

Public Document Pack



To: Members of the Supporting People Commissioning Body

Notice of a Meeting of the Supporting People Commissioning Body

Friday, 23 March 2012 at 10.30 am

County Hall, New Road, Oxford

Peter G. Clark.

Peter G. Clark
County Solicitor

March 2012

Contact Officer: **Sue Whitehead**
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Membership

Chairman – Councillor Debbie Pickford – Cherwell District Council

Councillors

Councillor Dorothy Brown	- South Oxfordshire District Council
Councillor Roger Cox	- Vale of White Horse District Council
Councillor Arash Fatemian	- Oxfordshire County Council
Councillor Verena Hunt	- West Oxfordshire District Council
Stephen Czajewski	- Thames Valley Probation
Graham Stratford	- Oxford City Council
Fenella Trevillion	- Oxfordshire Primary Care Trust

Notes:

- **Date of next meeting: 15 June 2012**

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 - 4)**

To approve the minutes of the meeting held on 9 December 2011 (**SP3**) and to receive information arising from them.

4. **Petitions and Public Address**

Members of the public may speak on a matter included on the agenda by giving notice to the Contact Officer by the deadline of 9.00 am on the morning before the meeting.

Advice on addressing a meeting can be found on the Council's website.

For Decision

5. **Supporting People Annual Plan 2012/13**

A paper is attached at **SP5a** reminding the Commissioning Body of the requirements in the Memorandum of Understanding regarding the contents of the annual plan.

The Core Strategy Group at its meeting on 7 March 2012 discussed a draft Annual Plan 2012-13. Officers recommended a list of major projects for 2012-13 attached at **SP5b**.

These priorities were drawn from the Supporting People Strategy 2011-16 approved by the Commissioning Body on 17 June 2011 and the Delivery Plan 2012-16 considered by the officer group on 4 January 2012. The Delivery Plan 2012-16 is attached at **SP5c** for reference.

Officers have also considered a budget showing the amount to be spent on each primary client group attached at **SP5d**. This budget is based on the financial strategy previously agreed by the Commissioning Body on 9 December 2011.

It is issued with two qualifications:

- a) Exact amount of the carry forward won't be known until the administering authority has closed accounts for 2011-12 and, as importantly, confirmed that this carry

forward has been approved. Necessary processes to achieve this aim have already started and the partners would be kept updated of the progress.

Key milestones are:

- Approval at Directorate level – late April/May 2012
- Approval by Cabinet – 19 June 2012

- b) Work on agreeing how additional savings will be allocated against budget lines for services for older people, those with learning disabilities and homeless people is continuing with named lead commissioners. Therefore in these cases it is not yet possible to split additional savings further. This will be done as soon as relevant decisions are taken and will be shown on future versions of the budget.

The Core Strategy Group RECOMMENDS that the Commissioning Body approves the Supporting People Annual Plan 2012-13.

Delivery of the Supporting People Strategy 2011-16 and the Annual Plan 2012-13 is underpinned by two key administrative elements of the programme: the Eligibility Criteria and the Charging Policy. Both of these documents have been reviewed in 2012.

The draft Eligibility Criteria were discussed by the Commissioning Body on 30 September 2011 where the members recommended further consultation on the document. The consultation period was from 24 October to 21 November 2011. Report containing summary responses and action taken is attached for information at **SP 5e**.

Post-consultation draft of the Eligibility Criteria was considered by the officers at their meeting on 1 February 2012 and is attached at **SP 5f**.

Revised version of the Charging Policy was discussed by the officers at their meeting on 7 March 2012 and is attached at **SP 5g**.

It contains two revisions:

- Points 27 and 28 have been revised to refer to all applications for direct payments, not just those from leaseholders which was the case previously;
- Review date has been set in three years' time, in March 2015.

The Core Strategy Group RECOMMENDS that the Commissioning Body approves the Supporting People Eligibility Criteria March 2012 and the Charging Policy March 2012.

For Information

6. Supporting People Budget 2011-12

The budget monitoring report for 2011-12 attached at **SP6a** shows the budget set by the Commissioning Body and expenditure incurred from April 2011 to February 2012 (eleven months of the year). In-year cashable efficiencies agreed with providers have been processed in the final payment of the year. Effect of this exercise would be shown in March 2012 monitoring report.

Report attached at **SP6b** is third and final report showing progress made with delivering the 2011-12 efficiency savings programme. It shows that 2011-12 efficiency savings

target has been exceeded by £57k or 18%. This shows combined effect of delivering one-off cashable efficiencies across a range of contracts and negotiating larger scale service changes in homeless and domestic violence provision.

Work on closing the accounts for 2011-12 has started and will be reported on in June 2012. The administering authority is expecting to close the budget with a relatively small under-spend and will be seeking permission to carry this amount forward to off-set committed spend in 2012-13.

7. Supporting People Programme Review 2011-12

Report attached at **SP7** provides the third progress update on this review.

Work on most aspects of the review has been completed on time and informed key decisions taken by the partnership this year, including those on agenda for today.

8. Annual Plan 2011-12 - Progress Report

A report attached at **SP8a** gives information about any items in the Annual Plan which the administering authