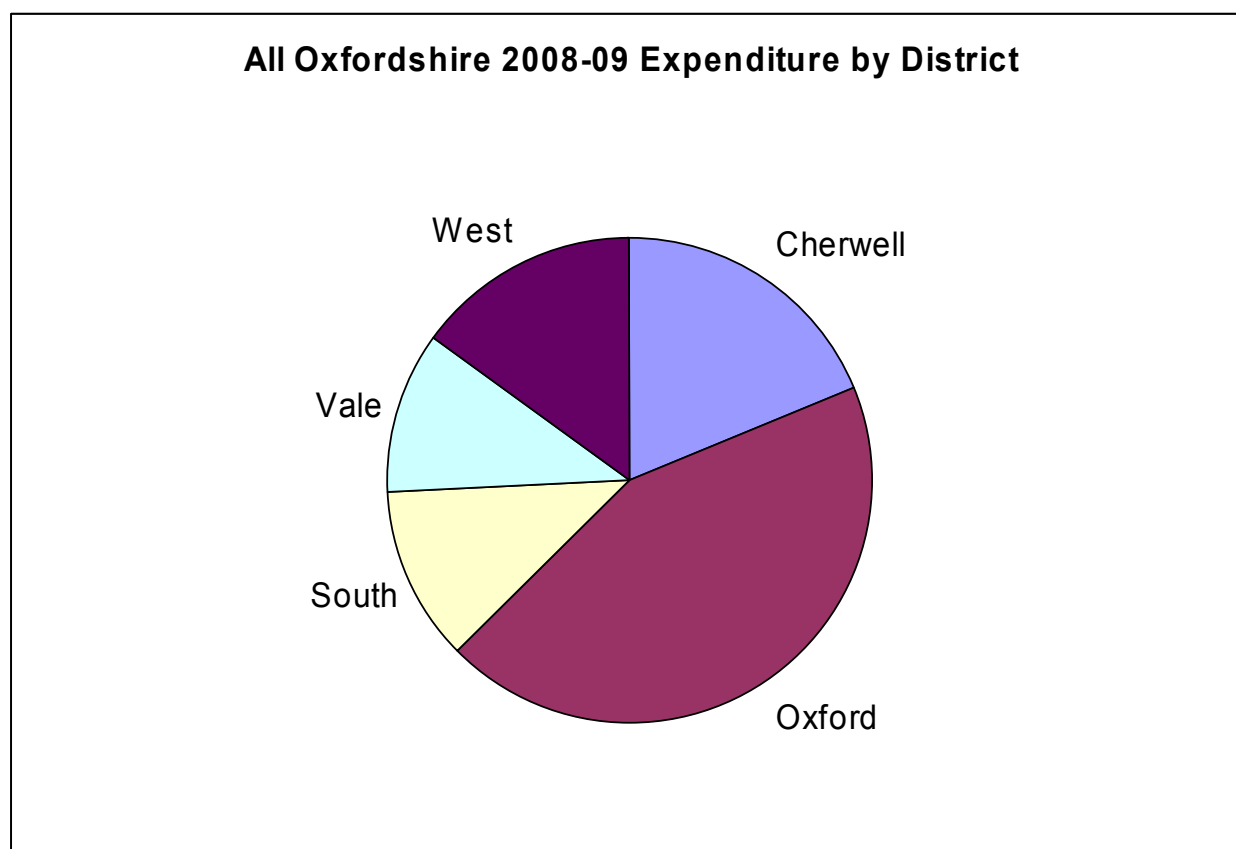


Primary Client Group	2008-09 Expenditure	Proportion
Generic Services	2,092,532.63	11.8%
Homeless People	2,363,557.79	13.3%
Offenders	155,805.39	0.9%
Older People	2,689,498.42	15.1%
People with Drug Problems	189,791.49	1.1%
People with Learning Disabilities	5,614,071.36	31.5%
People with Mental Health Problems	2,140,455.41	12.0%
People with Physical Disabilities	144,569.75	0.8%
Teenage Parents	522,303.59	2.9%
Women at Risk of Domestic Violence	284,097.67	1.6%
Young People at Risk	1,606,048.46	9.0%
Total Expenditure	17,802,731.96	100.0%

Compared to 2007-08 this year has seen a greater proportion in generic services spend (up from 7.2% to 11.8%) and people with mental health problems spend (up from 11.5% to 12.0%). The proportion of spend for people with learning disabilities has fallen from 32.8% to 31.5%.

4.2 Budget Report 2008-09 by primary client group and each district

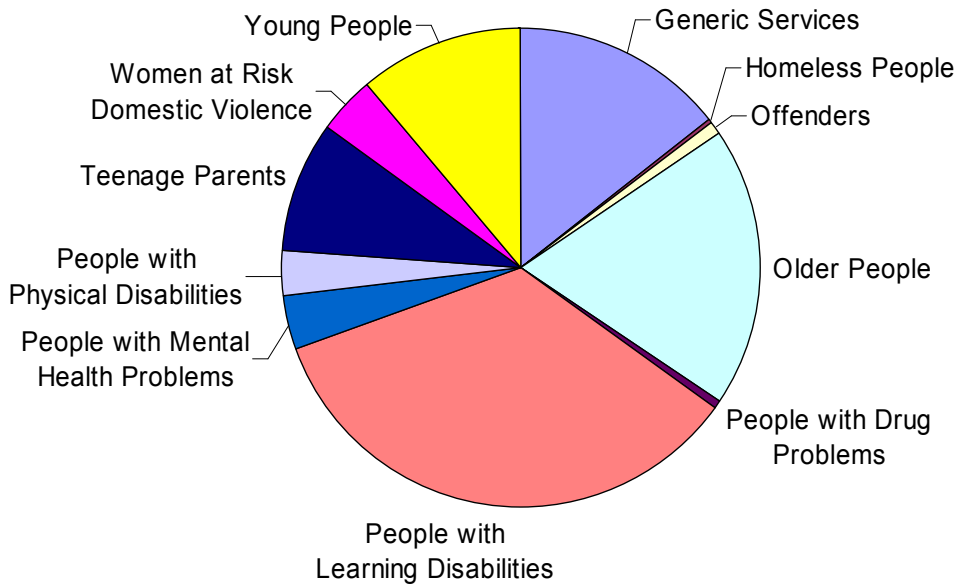
Oxford City has the highest proportion of expenditure for 2008-09 followed by Cherwell and then West.



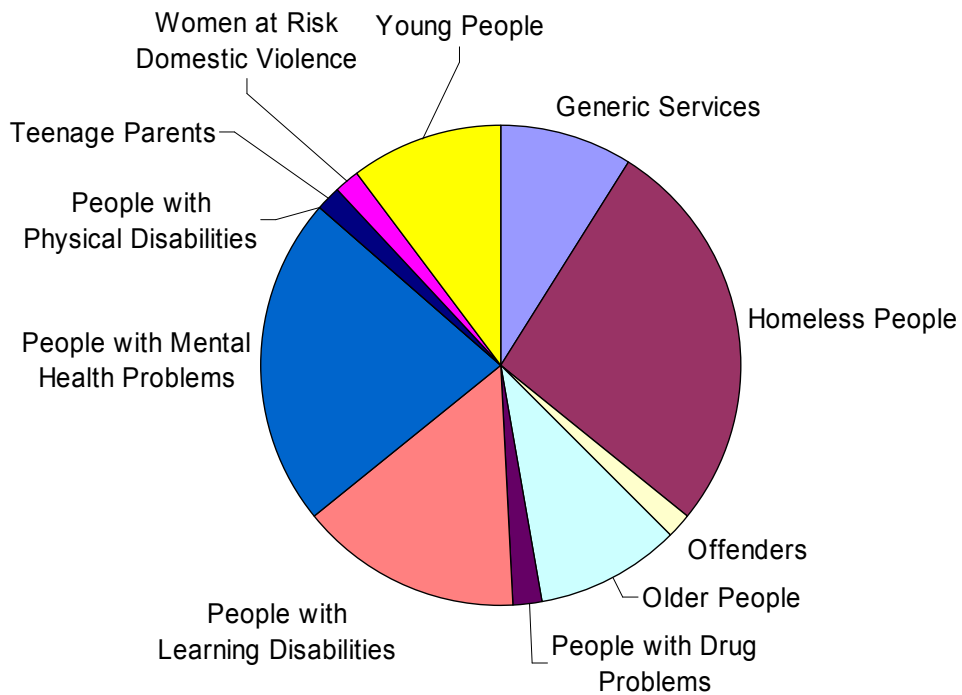
District	2008-09 Expenditure £,000	Proportion
Cherwell	3,346	18.8%
Oxford City	7,768	43.6%
South Oxfordshire	2,101	11.8%
Vale of White Horse	1,906	10.7%
West Oxfordshire	2,682	15.1%
Total Expenditure	17,803	100.0%

Compared to 2007-08 the expenditure proportion for Cherwell has dropped from 19.3% to 18.8%. The expenditure proportion for South Oxfordshire has dropped from 12.5% to 11.8%. The expenditure proportion for Oxford has increased from 42.4% to 43.6%. The expenditure proportion for the other two districts remains within 0.1% of last year

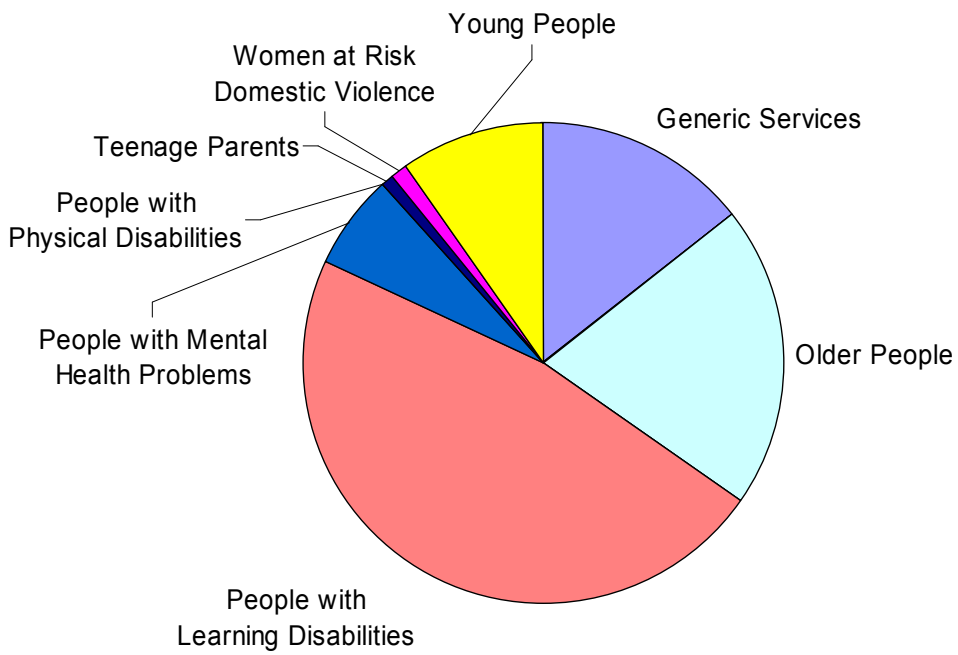
Cherwell 2008-09 Expenditure



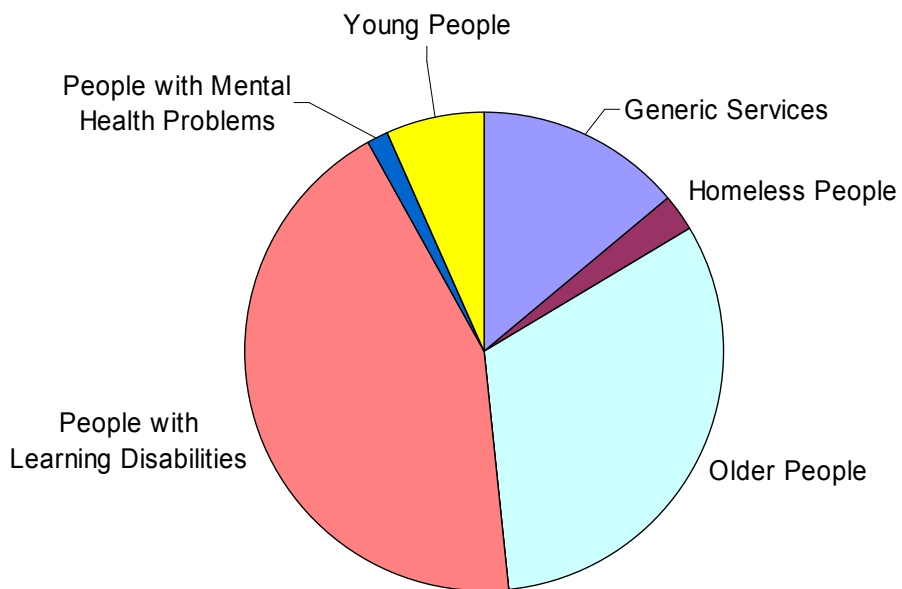
Oxford City 2008-09 Expenditure

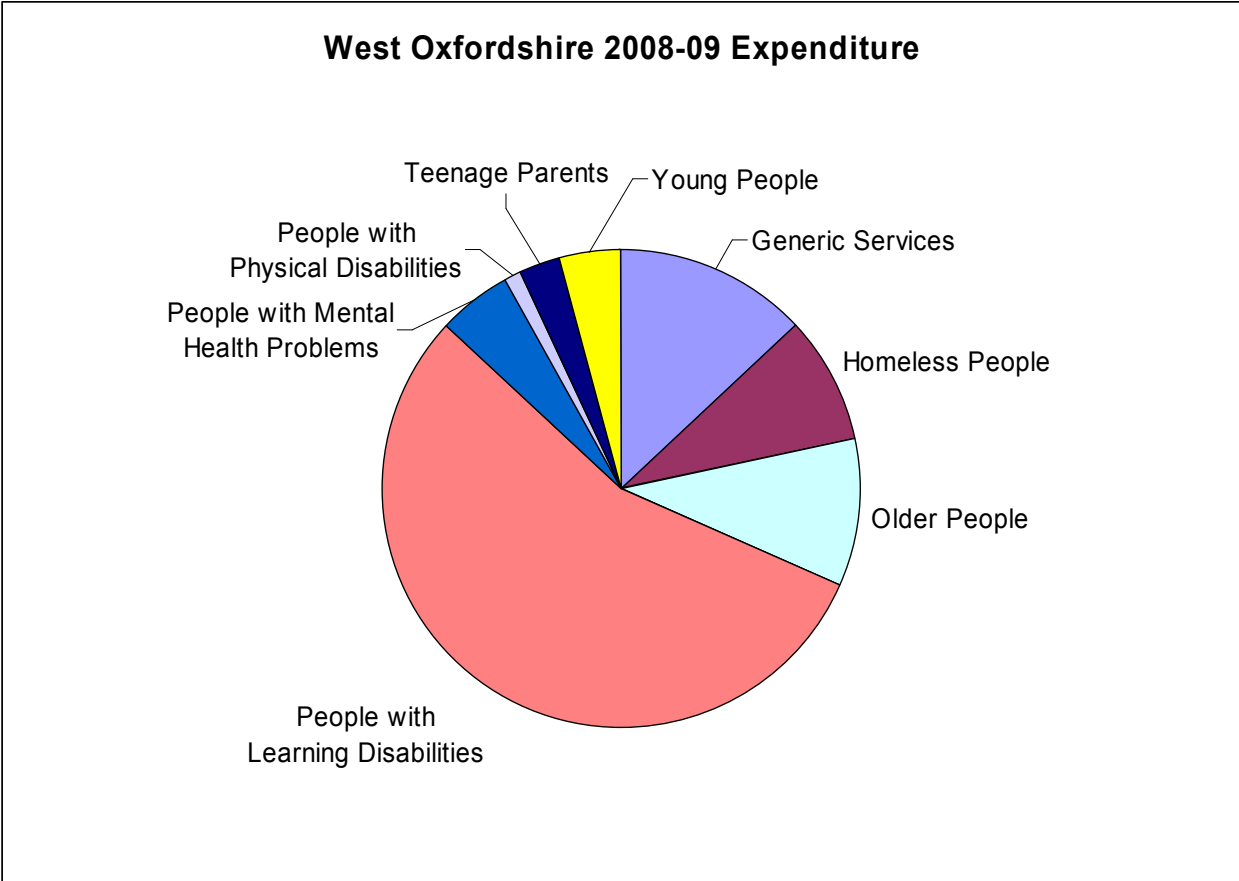


South Oxfordshire 2008-09 Expenditure



Vale of White Horse 2008-09 Expenditure





The learning disabilities primary client group has the highest proportion of spend in all the districts apart from Oxford. In Oxford the homeless people primary client group has the highest proportion of spend.

All districts have a higher proportion of generic spend compared to 2007-08, as floating support services have been re-classified to generic.

Cherwell The people with learning disabilities and older people client groups account for 53% of the Cherwell spending. Compared to other districts Cherwell has a higher proportion of spending on teenage parents and women at risk of domestic violence.

Oxford The people with learning disabilities and older people client groups account for 24.5% of the Oxford spending. Compared to other districts Oxford has a higher proportion of spending on homeless people, people with mental health problems, people with drugs problems and offenders.

South Oxfordshire The people with learning disabilities and older people client groups account for 68% of the South Oxfordshire spending. Compared to other districts outside Oxford City, South Oxfordshire has a higher proportion of spending on people with mental health problems. There is no spending on homeless people, offenders, or people with drugs problems. There is now expenditure for women at risk of domestic violence.

Vale of White Horse The people with learning disabilities and older people client groups account for 75.5% of the Vale of White Horse spending. Compared to other districts Vale of White Horse has a higher proportion of spending on older people. There is no

spending on offenders, people with drugs problems, people with physical disabilities, teenage parents or women at risk of domestic violence.

West Oxfordshire The people with learning disabilities and older people client groups account for 65% of the West Oxfordshire spending. Compared to other districts West Oxfordshire has a higher proportion of spending on people with learning disabilities. Compared to the districts outside Oxford City, West Oxfordshire has a lower proportion of spending on older people. There is no spending on offenders, people with drugs problems or women at risk of domestic violence.

The following table shows the 2008-09 proportions of spend per client group for each district.

Primary Client Group	Cherwell	Oxford	South	Vale	West
Generic Services	14.5%	8.9%	14.4%	13.9%	13.0%
Homeless People	-0.2%	26.9%	0.0%	2.5%	8.7%
Offenders	0.9%	1.6%	0.0%	0.0%	0.0%
Older People	19.0%	9.6%	20.4%	31.8%	10.1%
People with Drug Problems	0.7%	2.1%	0.0%	0.0%	0.0%
People with Learning Disabilities	34.4%	14.9%	47.2%	43.7%	55.2%
People with Mental Health Problems	3.5%	22.3%	6.2%	1.5%	4.9%
People with Physical Disabilities	3.1%	0.1%	0.1%	0.0%	1.1%
Teenage Parents	8.9%	1.7%	0.9%	0.0%	2.8%
Women at Risk Domestic Violence	4.0%	1.7%	1.1%	0.0%	0.0%
Young People	11.2%	10.1%	9.8%	6.6%	4.2%
Total Expenditure	100.0%	100.0%	100.0%	100.0%	100.0%

4.3 Value for money

We carried out an annual value for money assessment of 114 services we fund. 82% of these services satisfied the value for money criteria and were awarded an inflationary increase of 3.7%. Increased amount of funding due has been put in to payment in all cases apart from one.

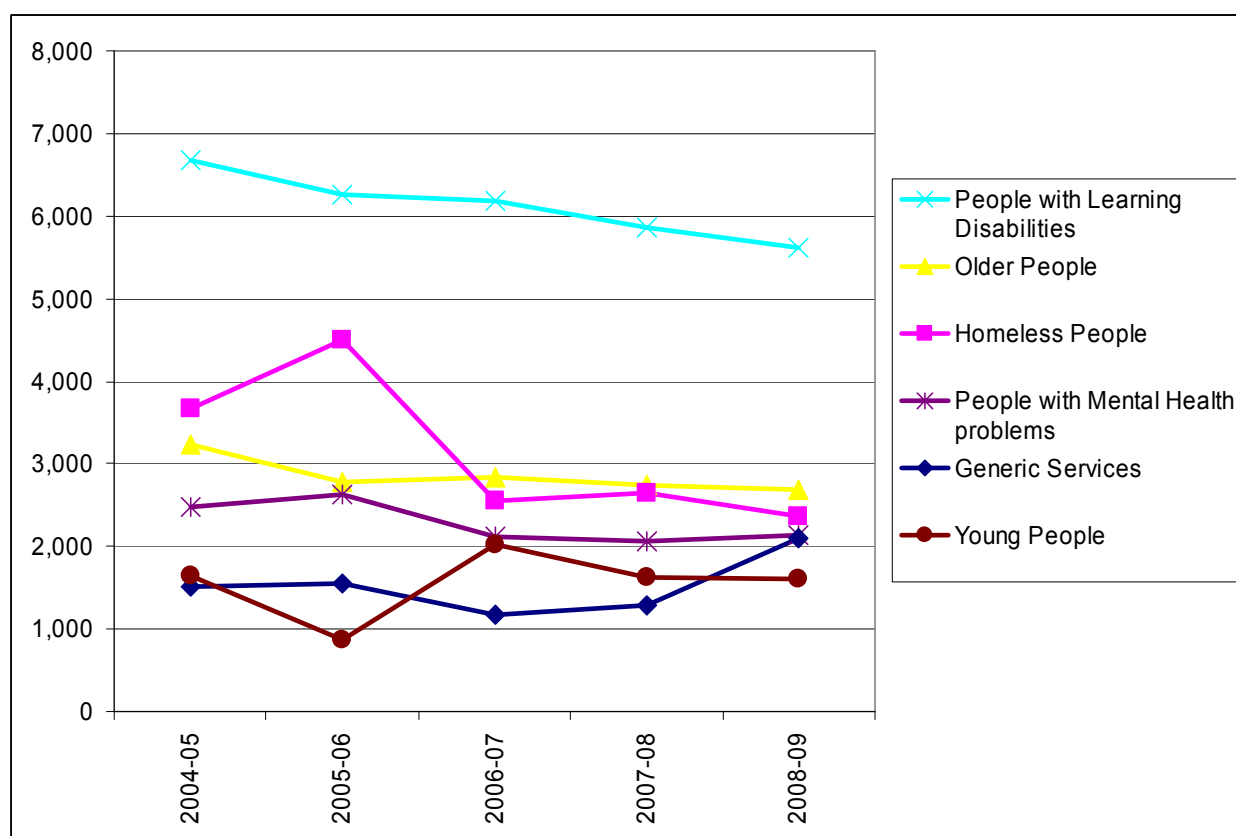
4.4 Summary of how the spend has altered compared to previous years

The following table shows the Supporting People spend per primary client group for the five previous years. The amount of spend over the last five years has dropped from £21.2 million in 2004-05 to £17.8 million in 2008-09

Primary Client Group	2004-05 Spend £,000	2005-06 Spend £,000	2006-07 Spend £,000	2007-08 Spend £,000	2008-09 Spend £,000
Generic Services	1,509	1,554	1,178	1,295	2,093
Homeless People	3,671	4,498	2,558	2,650	2,364
Offenders	334	342	200	198	156
Older People	3,242	2,782	2,838	2,740	2,689
People with Drug Problems	443	437	557	449	190

Primary Client Group	2004-05 Spend £,000	2005-06 Spend £,000	2006-07 Spend £,000	2007-08 Spend £,000	2008-09 Spend £,000
People with Learning Disabilities	6,670	6,253	6,194	5,862	5,614
People with Mental Health probs	2,479	2,629	2,122	2,055	2,140
People with Physical Disabilities	167	238	128	152	144
Refugees	26	26	13	0	0
Teenage Parents	763	758	697	594	522
Women at Risk Domestic Violence	243	268	268	272	284
Young People	1,648	870	2,015	1,624	1,606
Total Expenditure	21,195	20,655	18,767	17,892	17,803

The following graph shows the amount of spend for the six main primary client groups over the last five years.



The amount of spend for people with learning disabilities has dropped over the last five years from £6.67 million to £5.61 million. It still has by far the highest amount of spend for any client group.

The amount of spend for older people has gradually decreased over the last five years from £3.24 million to £2.68 million.

Spend on homeless people decreased in 2005-06 as services were re-classified from homeless people to young people.

The two main primary client groups with an increase of spending from 2007-08 to 2008-09 have been generic services and people with mental health problems. The generic spend has increased as services have been reclassified from homeless people, offenders, people with drug problems and teenage parents to generic.

The following table shows the Supporting People spend proportion per primary client group for the five previous years.

Primary Client Group	2004-05	2005-06	2006-07	2007-08	2008-09
Generic Services	7.1%	7.5%	6.3%	7.2%	11.8%
Homeless People	17.3%	21.8%	13.6%	14.8%	13.3%
Offenders	1.6%	1.7%	1.1%	1.1%	0.9%
Older People	15.3%	13.5%	15.1%	15.3%	15.1%
People with Drug Problems	2.1%	2.1%	3.0%	2.5%	1.1%
People with Learning Disabilities	31.5%	30.3%	33.0%	32.8%	31.5%
People with Mental Health probs	11.7%	12.7%	11.3%	11.5%	12.0%
People with Physical Disabilities	0.8%	1.2%	0.7%	0.8%	0.8%
Refugees	0.1%	0.1%	0.1%	0.0%	0.0%
Teenage Parents	3.6%	3.7%	3.7%	3.3%	2.9%
Women at Risk Domestic Violence	1.1%	1.3%	1.4%	1.5%	1.6%
Young People	7.8%	4.2%	10.7%	9.1%	9.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%

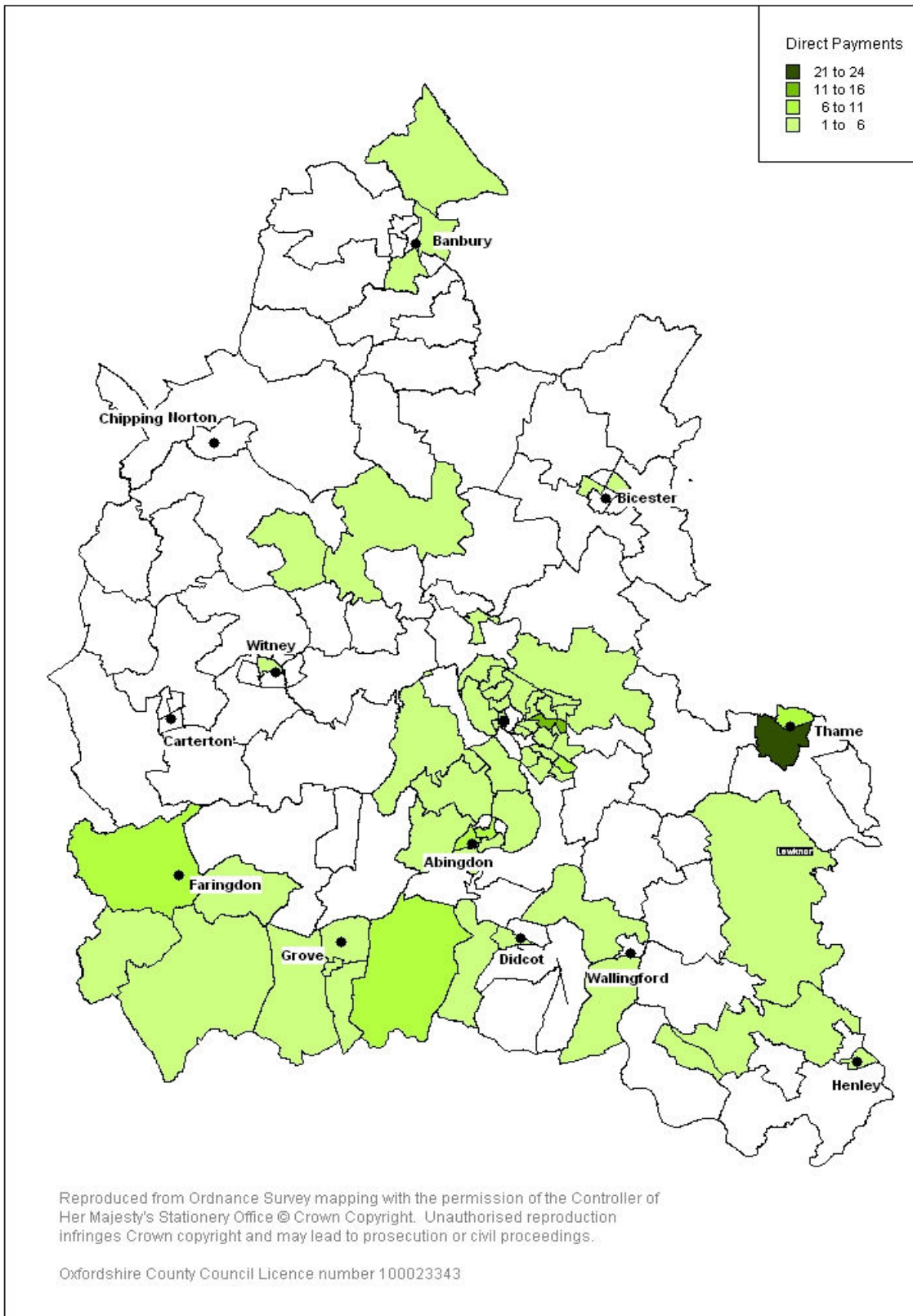
The proportion of spend for people with learning disabilities remains above 30% for the five years. The proportion of spend for older people is just above 15% for the past three years. The proportion of spend for homeless people has fallen from 21.8% in 2005-06 to 13.3% in 2008-09. The proportion of spend for generic services has increased from 7.2% in 2007-08 to 11.8% in 2008-09.

4.5 Distribution of Direct Payments by Ward

The map below shows the distribution of direct payments by ward, produced in June 2009. This shows that the new charging policy has allowed lots of successful alarms applications in Oxford City, South Oxfordshire and Vale of White Horse. West Oxfordshire has the lowest number of direct payments.

The ward to the south of Thame is the area has the highest number of direct payments.

Map showing direct payments per ward, produced June 2009



Section 5 – Performance

5.1 Oxfordshire overall score for each performance measure

Performance data from Oxfordshire for 2008-09

Data reported locally

Measure		2006-07 Score	2007-08 Score	2008-09 Score
NI 142	Maintain independent living	95.4%	98.8%	98.8%
NI 141	Planned move on	49.5%	55.9%	53.8%
SPI 1	Availability	97.8%	98.8%	98.7%
SPI 2a	Utilisation (accommodation)	96.6%	97.1%	97.2%
SPI 2b	Utilisation (non accommodation)	103.4%	97.7%	102.7%
SPI 3	Staffing	-	99.3%	98.0%
SPI 4	Throughput	144.5%	135.1%	134.1%

The scores for four of the seven measures have decreased compared to the previous year. The auditing of the NI 141 data and the floating support NI 142 data has been started from 2008-09 onwards.

Oxfordshire 2008-09 NI 142 data

Data sent to central government. NI 142 (former Key Performance Indicator 1) measures the number of people who establish and maintain independent living in long-term services and floating support services.

NI 142 data (CLG)	Percent Score	Total A	Total B	Total C
Quarter 1 2008-09	99.02%	6,465	229	66
Quarter 2 2008-09	98.76%	6,051	216	79
Quarter 3 2008-09	98.93%	6,502	249	73
Quarter 4 2008-09	98.99%	6,586	299	70
Year 2008-09	98.93%	25,604	993	288

The 2007-08 NI 142 CLG score is 98.9%

Oxfordshire 2008-09 NI 141 data

Data sent to central government. NI 141 (former Key Performance Indicator 2) measures the number of people who move on in a planned way from short-term, accommodation-based services.

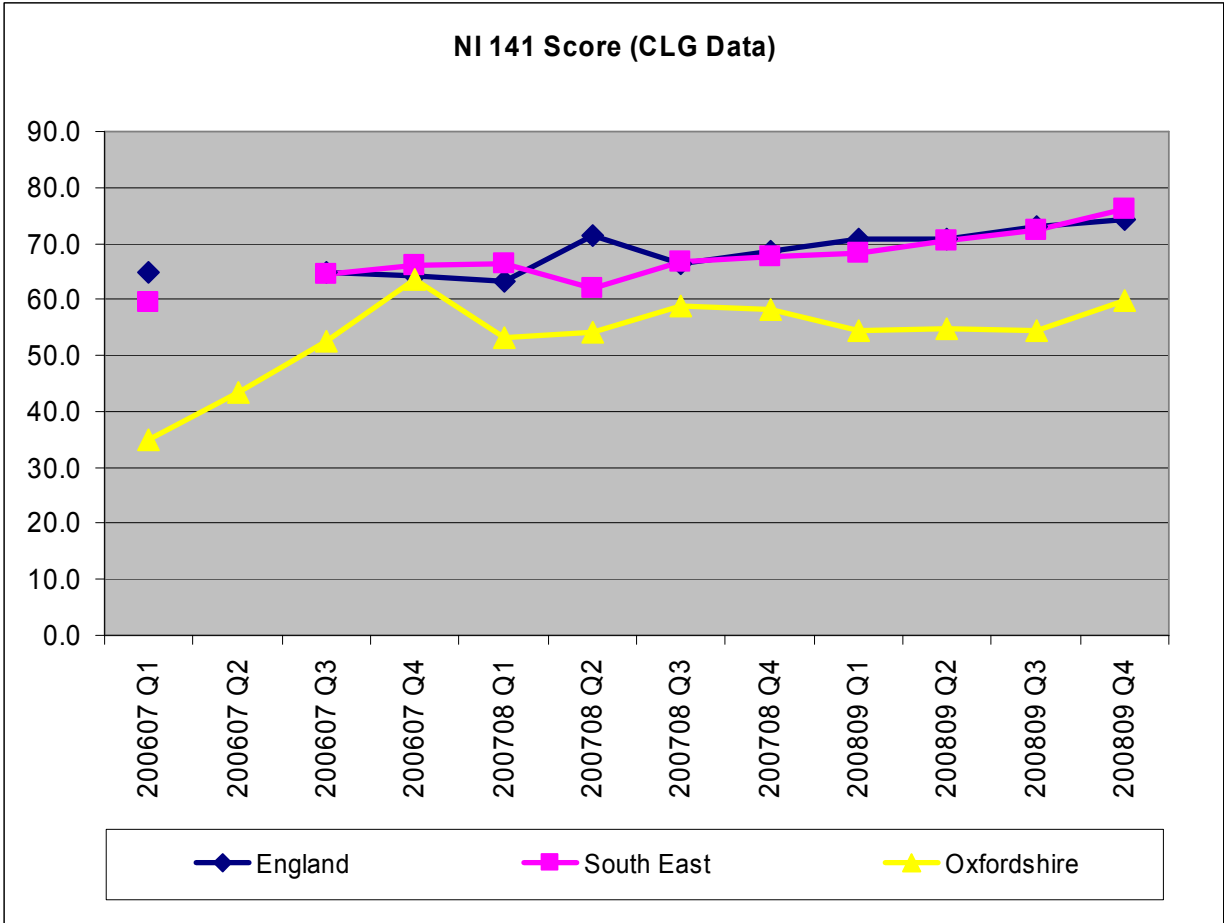
NI 141 data (CLG)	Percent Score	Total A	Total B
Quarter 1 2008-09	54.29%	209	385
Quarter 2 2008-09	54.68%	181	331
Quarter 3 2008-09	54.51%	157	288
Quarter 4 2008-09	60.17%	136	228
Year 2008-09	55.44%	683	1,232

The 2007-08 NI 141 CLG score is 56.7% - data not audited

The 2008-09 Local Area Agreement NI 141 target of 57.0% has not been met. The initial audits saw a dip in figures for several key services. Only in the last quarter did we achieve a score of above 57.0%, but it was not enough. Several key homeless people services have recorded some very low quarterly scores – some of these services are in the process of being re-tendered.

Oxfordshire’s performance is in the top 25% for long term and floating support services (NI 142) and in the bottom 25% for short term, accommodation based services (NI 141) when compared with performance results in other authorities – this is a similar position to last year.

There has been an improvement in the Oxfordshire NI 141 score over the last 3 years, but the score is still below the national and regional average. The line graph below shows the quarterly central government returns data for NI 141 over the last three years.



The performance of short term, accommodation based services (NI 141) continues to be heavily skewed by the large hostels for homeless people within Oxford City, these services are gradually improving their scores

The return rate to government has been outstanding this year with a return rate of 99.6% for quarter 1, 99.6% for quarter 2, 100.0% for quarter 3 and 100.0% for quarter 4.

5.2 Oxfordshire NI 141 and NI 142 overall scores for each client group

Data reported locally

Primary Client Group (2008-09 data)	Oxfordshire NI 142 %	Oxfordshire NI 141 %
Frail Elderly	98.2	N/A
Generic	94.0	N/A
Offenders/people at risk of offending	N/A	87.5
Older people	99.4	N/A
Older people with mental health problems	100.0	N/A
People with drug problems	N/A	36.8
People with learning disabilities	99.9	N/A
People with mental health problems	97.9	75.0
People with physical or sensory disabilities	98.7	50.0
Single homeless people	N/A	47.3
Teenage parents	N/A	97.9
Women at risk of domestic violence	94.6	78.6
Young people at risk	N/A	63.2
Total	98.8	53.8

5.3 Oxfordshire NI 141 and NI 142 overall scores for each provider















Data reported locally.

Provider (2008-09 data)	Oxfordshire NI 142 %	Oxfordshire NI 141 %
A2 Dominion North Ltd	94.6	55.5
Abbeyfield (Oxford) Society	100.0	N/A
Abbeyfield UK	100.0	N/A
Ability Housing Association	100.0	50.0
Advance Housing & Support Ltd (Service 852)	100.0	N/A
Anchor Trust	99.1	N/A
Banbury Homes Housing Association	N/A	76.0
BCHA	N/A	62.5
Bromford Housing Group	97.1	100.0
BYHP (Supporting Young People in Housing)	N/A	100.0
Catalyst Communities Housing Association	97.7	N/A
Charter Community Housing	99.6	N/A
Christ's Hospital of Abingdon	100.0	N/A
City of Oxford Charity	100.0	N/A
Connection	93.2	50.0
Cottsway Housing Association	99.9	N/A
Elmore Community Services	94.3	N/A
English Churches Housing Group	99.1	33.0
Hanover Housing Association	99.7	N/A
Home Group Ltd (Stonham)	95.1	60.8
Housing 21	98.8	N/A
HVHS Housing Group	100.0	N/A

Provider (2008-09 data)	Oxfordshire NI 142 %	Oxfordshire NI 141 %
James Butcher Housing Association	96.6	N/A
Jephson Housing Association	100.0	N/A
Life Housing	N/A	100.0
Methodist Homes Housing Association	100.0	N/A
Oxford Citizens Housing Association	99.7	N/A
Oxford City Council	99.8	82.9
Oxford Night Shelter Ltd	N/A	48.8
Oxford Physical Disability Team	94.9	N/A
Oxfordshire Adult Placement Scheme	100.0	N/A
Oxfordshire County Council (Direct Payments)	100.0	N/A
Oxfordshire County Council (LD Pool)	99.6	N/A
Oxfordshire Joint Housing Team	N/A	100.0
Oxfordshire Mind	98.8	N/A
Oxfordshire Physical Disability Team	100.0	N/A
Oxfordshire Women's Aid	N/A	100.0
Raglan Housing Association	96.7	N/A
Response Organisation	98.4	N/A
Soha Housing	99.6	N/A
St Lukes Housing Society	99.3	N/A
Thame & District Housing Association	96.1	N/A
The Bridge (Oxford) Limited	N/A	62.2
The Guinness Partnership	N/A	100.0
The Vale Housing Association	99.1	N/A
Total	98.8	53.8

5.4 Reports for each quarter comparing with national and regional average scores for NI 141 and NI 142 for each client group where we have services

2008-09 Quarter 1

Q1 Client Group	NI 142 Score			NI 141 Score		
Learning Disabilities	100.0%		↑	N/A		
Older People	99.5%		↑	N/A		
Frail Elderly	100.0%		↑	N/A		
Homeless People	N/A			49.2%		↓
Generic Services	94.3%		↓	N/A		
Mental Health	98.3%		↓	100.0%		↑
Young People	N/A			72.9%		↑
Teenage Parents	N/A			100.0%		↑
Domestic Violence	N/A			No auth		
Drug Problems	N/A			16.7%		↓
Offenders	N/A			100.0%		↑
Physical Disabilities	100.0%		↔	No depart		
All Client Groups	99.0%		↓	54.3%		↓

2008-09 Quarter 2

Q2 Client Group	NI 142 Score			NI 141 Score		
Learning Disabilities	100.0%		↔	N/A		
Older People	99.4%		↓	N/A		
Frail Elderly	96.2%		↓	N/A		
Homeless People	N/A			47.4%		↓
Generic Services	94.3%		↔	N/A		
Mental Health	98.1%		↓	71.4%		↓
Young People	N/A			65.1%		↓
Teenage Parents	N/A			100.0%		↔
Domestic Violence	83.3%		↓	80.0%		↓
Drug Problems	N/A			60.0%		↑
Offenders	N/A			100.0%		↔
Physical Disabilities	97.1%		↓	0.0%		↓
All Client Groups	98.8%		↓	54.7%		↑







2008-09 Quarter 3

Q3 Client Group	NI 142 Score			NI 141 Score		
Learning Disabilities	100.0%		↔	N/A		
Older People	99.4%		↑	N/A		
Frail Elderly	100.0%		↑	N/A		
Homeless People	N/A			46.1%		↓
Generic Services	95.6%		↑	N/A		
Mental Health	97.8%		↓	71.4%		↔
Young People	N/A			73.8%		↑
Teenage Parents	N/A			93.3%		↑
Domestic Violence	100.0%		↑	45.5%		↓
Drug Problems	N/A			25.0%		↓
Offenders	N/A			100.0%		↔
Physical Disabilities	100.0%		↑	No depart		
All Client Groups	98.9%		↑	54.5%		↓

2008-09 Quarter 4

Client Group	NI 142 Score			NI 141 Score		
Learning Disabilities	99.6%		↓	N/A		
Older People	99.5%		↑	N/A		
Frail Elderly	96.6%		↓	N/A		
Homeless People	N/A			53.5%		↑
Generic Services	96.4%		↑	N/A		
Mental Health	97.5%		↓	66.7%		↓
Young People	N/A			65.9%		↓
Teenage Parents	N/A			100.0%		↑
Domestic Violence	100.0%		↔	83.3%		↑
Drug Problems	N/A			No depart		
Offenders	N/A			No depart		
Physical Disabilities	97.6%		↓	100.0%		↑
All Client Groups	99.0%		↑	59.7%		↑

Key of Symbols used on quarter 1 to quarter 4 smiley face reports

	<u>Above both</u> national and regional scores
	Below <u>one</u> of the national or regional scores
	<u>Below both</u> national and regional scores
	Higher score than last quarter
	Similar score to last quarter
	Lower score than last quarter

N/A = No services of the relevant type for this client group

No auth = No current authorised contracts for client group at time of data extract so data not included in the government National Indicator scores for this quarter

No depart = No departures from any services for the relevant client group for this quarter (services open at the end of the quarter)

Where the Oxfordshire score is below both national and regional scores the Supporting People team have followed this up with the providers concerned.

Compared to the 2007-08 smiley face reports, 2008-09 has a higher number of red/amber faces. The frail elderly and physical disabilities red faces account for a very low number of cases. The red face scores for generic services are of greater concern as there are higher numbers involved.

The NI 141 score for homeless (single) for Oxfordshire is consistently lower than the regional and national average. This data has been closely audited and there has been a gradual improvement from quarter 1 to quarter 4 of 2008-09. The data here contains several large hostels in Oxford City where there is a high throughput of cases – one person may leave to sleep rough four or five times a quarter, each will be counted as unplanned. One of the lowest score providers in this client group is going to be replaced.

The NI 141 score for mental health and young people for Oxfordshire have produced red/amber face scores for the last three quarters.

















5.5 Reports for the year comparing local data for 2008-09 with 2009-10

The differences between Smiley Face CLG Reports and Local Reports (April 2009)

CLG	Local
Is used to populate the Local Area Agreement NI 141 figure	Is not used to populate the Local Area Agreement NI 141 figure
Compares Oxfordshire NI 141 and NI 142 data with regional and national data	Compares Oxfordshire NI 141 and NI 142 data with Oxfordshire data for previous year
Is fixed per quarter	Is cumulative
Data is not retrospectively updated	Data is retrospectively updated Late changes are taken into account over the year
Does not include current services that have not been authorised on Swift	Does include current services that have not been authorised on Swift
Does not include services that have closed during a quarter	Does include services that have closed during a quarter
2 reports are produced <ul style="list-style-type: none"> • Smiley face report client group • Exceptions report 	4 reports are produced <ul style="list-style-type: none"> • Smiley face report client group • Exceptions report • Smiley face report district • Short Term outcomes targets
Data reports kept Initially to core strategy group folder Copied to performance folder	Data reports kept Initially to core strategy group folder Copied to performance folder
Audience <ul style="list-style-type: none"> • Core Strategy Group • Commissioning Body • LAA Agreement data • QPO work 	Audience <ul style="list-style-type: none"> • Core Strategy Group • QPO Work
Reports produced 3 months after the end of a quarter	Reports produced 2 months after the end of a quarter
Data source is CLG tables and any tweaks that Danny makes to the CLG tables before submission to CLG	Data source is Swift (Business Objects to Excel to pivot tables)
Reports produced from 2007/08 Quarter 1 onwards	Reports produced from 2008/09 Quarter 1 onwards

For 2008-09 new “local improvement comparison” reports were produced to compare the Oxfordshire Supporting People team NI 141 and NI 142 performance data with the previous year. These new reports covered performance data for each primary client group and each district.















2008-09 Quarter 1 to Quarter 4 - Local improvement comparison by client group

Client Group	NI 142 Score Q1-Q4 07-08	NI 142 Score Q1-Q4 08-09		NI 141 Score Q1-Q4 07-08	NI 141 Score Q1-Q4 08-09	
Learning Disabilities	99.7%	99.9%		N/A	N/A	
Older People	99.3%	99.5%		N/A	N/A	
Frail Elderly	96.5%	98.2%		N/A	N/A	
Homeless (Single)	98.6%	N/A		47.7%	47.3%	
Generic Services	97.6%	94.0%		N/A	N/A	
Mental Health	98.9%	97.9%		84.2%	75.0%	
Young People	92.2%	N/A		75.3%	63.2%	
Teenage Parents	98.8%	N/A		94.1%	97.9%	
Domestic Violence	N/A	94.6%		91.3%	78.6%	
Drug Problems	84.3%	N/A		66.7%	36.8%	
Offenders	98.5%	N/A		60.0%	87.5%	
Physical Disabilities	97.5%	98.7%		75.0%	50.0%	
All Client Groups	98.8%	98.8%		55.9%	53.8%	




Primary Client Group

The lower score for NI 141 compared to last year is partially due to the audits carried out for the first time. A number of cases were changed for 2008-09 were changed from “planned move” to “unplanned move”

2008-09 Quarter 1 to Quarter 4 - Local improvement comparison by district

District	NI 142 Score Q1-Q4 07-08	NI 142 Score Q1-Q4 08-09		NI 141 Score Q1-Q4 07-08	NI 141 Score Q1-Q4 08-09	Number of NI 141 Departures Q1-Q4 08-09	
Cherwell		99.6%			77.8%	117	
Oxford City		99.2%			50.2%	1,217	
South		99.3%			73.3%	15	
Vale		99.2%			95.0%	20	
West		99.8%			62.5%	48	
Mixed		96.2%			100.0%	1	
Total	98.8%	98.8%		55.9%	53.8%	1,418	

Key of Symbols used on local improvement comparison smiley face reports

	Key of Symbols used
	Q1 to Q4 2008-09 Score <u>above</u> the 2007-08 Score
	Q1 to Q4 2008-09 Score <u>equal</u> to the 2007-08 Score
	Q1 to Q4 2008-09 Score <u>below</u> the 2007-08 Score

N/A = No services of the relevant type for this client group within the time period

District

The low score for Oxford City is due to the large homeless people hostels within the city centre. The low score for the “Mixed” district is due to the county wide generic services that have had a higher proportion of drug / alcohol service users compared to last year. The majority of NI 141 departures are from Oxford City.

Section 6 – Service Users

6.1 New Client Record Form data summary

Older people services are exempt from completing these forms. Oxfordshire providers have returned a total of 2,138 new client record forms for 2008-09. This is higher than last year when the number of forms was 1,877.

80% of the new client record forms for 2008-09 have come from four providers with The Oxford Night Shelter accounting for 33.5% (716 forms), Connection 23.4% (501 forms), Home Group (Stonham) 13.5% (289 forms) and A2 Dominion 9.6% (205 forms)

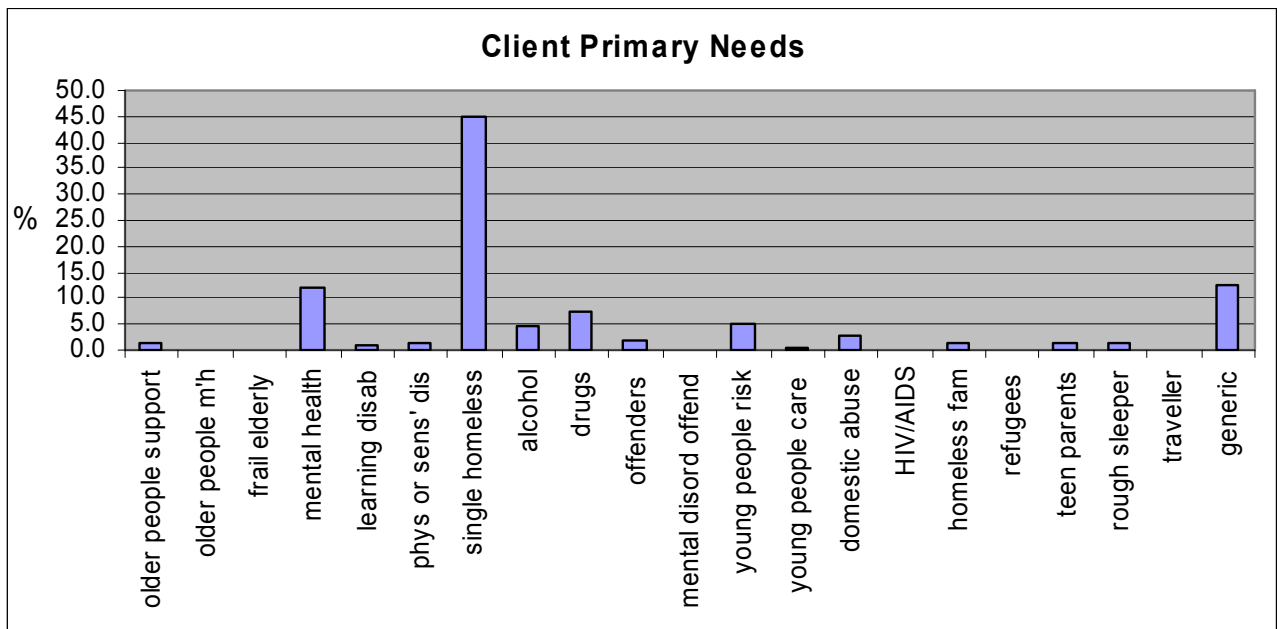
Gender

64.9% are male (64.7% last year) and 33.3% are female (32.1% last year). The proportion of unknown gender cases is 1.7% for this year (3.2% last year)

Gender	Number	Percent of total
Male	1,388	64.9%
Female	713	33.3%
Unknown	37	1.7%
Total	2,138	100.0%

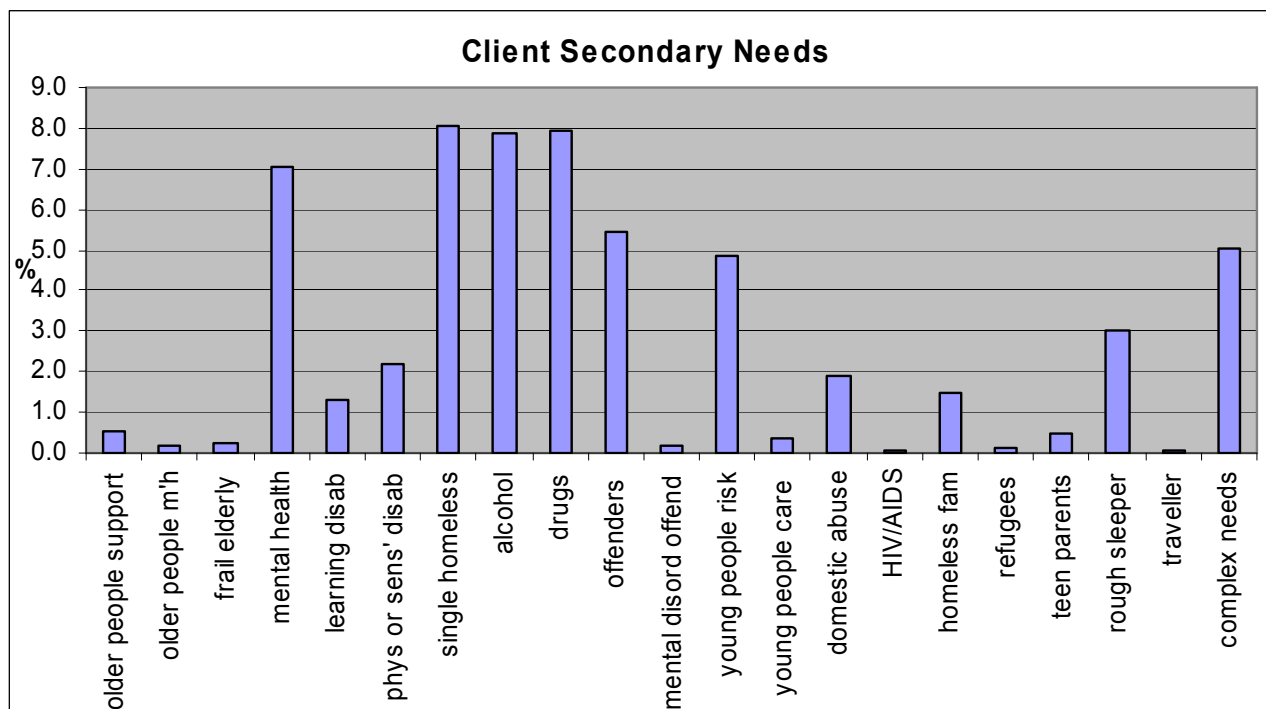
Primary Client Group

The bar chart below shows the primary client group proportion. Single homeless people account for 45% of the returns (42% last year). The next two primary client groups with the highest proportion of returns are generic and people with mental health problems.



Secondary Primary Client Group

The bar chart below shows the secondary client group proportion. From the 2,138 returns there are an additional 1,249 secondary needs. Single homeless, alcohol and drugs all feature here, along with mental health and complex needs.



Service Type

For the 2008-09 client record returns service type 37% are direct access (same as last year), 35% are floating support (30% last year) and 22% are supported housing (27% last year).

Primary Client Economic Status

For the 2008-09 client record returns economic status (primary client) 28% are long term sick / disabled (33% last year). Another 28% are job seekers (29% last year) and 22% are not seeking work (23% last year). The proportion in full time or part time work is 4% (6% last year).

Referral Source

For the 2008-09 client record returns referral source 42% are self referrals / direct applications (40% last year). Another 9% are referred by voluntary agencies (13% last year) and 7% by social services (11% last year).

Previous Accommodation

For the 2008-09 client record returns previous accommodation 30% were recorded as rough sleeping (31% last year). A further 10% were living with family (11% last year) and 9.5% were housing association general needs tenants (9% last year). The proportion of private sector tenancy previous accommodation cases has increased to 9.5% (5% last year).

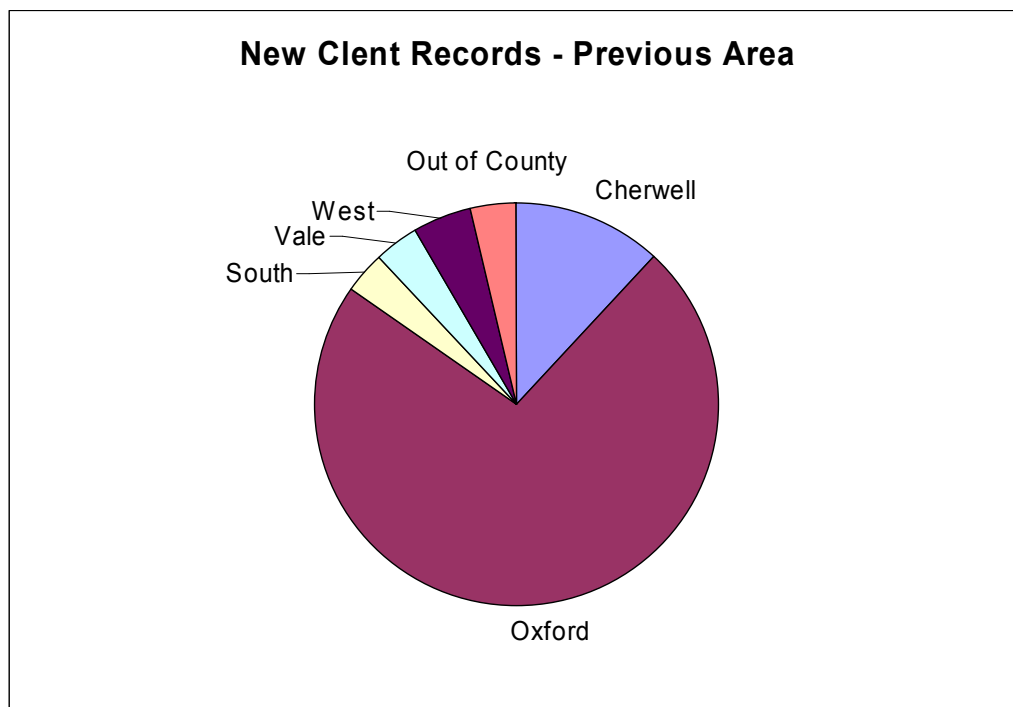
Statutory Duties

The following table shows the number of 2008-09 new client records where the person is requiring services under the following statutory frameworks. The recorded proportion of Full Homeless duty case for the 2007-08 new client records was 9.9%

Statutory Duties	Number	Percent
Full Homeless duty	704	32.9%
Care Management	110	5.1%
Care Programme Approach	117	5.5%
Care Programme Approach Enhanced	90	4.2%
Probation or Youth Offending Teams	151	7.1%
Multi Agency Public Protection	16	0.7%
Drug Interventions Programme	65	3.0%
Anti Social Behaviour Order	17	0.8%

Previous Local Authority

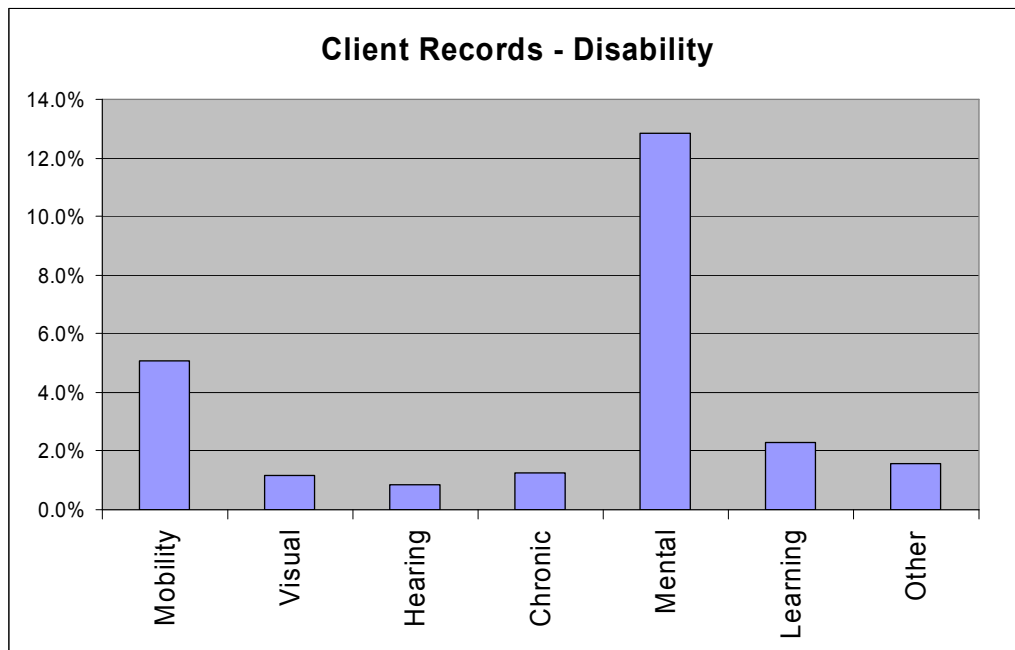
The pie chart below shows the proportion of cases that came from each Oxfordshire local authority or from an outside area.



Oxford City has 73% of the previous local authority returns for 2008-09 client record returns (62% last year). This is followed by Cherwell with a proportion of 12% (10.5% last year) and West Oxfordshire with a proportion of 5% (8% last year). The proportion for Vale of White Horse is 4% (same as last year). For South Oxfordshire the proportion is 3% (9% last year).

Disability

For the 2008-09 client record returns 1,278 out of the 2,138 cases were completed with a “Yes” or “No” answer for the “Is the client a disabled person?” question. From these 1,278 cases, 277 of them were recorded as a “Yes” (just over one in five with a disability). The following bar chart shows the proportion of new client record cases recorded as a “Yes” for the seven different disability types recorded on the new client record form. Mental health problem is the disability type with the highest recorded proportion (13%), followed by mobility (5%).



Comparison of Oxfordshire and National new client record returns

Oxfordshire has the following differences compared to the national data:

- Lower proportion of women – 33% for Oxfordshire and 49% for England
- Higher proportion of people in the 25 to 59 age category, lower proportion in the under 25 and over 60 age categories
- Lower proportion of users with a disability – 22% for Oxfordshire and 24.5% for England (excludes “Don’t know” responses and missing data).
- Higher proportion of single homeless people – 45% for Oxfordshire and 28% for England.
- Lower proportion of women at risk of domestic violence – 3% for Oxfordshire and 11% for England.
- Lower proportion of users with an economic status of Full time work / Part time work – 4% for Oxfordshire and 7% for England.
- Higher proportion of self referrals – 42% for Oxfordshire and 23% for England.

6.2 Balance of “imports” and “exports”

In 2008-09 more service users left Oxfordshire to access a service than entered Oxfordshire to access one: 78 entered Oxfordshire and 140 left, a balance of -62

Over the last six years of new client record recording Oxfordshire has changed from a net importer of service users to a net exporter of service users.

Year	Imports	Exports	Balance
2003-04	380	258	+ 122 imports
2004-05	354	209	+ 145 imports
2005-06	191	168	+ 23 imports
2006-07	144	165	- 21 imports
2007-08	126	145	- 19 imports
2008-09	78	140	- 62 imports

The primary client group with most of the “imports” is single homeless people (49 service users) followed by women at risk of domestic violence (20 service users). These two groups account for 88% of the “imports”

The primary client group with most of the “exports” is women at risk of domestic violence (53 service users) followed by single homeless people (42 service users). These two groups account for 68% of the “exports”

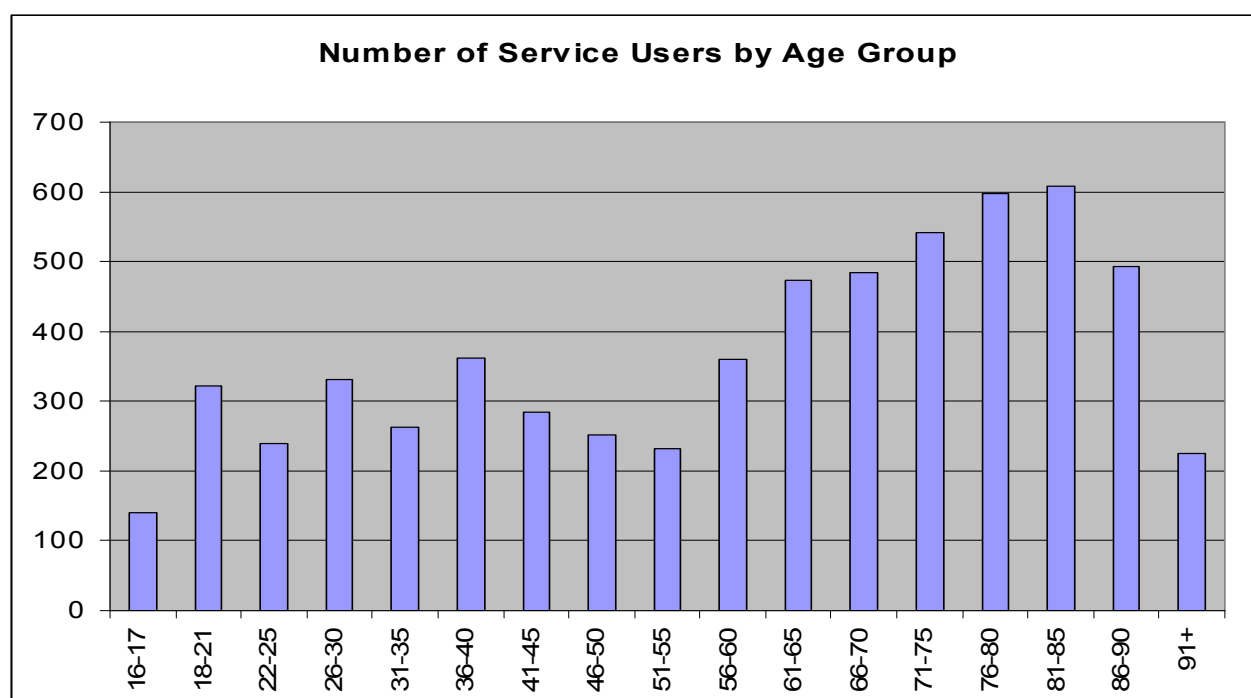
Oxfordshire is a significant net exporter of women at risk of domestic violence service users, with 20 imports and 53 exports leaving a balance of -33, (this figure was -30 for 2007-08). Other client groups where Oxfordshire is a net exporter includes people with alcohol problems (balance of -8), people with drug problems (balance of -7), homeless families (balance of -6) and rough sleepers (balance of -5).

The only client group where Oxfordshire is a significant importer of service users is single homeless people with 49 “imports” and 42 “exports” leaving a balance of +7, (this figure was +18 for 2007-08).

The number of imports to Oxfordshire account for 3.6% of the new client record returns, (this figure was 6.7% for 2007-08).

6.3 Age of Service Users

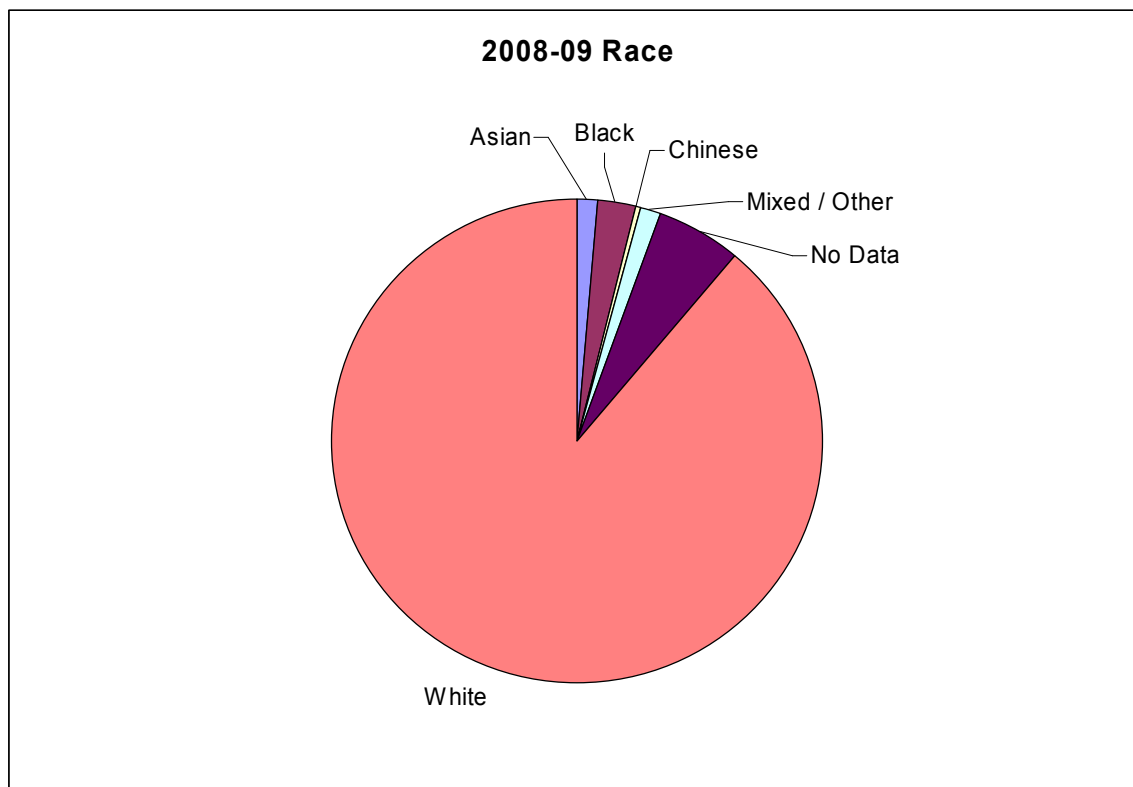
This data is from 6,232 service user records, combining new client records data (2,138 returns) and finance record data (4,094 records). The line graph below shows the number of service users for each age group. The age group with the highest number of service users is 81 to 85 years (608 service users). This is just above the number in the 76 to 80 years age group (598 users). See section 3.1, the older people client group account for 78.2% of the supporting people units as at 31 March 2009.



The age with the highest number of service users is 85 years (143 service users). The average age of the service users is 59.14 years.

6.4 Ethnic Group of Service Users

This data is from 6,232 service user records, combining new client records data (2,138 returns) and finance record data (4,094 records). The pie chart below shows the proportion for each ethnic group. This includes “No Data” returns (342 service users).



Compared to the 2001 census data the supporting people data has a higher proportion of service users in the Black race group and a lower proportion in the Chinese race group.

Race	Oxfordshire SP 2008-09 Number	Oxfordshire SP 2008-09 Percent	Oxfordshire 2001 Census Percent
Asian	91	1.5%	1.6%
Black	158	2.7%	0.8%
Chinese	13	0.2%	0.7%
Mixed / Other	85	1.4%	1.3%
White	5,543	94.1%	95.6%
Total	5,890	100.0%	100.0%

Compared to the 2001 census data the supporting people data has a higher proportion of Black Caribbean, Black African and White Irish. The supporting people data has a lower proportion of White Other and Chinese cases.

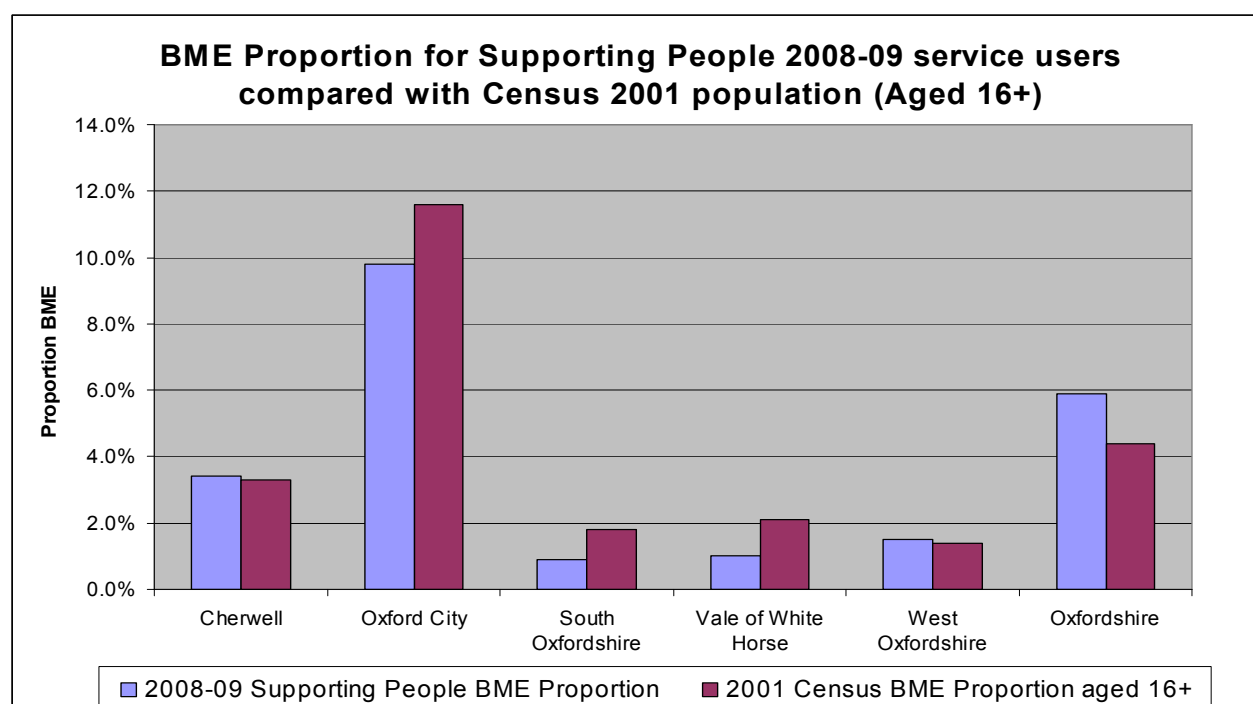
The tables below show the proportion of BME (Asian / Black / Mixed / Other) Supporting People service users for each district for supporting people service user data and for 2001 census data. The “No Data” ethnic group cases have been excluded.

Oxfordshire SP Data District	BME Number	White Number	Total Number	BME Proportion
Cherwell	43	1,220	1,263	3.4%
Oxford City	283	2,596	2,879	9.8%
South Oxfordshire	4	424	428	0.9%
Vale of White Horse	8	779	787	1.0%
West Oxfordshire	8	521	529	1.5%
Total	346	5,540	5,886	5.9%

For 2007-08 the proportion of the BME Supporting People service users was 6.5%

Census 2001 16+ Data District	BME Number	White Number	Total Number	BME Proportion
Cherwell	3,480	100,588	104,068	3.3%
Oxford City	13,051	99,732	112,783	11.6%
South Oxfordshire	1,879	100,398	102,277	1.8%
Vale of White Horse	1,919	89,961	91,880	2.1%
West Oxfordshire	1,065	75,142	76,207	1.4%
Total	21,394	465,821	487,215	4.4%

The bar chart below shows the differences in the BME proportion for supporting people data and census data. The BME proportion for 2008-09 Supporting People service users is 5.9%. For the Oxfordshire 2001 Census (aged 16+) the BME proportion is 4.4%.

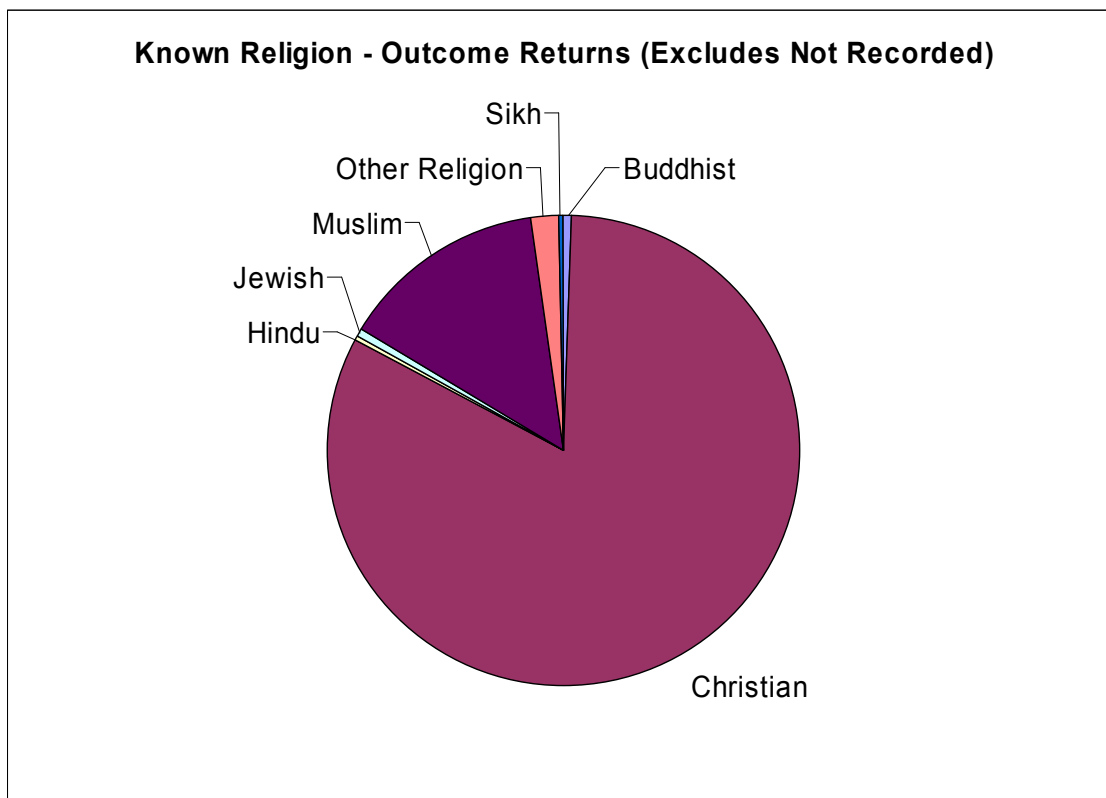


6.5 Religion of Service Users

This data is from short term and long term outcome returns for 2008-09. The number of returns per religion group is as follows. A large proportion of the religion data is missing – Of the 1,954 returns, 1,351 (69%) have no religion defined (recorded as “Do not wish to disclose”, “None” or “Not Known”) A far greater proportion of short term service users have a “Not Known” religion

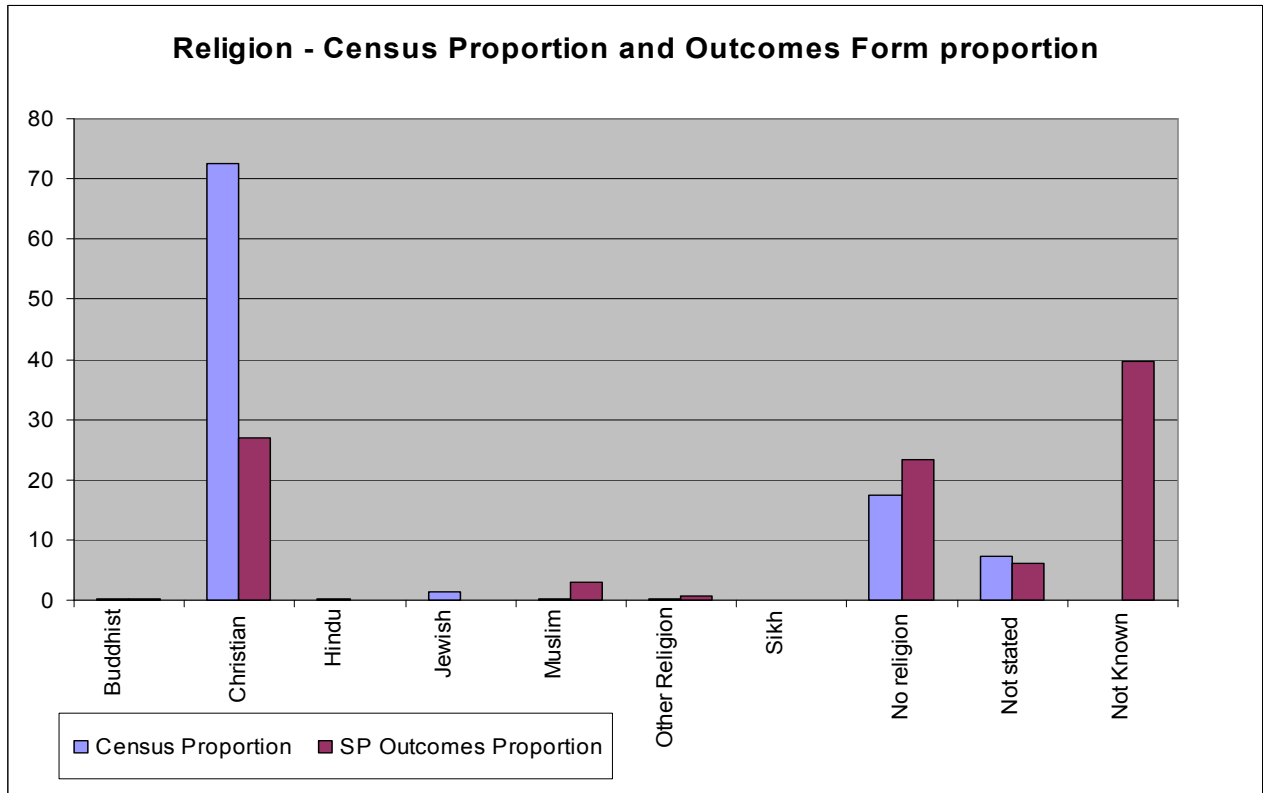
Religion	Short Term	Long Term	All Outcomes	% Religion
Buddhist	2	1	3	0.2%
Christian	302	225	527	27.0%
Hindu	1	1	2	0.1%
Jewish	2	0	2	0.1%
Muslim	52	4	56	2.9%
Other Religion	7	5	12	0.6%
Sikh	1	0	1	0.1%
Do not wish to disclose	57	62	119	6.1%
None	410	48	458	23.4%
Not Known	690	84	774	39.6%
Total	1,524	430	1,954	100.0%

The pie chart below shows the proportion of different religions for the 2008-09 outcome returns. Records recorded as “Do not wish to disclose”, “None” and “Not Known” have been excluded from the pie chart. The Christian group accounts for 87% of known religious group data, the next largest group is the Muslim group at 9%.



Religion - Comparison of Oxfordshire and Census Data

The census data is taken from the 2001 information. The bar chart below compares the proportion of different religious groups for Oxfordshire census data and Oxfordshire Outcomes Returns (all 1,954 cases).



The census category “No religion” has been matched with the outcomes category of “None”. The census category “Not stated” has been matched with the outcomes category of “Do not wish to disclose”. There is no census category for “Not Known”

Even with the large amount of missing data the Oxfordshire outcomes returns have a larger proportion of people in the Muslim religious group (2.9%) compared with the Oxfordshire census data (0.3%).

Section 7 – Departures and Outcomes for Service Users

7.1 Departures from long term and floating support services

The number of service users leaving long term and floating support services recorded on the 2008-09 performance returns is 1,273. The following table shows what happened to these service users.

Service Users who have left during 2008-09 Long term and floating support services	Number	Percent
Completed a programme of support and no longer needs service	413	32.4%
Moved on from an accommodation based service to independent living, with or without long term support	98	7.7%
Moved to (other) sheltered accommodation	125	9.8%
Moved to (other) long term supported housing	44	3.5%
Died	262	20.6%
Committed suicide	1	0.1%
Taken into custody	14	1.1%
Entered a long stay hospital or hospice	5	0.4%
Entered an acute psychiatric hospital	7	0.5%
Moved to a care home	42	3.3%
Moved to a nursing care home	46	3.6%
Moved to short term supported housing	8	0.6%
Evicted	10	0.8%
Abandoned tenancy	6	0.5%
Unknown / Lost Contact	192	15.1%
Total	1,273	100.0%

Floating support departures account for 629 of the 1,273 total, (just under half).

7.2 Departures from short term, accommodation based services

The number of service users leaving short term, accommodation based services recorded on the 2008-09 performance returns is 1,418. The following table shows the destination of these service users.

Service Users who have left during 2008-09 Short term, accommodation based services	Number	Percent
Staying with friends	105	7.4%
Staying with family members	132	9.3%
Moved into bed and breakfast accommodation	9	0.6%
Moved into supported housing	320	22.6%
Moved into sheltered housing	4	0.3%
Moved into a care home	3	0.2%
Moved to accommodation as an owner occupier	1	0.1%
Renting privately owned accommodation	103	7.3%
Moved to take up an RSL tenancy	79	5.6%
Moved to take up a local authority tenancy	96	6.8%

Service Users who have left during 2008-09 Short term, accommodation based services	Number	Percent
Returned to previous home	61	4.3%
Entered hospital (not long term)	25	1.8%
Committed suicide	0	0.0%
Taken into custody	53	3.7%
Sleeping rough	206	14.5%
Entered a long term stay or hospice	1	0.1%
Entered an acute psychiatric hospital	8	0.6%
Not known	212	15.0%
Total	1,418	100.0%

Evicted (% shown as total of people moving)	218	15.4%
Abandoned (% shown as total of people moving)	65	4.6%

The number of planned departures is 763 (53.8%). Compared to last year, 2008-09 has a higher proportion of moved into supported housing departures (20.6% last year) and a lower proportion of sleeping rough departures (15.8% last year).

7.3 Outcomes for users of short term services

The number of outcome monitoring forms for people leaving short term services is 1,524 for 2008-09. This includes floating support departures. The expected number of returns based on performance return departures for the reporting period is 2,047 (1,418 short term departures and 629 floating support departures). This is a short term outcomes return rate of 74.5%.

The table below looks at the 12 short term outcomes targets set by the Core Strategy Group. For 10 of the 12 targets 2008-09 has a higher number of service users with “outcome achieved” compared to the previous year. The two areas with a lower number of service users with “outcome achieved” compared to the previous year involve substance misuse users trying manage their substance misuse issues better and obtain paid work.

Target Number	Target Name (Short Term Outcomes)	2007-08 Outcome achieved	2008-09 Outcome achieved
1	Increased number of homeless service users supported to manage their physical health better	58	139
2	Increased number of generic service users supported to manage their physical health better	18	30
3	Increased number of service users with mental health problems supported to manage their mental health better	126	176
4	Increased number of teenage parents supported to manage their physical health better	3	5
5	Increased number of women at risk of domestic violence supported to minimise harm / risk of harm from others	26	50

Target Number	Target Name (Short Term Outcomes)	2007-08 Outcome achieved	2008-09 Outcome achieved
6	Increased number of service users with substance misuse problems supported to manage their substance misuse issues better	146	141
7	Increased number of service users with substance misuse problems supported to manage their mental health issues better	67	73
8	Increased number of service users with substance misuse problems supported to participate in training / qualification	60	67
9	Increased number of service users with substance misuse problems supported to achieve training / qualification	11	21
10	Increased number of service users with substance misuse problems supported to obtain paid work	10	8
11	Increased number of service users with substance misuse problems supported to participate in paid work	9	12
12	Increased number of service users with physical or sensory disabilities having more choice / involvement / control in their own lives	18	25

7.4 Outcomes for users of long term services

The number of outcome monitoring forms for people using long term services is 430 for the period 2008-09. This does not include floating support services. The expected number of returns based on service capacity and sampling rate for this reporting period is 720. This is a long term outcomes return rate of 60%.

Information is collected on the same 20 separate needs as the short term departures. But for long term services a 50% sample is taken annually, except for older people's services where the sample is 10%. The table below looks at the 2 long term outcomes targets set by the Core Strategy Group. For 2 of the 2 targets 2008-09 has a higher number of service users with "outcome achieved" compared to the previous year.

Target Number	Target Name (Long Term Outcomes)	2007-08 Outcome achieved	2008-09 Outcome achieved
3	Increased number of service users with mental health problems supported to manage their mental health better	130	147
12	Increased number of service users with physical or sensory disabilities having more choice / involvement / control in their own lives	2	4

Floating support users are recorded as short term for the outcome monitoring returns.

Section 8 – Administration and Governance

8.1 Members of the Commissioning Body 2008-09

The Commissioning Body met four times in 2008-09: on 11 July 2008, 26 September 2008, 12 December 2008 and 27 March 2009.

Organisation	Representative
Cherwell District Council	Councillor Michael Gibbard Councillor Debbie Pickford (December)
Oxford City Council	Graham Stratford
Oxfordshire County Council	Councillor Jim Couchman Councillor Melinda Tilley (Sep & Mar)
Oxfordshire Primary Care Trust	Fenella Trevillion
South Oxfordshire District Council	Councillor Dorothy Brown
Thames Valley Probation Service	Arif Hussain Stephen Czajewski (July) Graham McCartney (March)
Vale of White Horse District Council	Councillor Angela Lawrence
West Oxfordshire District Council	Councillor Hilary Hibbert-Biles

Matt Bayliss, Steve Howell and Sue Whitehead serviced the meetings on behalf of Oxfordshire County Council

8.2 Members of the Core Strategy Group 2008-09

The Core Strategy Group met eleven times in 2008-09

Organisation	Representative
Cherwell District Council	Helen Town
Children, Young People and Families	Janet Pring Clare Rowntree
Oxford City Council	James Edwards Graham Stratford
Oxfordshire Drug and Alcohol Team	Pasquale Brammer Jo Melling Sarah Roberts
Oxfordshire Primary Care Trust	Tim Chapman Paul Ralph
Provider Forum	Clare Bell Carole Clark Kate Cocker Ian Gilders Matthew Wigglesworth
Social Care for Adults	Margaret Brownlie
South Oxfordshire District Council	Jenny Berrill Kate Rees Paul Staines
Thames Valley Probation Service	Duncan Hume

Organisation	Representative
	Katharine Rogers Greg Smith
Vale of White Horse District Council	Dot Morrison Helen Novelle Andrew Ochia Paul Staines
West Oxfordshire District Council	Lesley Sherratt

Pat Chard and Maureen Elliott attended meetings to present reports and provide financial advice on behalf of Oxfordshire County Council. Liz Cundy from the Supporting People team took the minutes. Dot Morrison from Vale of White Horse District Council died suddenly and unexpectedly during the year. A longstanding member of the Core Strategy Group, she made an enormous contribution to the programme over many years. Dot could be forthright and passionate, warm and funny. She is much missed.

8.3 Accountable Officer

Nick Welch (Head of Major Programmes) in the Social and Community Services Directorate, was Accountable Officer for Supporting People in 2008-09.

8.4 Supporting People Team

The following people were members of the Supporting People team in 2008-09:

Name	Position	Changes
Alison Fishpool	Older People's Project Manager	
Danny Hearn	Information & Systems Manager	
Duncan Hall	Quality & Performance Officer	Seconded January 2009
Geoffrey Ferres	Supporting People Manager	
Hazel Nicholson	Quality & Performance Officer	
Heather Wood	Quality & Performance Officer	Left February 2009
Liz Cundy	Administration & Information Assistant	
Lorraine Donnachie	Quality & Performance Officer	
Natalia Lachkou	Contracts & Reviews Team Leader	
Sarah Carter	Quality & Performance Officer	
Sheila Jackson	Administrator to Supporting People Manager and Supporting People Team	

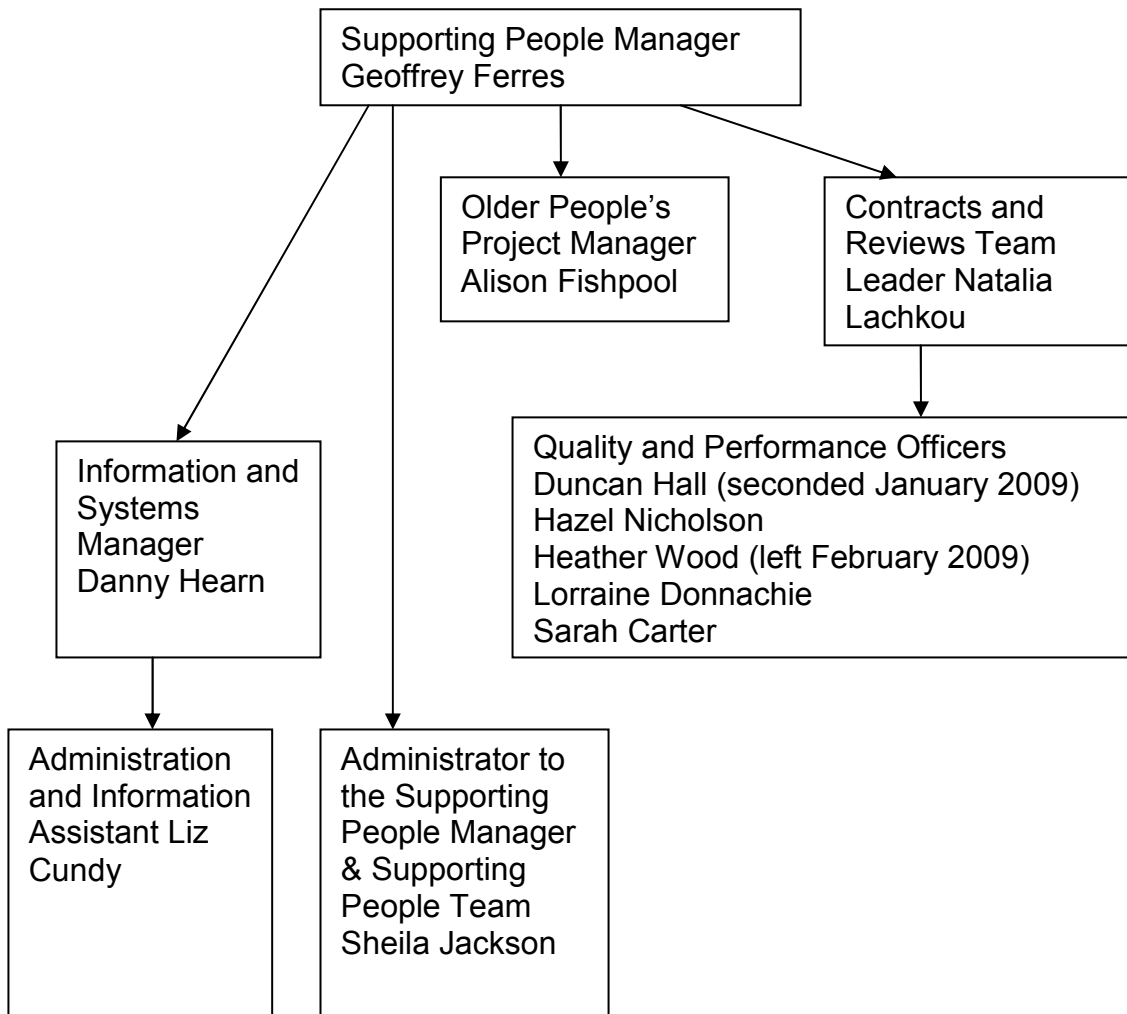
8.5 Supporting People Payments Team

The following were members of the Supporting People Payments Team in 2008-09

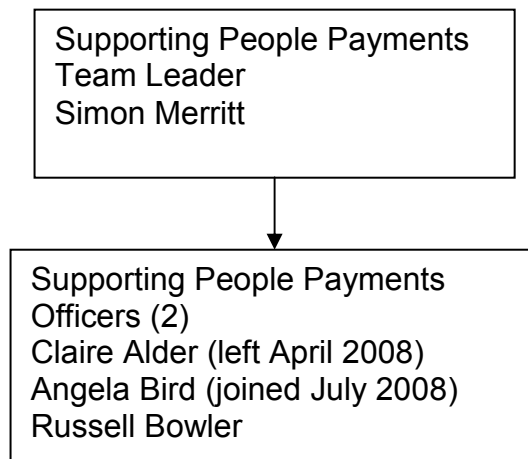
Name	Position	Changes
Claire Alder	Supporting People Payments Officer	Left April 2008
Angela Bird	Supporting People Payments Officer	Joined July 2008
Russell Bowler	Supporting People Payments Officer	
Simon Merritt	Supporting People Payments Team Leader	

8.6 Structure diagrams with names as at 31 March 2009

The following diagram shows the structure of the Supporting People team



The following diagram shows the structure of the Supporting People Payments team



8.7 Supporting People Administration Grant: accounts for 2008-09

Oxfordshire's Supporting People administration grant for 2008-09 was £405,772, a reduction of £21,346 (5%) compared with 2007-08.

The summary breakdown of spending is as follows:

Category	Net Spending 2008-09	Net Spending 2007-08	Percentage Change
Staff	£334,173	£387,511	-14%
Expenses	£7,075	£6,629	7%
Supplies & Services	£18,001	£29,143	-38%
Support Services	£26,399	£51,894	-49%
Total Expenditure	£385,648	£475,178	-19%

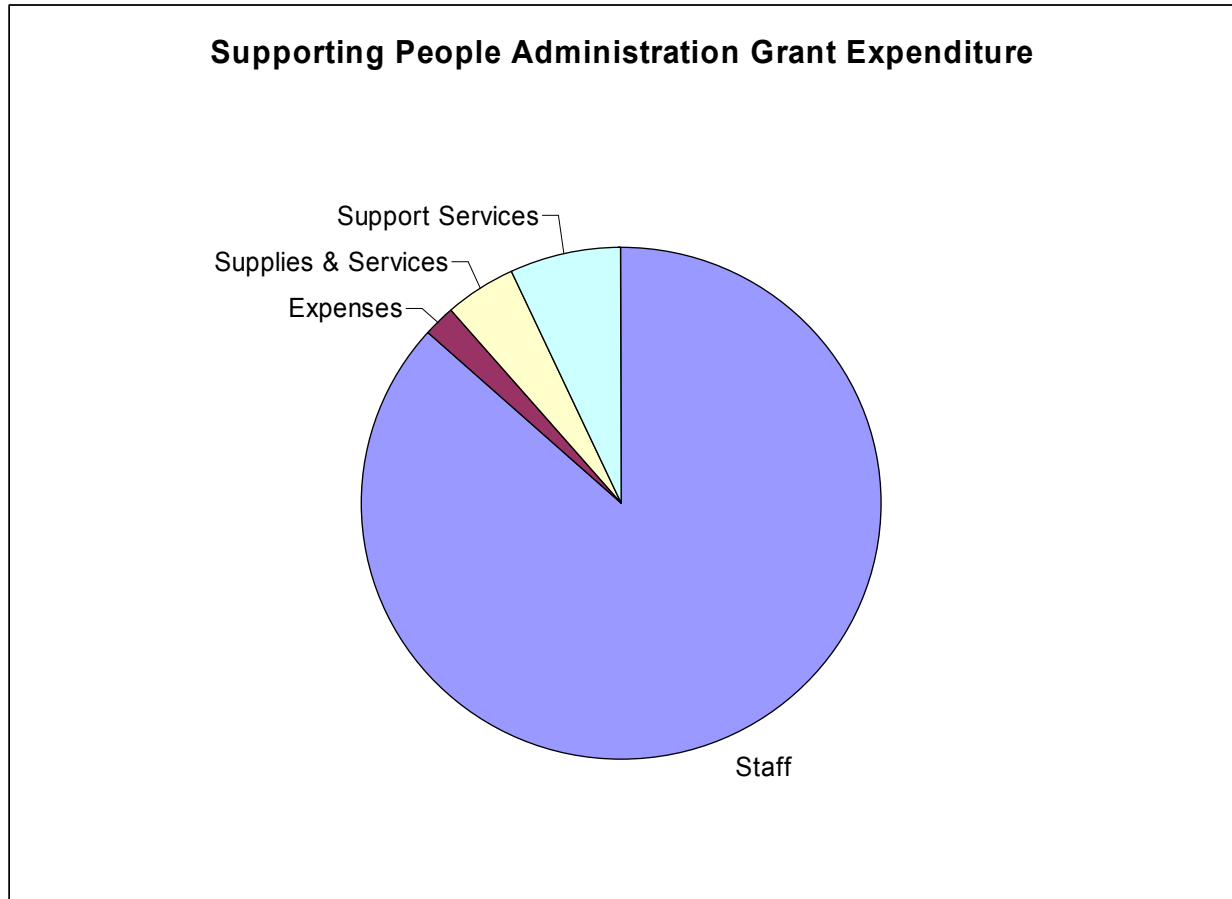
Supplies & Services includes Hire of Facilities

Support Services is shown net of transfer of half cost of Alison Fishpool's post

Staff includes half the cost of Alison's post included in SAP under Support Services

Telephone income has been subtracted from Supplies & Services

Compared to 2007-08 less has been spent on staff because the team has been reduced in size. Much less was spent on supplies and services, and the county council charged much less for support services. Over 85% of Supporting People administration spending in 2008-09 was on staff costs.



Section 9 – Data Sources

Section 3 – Key facts

Sections 3.1, 3.2, 3.3 and 3.5 data taken from Swift data output via Business Objects as at 22/09/2009 (2008-09), 30/09/2008 (2007-08) and June 2007 (2003-07)

Section 4 – Spending

Sections 4.1 and 4.2 data taken from budget report data sent to central government in Supporting People May 2009 extract combined with data taken from Swift data output via Business Objects.

Section 4.4 data taken from data taken from budget report data sent to central government in Supporting People May 2009 extract (2008-09), grant budget report for 2007-08 presented to July 2008 Commissioning Body meeting (2007-08) and trend line data produced for February 2009 Core Strategy Group (2003-07).

Section 5 - Performance

Sections 5.1, 5.2 and 5.3 “Data reported locally” data extracted from 2008-09 Quarter 1 2 3 and 4 performance returns by Mark Duffill macro product as at 16/06/2009.

Section 5.1 “Data sent to central government” data extracted from Oxfordshire performance returns to government input to Swift as at 26/08/2008 for quarter 1, 25/11/2008 for quarter 2, 24/02/2009 for quarter 3 and 27/05/2008 for quarter 4. Line graph data taken from CLG quarterly extract tables (2006-07 onwards)

Section 5.4 Smiley face reports (national and regional comparison) data extracted from CLG quarterly extract tables (2008-09)

Section 5.5 Smiley face reports (local improvement comparison) data extracted from 2008-09 Quarter 1 2 3 and 4 performance returns by Mark Duffill macro product as at 16/06/2009.

Section 6 – Information on Service Users

Sections 6.1 and 6.2 are data extracted from new client records data for 2008-09 – 2,138 returns. National data for Section 6.1 is taken from new client record data for 2008-09.

Sections 6.3 and 6.4 data (age and ethnic) extracted from new client records data for 2008-09 – 2,138 returns and Supporting People Payments team data of September 2009 - 4,094 returns.

Section 6.5 data (religion) extracted from Centre for Housing Research, University of St Andrews summary short term outcomes report / long term outcomes report for 2008-09 data.

Section 7 – Departures and Outcomes for Service Users

Sections 7.1 and 7.2 data extracted from 2008-09 Quarter 1 2 3 and 4 performance returns by Mark Duffill macro product as at 28/09/2009 and 29/09/2009.

Sections 7.3 and 7.4 data taken from Centre for Housing Research, University of St Andrews summary short term / long term outcomes reports for 2008-09 data.

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Project Initiation Document (PID)

Project: The Oxfordshire Mental Health Housing and Support Strategy

Ref:

Date: 11 November 2009

Authors: Ian Bottomley (Phase 1)
Martin Mellors and Natalia Lachkou (Phase 2)

Project Manager: Ian Bottomley (Phase 1)
Martin Mellors and Angelo Fernandes (Phase 2)

Sponsor: Nick Welch

Version No: 2.0

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Project Board

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Project Board
Paul Walmsley
Funmi Durodola
Supporting People Core Strategy Group (for information once approved)
Oxfordshire Mental Health Joint Management Group (for information once approved)

Project Initiation Document

1 Background

Meeting the housing and support needs of people with mental health problems living in Oxfordshire represents a considerable challenge to commissioners in several ways

- Housing related support services are vital to timely discharges from hospital
- The high cost of residential care in the County
- The scarcity of suitable provision, particularly to enable people to move to more independent accommodation and support their recovery
- The complex relationship between different funding streams and commissioning pathways, multiple housing authorities and providers which are currently meeting different needs at different stages of a person's recovery in a range of services that are partly determined by external and/or local factors. There is a risk of both duplication and gaps.

Oxfordshire Supporting People and the Mental Health Joint Commissioning Team at Oxfordshire Primary Care Trust are both, in the words of the Supporting People Strategy seeking to *change Oxfordshire's housing related support services for the better*.

There are two broad strategic developments that will underpin the development of housing and support services for people affected by mental health problems in Oxfordshire from 2009.

Firstly, the Oxfordshire Mental Health Strategy 2007 identified the need for a Mental Health and Housing Strategy. Commissioning partners and service providers have long recognised the need to address housing needs of people with mental health problems. Good quality secure housing underpins good healthcare outcomes and improves overall quality of life for this group of people.

Secondly, in 2008 the Oxfordshire Partnership (of which the Supporting People partnership is a part) published a Sustainable Community Strategy based on widespread consultation undertaken in 2007.

This new strategy is based on a set of pledges which the Oxfordshire Partnership is making to deliver the things the people of Oxfordshire want.

The Supporting People partnership's work relates to the pledge to "Improve support and opportunities for independent living". The Oxfordshire Supporting People Strategy 2008-11 sets out how this pledge will be met.

These 2 existing strategies must be reflected in the Oxfordshire Mental Health Housing and Support Strategy.

Definition

A Mental Health Housing and Support Strategy must address both the need for housing (i.e. bed spaces and bricks and mortar) and for support services required to enable people to sustain their accommodation (i.e. specialist housing related support, health prevention services, etc).

Supporting People defines Housing related support as a distinct set of activities, different from health care and social care, different to from routine housing management carried out by social landlords for their tenants.

But housing related support is important in many ways: it helps to meet health, housing, social care and community safety goals.

Key Strategic drivers

- The Mental Health Commissioning Pooled Budget between OPCT and OCC will be expanded from April 2009 to include all health and social care expenditure for adults of working age with the exception of forensic services. The PCT is the lead commissioner. Existing social care and accommodation contracts will be novated to the PCT, and the PCT will assume responsibility for the Mental Health *Residential Panel*.
- There is a need to ensure a geographical spread of services across the county and avoid the need for people to be imported to Oxford and in consequence the project needs to ensure engagement with providers and housing authorities across 5 district councils
- The Transforming Social Care agenda is being extended during 2009/10 to adults of working age with mental health problems through the introduction of Self Directed Support. This offers challenges for commissioners and providers, but also may lead to a significantly altered landscape in terms of the purchasing of housing and accommodation support services.
- Oxfordshire Local Area Agreement with central government requires that Supporting People's work meets National Indicator 141 which covers short term, accommodation based services like hostels for homeless people, supported housing for many groups of socially excluded people and women's refuges. Addressing this target is central to the Oxfordshire Supporting People Strategy 2008-11.

Financial drivers

- Supporting People funding for specialist housing related support for people with mental health issues in Oxfordshire is generally accepted to have been underfunded from inception, in terms of reflecting actual costs of services being provided. Now Supporting People funding for people with mental health problems is to be cut by 15% from April 2010 as the total programme grant reduces year on year. All Supporting People funded services for this client group are subject to a review in 2009-10 against the Oxfordshire Supporting People strategy to inform

future commissioning plans.

- The expanded Mental Health Commissioning Pooled Budget needs to identify annual efficiency savings (2% in 2009/10)
- The expanded Mental Health Commissioning Pooled Budget will inherit a pressure of £545k on housing and social care expenditure from April 2009. There is an existing mitigation plan but this will only address £150k of this pressure

Other considerations

- The need to address delayed discharge from acute adult mental health inpatient services
- The boundaries between specialist services funded by Supporting People for people with mental health problems, and broader non-specialist services that might be used by people with mental health problems
- The impact of s117 of the 1983 Mental Health Act on the pathway determining whether services are funded by Supporting People or by the Mental Health Pooled Commissioning Budget
- The need for crisis provision
- The potential growth in the demand for accommodation services for people with conditions such as ASD, particularly for service users making the transition to Adult services.
- The PCT contracts with a number of voluntary organizations including those providing housing and accommodation providers. These contracts largely expire on 31/3/2010 and would be reviewed against the revised MH strategy to inform future commissioning plans.
- Services in Oxfordshire need to reflect a number of local geographical factors: high land values; a large privately rented sector and high levels of houses in multiple occupation, particularly in Oxford; the mixed urban and rural nature of the county; high staffing costs.

The project will need to address these drivers, and will need to deliver better, more service user focussed care, and also greater efficiencies in commissioning arrangements.

2 Project definition

2.1 Project objectives

The project will design and deliver a strategy for the development of accommodation and housing services people over the age of 16 who use mental health services in Oxfordshire.

The project will deliver its aims in 2 phases.

In Phase 1 the project will produce draft housing and support strategy with the following objectives:

- A needs analysis covering assessment, current provision and gaps within adult and forensic housing/accommodation services
- An evaluation of current services to cover quality and value for money and comparison with services in other geographical areas
- Proposals that match accommodation and care pathways for people with mental health problems so as to provide appropriate support and the opportunity for recovery which reflect their needs
- Recommendations that reflect current and future financial pressures and will inform commissioning, service redesign and procurement

In Phase 2 the project will finalise the housing and support strategy with the following objectives:

- Consultation with stakeholders on key elements of the future pathway to recovery for adults with mental health problems in Oxfordshire and how implementation would be managed
- Information on revised pathways for service users and carers
- Information for providers to aid the development of the market
- Training for frontline staff
- Recommendations in a delivery plan for commissioners to inform procurement
- Recommendations on the future relationship between the Mental Health Commissioning Pooled Budget and Supporting People

2.2 Defined method of approach

The Project will be managed by a Board which will be responsible for ensuring that the project works towards providing a solution which fits within operational demands and within time constraints. The project board will steer the work undertaken by the project manager. Consultants have been appointed to deliver Phase 1 of the project. Phase 2 of the project would be delivered jointly by Angelo Fernandes, the project manager, who is based in the Supporting People team, and by Martin Mellors, Service Development Manager (Mental Health) based in the PCT.

A collaborative approach to the project will be adopted, to ensure discussions are as open and inclusive as possible between all stakeholders, service users and carers. This will be initiated in a scoping workshop with key stakeholders.

A key part of the project is to achieve a high level of engagement with community mental health, housing, support and other teams to understand the culture about assessment,

need and the opportunity for recovery and move on. The project must achieve a high level of understanding around interfaces and processes and the presumptions that underpin them.

The project must also achieve a high level of involvement from service users and their carers. Accommodation was rated 2nd in the list of priorities identified in the MH Engagement Exercise carried out by OPCT in 2008. The method of approach must reflect these requirements.

Further working groups made up of stakeholders may be appointed to take forward aspects of the project in Phase 2.

2.3 Project scope

Managing the scope of the project will be complicated by the complex nature of the interdependencies as set out in 2.7 below.

The project **INCLUDES** the following as part of its scope:

- Housing and support services for people aged 16 and above with mental health problems living in Oxfordshire. This includes dedicated residential social care; short-term interim accommodation in hostels; supported accommodation; and independent accommodation in the private sector with floating support.
- The impact of people referred from outside of Oxfordshire to forensic services in the County, who remain in the area and use local services.
- The pathway from forensic care to acute settings and on to secondary care in the community and the delays arising from lack of suitable accommodation
- The impact of s117 1983 Mental Health Act on care pathways and the relationship between services commissioned by Supporting People and the Mental Health Commissioning Pooled Budget
- Oxfordshire adults aged 16 and above with mental health problems but currently in housing or receiving services outside of the county
- The transitions into adult services from young people, and from adult to older services for people affected by functional illness
- The accommodation implications for people affected by dementia, particularly the needs of people affected by early onset dementia.
- The accommodation implications for people who develop physical health problems alongside their mental health problems
- The funding pressures created by the reduction in funding from Supporting People, the current social care pressure within the Mental Health Commissioning Pooled Budget and the impact of Self-Directed Support
- Those issues raised in the engagement exercise *Mental Health in Oxfordshire 2008*

regarding dual diagnosis, complex needs, longer term floating support, Aspergers and Autistic Spectrum-high support therapeutic environments, better geographical distribution of accommodation based services, increasing demand from forensic services, and crisis.

The project **EXCLUDES** the following as part of its scope:

- Accommodation and services currently provided for people affected by conditions relating to older age
- Accommodation and services for people with Learning Disabilities
- Accommodation and services for children and young people under the age of 16
- Services for people living with addiction where there is no mental health issue

2.4 Project deliverables

The project will be undertaken in 2 stages and will deliver:

STAGE 1 (delivered by Consultant)

- Communication and consultation
 - A scoping workshop
 - Stakeholder interviews and focus groups
- A draft Mental Health Housing and Support strategy covering
 - A Needs Analysis in respect of housing and accommodation relating to forensic and adult mental health services
 - Analysis of assessment processes
 - Care pathway mapping looking at accommodation through prevention, on discharge from acute services, through secondary care in the community to discharge to primary care and on to recovery
 - Supplier needs analysis of current service provision
 - An evaluation of literature regarding service models within this range of services to identify value for money and effectiveness in the face of increased demand
 - A benchmarking analysis of comparable services in other local authorities
 - Proposals that match housing, support and care pathways for people with mental health problems so as to provide appropriate support and the opportunity for recovery
 - An analysis of financial pressures presented by relevant funding streams(including the Comprehensive Spending Review and capital investment), including Self-Directed Support
 - Sufficiently detailed recommendations, including options for short term measures, to direct commissioning and service redesign work and procurement planned by key partners throughout 2009-10
 - Recommendations as to the future relationship between the Mental Health Commissioning Pooled Budget and Supporting People

STAGE 2 (delivered by Project Board)

- Communication and consultation
 - Stakeholder views
- A finalised Mental Health Housing and Support Strategy
- A delivery plan for commissioning partners (i.e. what, how, who, when, with what resources) and information on which to base commissioners procurement plans
- Marketplace and Providers
 - Information for Providers
 - Marketplace Generation
- Information for service users and carers
- Information and training for staff

The above products that will be delivered by the project will be outlined in the Product Description document. This document will be produced by the Project Managers at a future date.

2.5 Constraints

- **Time.** Phase 1 must be completed by middle of September 2009. Phase 2 duration is set out within the high level milestone plan later in the document.
- **Resources.** A consultant has been appointed to deliver Phase 1 of the project. Within this period the work will be overseen by the Project Board, sponsors and support staff from within OPCT, OCC, and SP. In addition there are currently dedicated resources within OCC and OPCT working on the social care pressure. There is a risk of duplication of resources.
- **Interdependencies.** There are a number of parallel processes that need to be carefully delineated to ensure the success of this project. At a strategic level, a key relationship is that between the expanded Mental Health Pooled Commissioning Budget and Supporting People. This needs to be evaluated and the future relationship mapped out as part of the project. At a project level there are existing work streams regarding
 - Reducing the pressure on residential social care spending within the expanded Mental Health Pooled Commissioning Budget
 - The Rowan House Step-Down Project which is a short term response addressing the pressure on residential social care spending
 - Mapping the forensic pathway

2.6 Assumptions

- The project assumes availability of staff from within OCPT, OCC and Housing Providers, including a newly-appointed project manager as set out in 2.2 above
- An agreed common concept and language regarding accommodation and housing provision as set out in the Project Background, above at (1).

- An agreed set of values that govern the development of the strategy and its implementation as set out in the Oxfordshire Supporting People Strategy 2008-11 pp 6-7
- That there is scope to extend current contractual arrangements beyond March 2010.

2.7 Interdependencies

Service users and carers

- Service user reference panel
- Carers Reference Group

Supporting People

- SP Commissioning Strategy 2008-11
- SP review of commissioned services 2009/10
- SP Core Strategy Group

Mental Health Commissioning Pooled Budget

- OPCT refreshed Strategy (including Needs Assessment and engagement exercise Mental Health in Oxfordshire)
- OPCT MH Commissioning strategy
- Mental Health Strategy Implementation Group
- Joint Management Group Mental Health
- OPCT review of Voluntary sector contracts funded from Mental Health Commissioning Pooled Budget
- OBMH FT Contract
- OBMH Community Mental Health Teams
- Mental Health Residential Panel
- MH Provider Pool

Transforming Social Care

- OCC Transforming social care team
- *Putting People First* and subsequent literature
- OCC North Oxon Self-directed support learning exercise

Director of Public Health

- Mental Health and Wellbeing Needs Assessment 2008 (and subsequent plan)

Older People's Commissioning Pooled Budget

- Older Peoples Commissioning Strategy
- Oxfordshire Dementia Strategy
- JMG Older People
- Older People's Partnership Programme Board

Children and Young People Pooled Budget

- Children and Young Peoples Commissioning Strategy
- JMG Children and Young People

District Housing Authorities

- Local housing strategies
- Local Homelessness strategies

Oxfordshire DAAT

- Oxfordshire Drug and Alcohol Strategy 2008-11

2.8 Acceptance criteria

The project is being delivered in 2 phases. The acceptance criteria for each is

- Phase 1: a draft Mental Health Housing and Support Strategy presented to the Project Board meeting that meets the key deliverables
- Phase 2:
 - A finalised Mental Health Housing and Support Strategy
 - A Delivery Plan for commissioning partners (i.e. what, how, who, when, with what resources) and information on which to base commissioners procurement plans

3 Project organisation structure

3.1 Project management team structure

Name	Role	Responsibility
Nick Welch Fenella Trevillion	Executive	Own the business case Approve end project & lessons learned reports Brief management (as appropriate)

Ian Bottomley	Project manager-phase 1	Plan, direct, monitor project Report on project to the project group
Martin Mellors and Angelo Fernandes	Project manager-phase 2	Prepare PID & end stage reports Liaise with 'suppliers' and others as appropriate Manage change controls Maintain the risk log
Representatives of PCT: Martin Mellors SP: Natalia Lachkou OCC: Sue Ryde OCC: John Pearce District councils: Gillian Grieves Graham Stratford	Project Board	Approve plans and sign off end stage reports Monitor project and authorise any deviations Ensure project outputs are as desired Ensure resources are available to project Ensure effective partnership working Provide checks and controls on project products

The Project Board will be supported by

- 0.5 wte SDM from Joint Commissioning Team
- Funmi Durodola PCT Chair MH Residential Panel
- SP Solutions (appointed consultants)
- OCC SDW and PCT CDW (for service user and carer involvement)

The Project Board shall set up additional working groups to take forward aspects of the project as necessary during Phase 2 of the project.

3.2 Proposed team input

The staff costs of the project would be met from existing budgets.

4 Communication plan

Audience	Purpose of Communication	Medium	Who	When
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Audience	Purpose of Communication	Medium	Who	When
Service users and carers	<ul style="list-style-type: none"> • Consult regarding needs analysis • Keep informed of project progress • Consult on draft strategy • Consult on draft service specifications and implementation plans 	Workshop Consultation meetings PCT Newsletter Consultation meetings and by e-mail (SDW database) Discussion groups	Consultant Consultant Project Manager Project manager Project manager	Initial scoping meeting During stakeholder exercise Before stakeholder exercise and after issue draft strategy After issue draft strategy After publication of final strategy
Service Providers	<ul style="list-style-type: none"> • Gain involvement • Consult regarding needs assessment • Consult regarding draft strategy • Keep informed of project progress <p style="margin-left: 20px;">Notify of any changes in commissioning priorities and issue notice on existing contracts where necessary</p> <ul style="list-style-type: none"> • Consult on draft service 	Workshop Workshop and Consultation meetings Stakeholder event and mail out PCT Newsletter Mail	Consultant Consultant Project manager Project manager Relevant commissioners	At scoping meeting At scoping meeting and during stakeholder exercise After issue draft strategy Before stakeholder exercise and after issue draft strategy When appropriate

Audience	Purpose of Communication	Medium	Who	When
	<ul style="list-style-type: none"> specifications and implementation plans 	<ul style="list-style-type: none"> Market consultation event 	<ul style="list-style-type: none"> Project manager 	<ul style="list-style-type: none"> After publications of strategy
<ul style="list-style-type: none"> Professionals Community Mental Health Teams 	<ul style="list-style-type: none"> Gain involvement Consult regarding needs assessment Consult regarding draft strategy Keep informed of project progress 	<ul style="list-style-type: none"> Workshop Consultation meetings Consultation meetings Briefings to CMHT managers group 	<ul style="list-style-type: none"> Consultants Consultants Project manager Project manager 	<ul style="list-style-type: none"> Initial scoping meeting During stakeholder exercise After issue draft strategy Before stakeholder exercise and after issue draft strategy, then as required in the delivery plan
<ul style="list-style-type: none"> District Councils 	<ul style="list-style-type: none"> Gain support for the Project Consultation to identify impact on people in districts Consult regarding draft strategy Keep informed of project progress 	<ul style="list-style-type: none"> Workshop Workshop and consultation meetings Consultation meetings Newsletter 	<ul style="list-style-type: none"> Consultants Consultants Project manager Project manager 	<ul style="list-style-type: none"> Initial scoping meeting Scoping meeting and stakeholder exercise After issue of draft strategy Before stakeholder exercise and after issue draft strategy, then as required in the delivery plan
<ul style="list-style-type: none"> Project sponsor 	<ul style="list-style-type: none"> Keep informed of project progress 	<ul style="list-style-type: none"> Regular update reports 	<ul style="list-style-type: none"> Project Manager 	<ul style="list-style-type: none"> Every 4-6 weeks to start with. Increasing

Audience	Purpose of Communication	Medium	Who	When
	<ul style="list-style-type: none"> Alert regarding issues and risks 	<ul style="list-style-type: none"> Email Update meetings Face to Face 		as required.
Wider public	<ul style="list-style-type: none"> Keep informed of project progress Reassure 	<ul style="list-style-type: none"> PCT newsletter 	Project Manager	In line with issue newsletter As and when necessary

5 Project controls

The management and quality products associated with this project are listed below.

Management Products	
REF	Description
M/001	Project Initiation Document
M/002	Product Descriptions
M/003	End Key Stage Report
M/004	End Project Report
M/005	Project Plan: Phase 1
M/006	Project Plan: Phase 2
M/007	Project Sub-Plans

Quality Products	
REF	Description
Q/001	Risk Log

Progress Control

Progress of the project will be controlled by regular checks and reported through:

- Project board meetings (held at various times during the project, at the end of each stage, and at the end of the project)
- Virtual project group meetings

The frequency of the project board meetings will to be determined by the project manager and the group.

The project plan will be updated regularly in line with the progress made and communicated to the groups above as relevant and not necessarily via a formal meeting in each case.

6 Business case

6.1 Initial business case summary

The case for undertaking this project is

1. To achieve better outcomes for service users and carers. To help more people move through housing and accommodation services in a way that reflects their needs, promotes choice, and supports their recovery. To promote independence.
2. To enhance diversity and social inclusion and support community wellbeing by commissioning services which address the needs of socially excluded groups whose needs are met, or not adequately met, by current support provision and which apply principles of equal opportunities.
3. To improve quality of care through the better alignment of services between health, social care and accommodation provider and through a better informed, more focused workforce.
4. To commission services which have clear preventative benefits, promote wellbeing and healthy lifestyles.
5. To reduce existing financial pressures around social care by investing in in-county, community-based services and disinvest in out of county and residential provision.
6. To achieve efficiencies to address future budgetary pressures and create flexibility to address unknown future developments.
7. To achieve a fair, equitable and transparent distribution of resources across client groups, geographical areas and tenures, having regard to the Oxfordshire context of high land values and staff costs and the urban and rural nature of the county.
8. To promote choice and involvement for service users by identifying ways in which self-directed support can be used in the delivery of accommodation services.
9. To improve service design and procurement through closer or common commissioning approaches between the Mental Health Commissioning Pool and Supporting People

6.2 Strategic case

This project meets the strategic aims of the Oxfordshire Mental Health Strategy that by 2012 the full range of organisations and agencies involved in mental health in Oxfordshire will be working together to deliver high quality, good value, sustainable services which meet the needs of mental health service users and their carers.

They will do this by improving:

- Access to services
- Choice and flexibility of treatment and care
- Partnership working
- Social inclusion of service users

- Support for carers
- Quality of services.
- Mental Well Being

The project meets the Strategic Objectives of the Oxfordshire Supporting People Strategy 2008-11 (in order of priority):

1. Commission services that help partner agencies to deliver their priorities and use resources and funding available across the key strategies to deliver better outcomes for service users and all partners.
2. Decide which services to commission based on clearly evidenced support need for all vulnerable people living in Oxfordshire's diverse communities.
3. Enable service users and carers to have more say about what services we commission and how they are delivered from start to finish.
4. Enable a larger number of vulnerable people to access appropriate support services that focus on enabling them to achieve their individual goals.
5. Enable a larger number of service users and agencies who refer them to say that support services are easy to access.

The project is in line with the policy developments around prevention, service user empowerment and self directed care as set out in

- High Quality Care for All – NHS Next Stage Review Final Report (Darzi 2008)
- World Class Commissioning (DH 2008)
- Putting People First – a shared vision and commitment to the transformation of adult social care (2007)
- Our Health, Our Care, Our Say (DH 2006)
- Carers at the Heart of 21st Century Families and Communities (DH 2008)
- Delivering Race Equality in Mental Health Care (DH 2005)
- Supporting People – Independence and Opportunity (Dept for Communities & Local Government 2007)
- Equal Treatment: Closing the Gap (Disability Rights Commission 2006)
- A Pathway to Recovery and social inclusion (Healthcare Commission 2008)

6.3 Financial case

- Supporting People funding for people with mental health problems is to be cut by 15% from April 2010 as the total programme grant reduces year on year. The projected budget in 2009/10 is £2,204,313 (source: August 2009 report).
- The expanded Mental Health Commissioning Pooled Budget needs to identify annual efficiency savings (2% in 2009/10). The total budget in 2009/10 is £38,526,162.
- The expanded Mental Health Commissioning Pooled Budget will inherit a pressure

of £545k on housing and social care expenditure from April 2009.

7 Project plan – high level milestone plan

Milestone	Start	Finish	Progress status
PHASE 1			
Appointment of Consultant	February 2009	March 2009	Completed
Workshop conducted	3 April 2009	3 April 2009	Completed
Stakeholder exercise conducted	6 April 2009	30 June 2009	Completed
First draft strategy produced	1 July 2009	8 July 2009	Completed
Final draft strategy produced	9 July 2009	3 September 2009	Completed
Phase 2 milestone plan produced	31 July 2009	3 September 2009	In progress
Phase 1 project deliverables are approved by the Project Board	3 September 2009	11 September 2009	Completed
PHASE 2			
Consultation on draft strategy	14th September 2009	23 October 2009 (6 weeks)	Completed
Review, sign off and publish final strategy	26 October 2009	9 November 2009 (2 weeks)	In progress
Draw up and agree delivery plan	14 September 2009	13th November 2009	In progress
Commission new services	Mid November 2009	By October 2010	In progress
Make arrangements for the implementation of the rest of the delivery plan	January 2010	By end March 2010	

Produce and disseminate information for service users and carers	December 2009	By 1 September 2010	
Produce, disseminate and deliver information and training for staff	December 2009	By 1 October 2010	
Phase 2 project deliverables are approved by the Project Board	Mid November 2009	By end of January 2010	

These milestones will be reviewed by the Project Board during the lifetime of the project.

8 Quality plan

8.1 Quality controls

The quality of products will be controlled by conducting appropriate quality reviews. All major products (i.e. the Strategy and the Delivery Plan) will be subject to quality review by the project board and the Executive. Other products will be reviewed more informally by peer review.

All products generated by the project shall be allocated an identification number, which shall be used for reference purposes. Each product shall indicate the version number and this number shall be appropriately increased whenever the product is changed.

The project manager will maintain an Issues Log. Anyone in the project may raise an issue, which will be logged, and the project manager would be responsible for assessing the issue and determining the appropriate course of action. The Highlight Report and Issues Log can be reviewed by the project board.

8.2 Quality activities

The project plans will include quality control activities at appropriate points. The project manager will be responsible for change control and version control of the technical products. They will assign version numbers for all products and will maintain a log showing the status and history of each product.

Data storage and the location of publicly available products will be agreed by the Project Board. At the end of Phase 1 the project documentation will be transferred between the Project Managers.

9 Management of risks and uncertainties

Part 1

Risks will be assessed by the Project Board at an initial meeting and then weekly by the Project Manager thereafter and reported back in line with Project Controls.

Part 2

Area of risk or uncertainty	Mitigation in place or planned	Impact (1- 5)	Likelihood (1- 4)	Mitigation Status (1-3)
Project resources: not all resources will be in place at the start of the project (SP Project manager)	Phase 1 will be project managed within existing team. Recruitment will be complete in time for Phase 2.	2	3	2
Impact of social care pressure and other funding constraints: the pressure may develop further during the lifetime of the project	Impact of social care pressure and other funding constraints: the pressure may develop further during the lifetime of the project	3	4	3
Self-directed support: the project needs to build in flexibility to reflect this or it may fail to deliver a workable strategy	Project will be informed by learning exercise owing to common membership between project boards	2	2	2
Conflicting work streams: the SP review, the action on the social care pressure and the revised governance of the Residential Panel are all covering similar ground to the Project and developments	Key staff with knowledge of the work streams on the Project Board. Interface between commissioners and Project Board.	2	2	2

might undermine them				
Providers withdrawing from current services due to disengagement or delay	Proactive engagement and good communication	3	2	2
Provider collapse	Contingency plans by relevant contract managers	3	1	2
Lack of engagement from service users. Concerns re changes.	Service users and carers will be engaged and represented in consultations and working groups. Clear communication plan	2	2	2

10 Approval

This document would be approved by the project sponsors, project board and relevant cost centre managers in commissioning partner organisations.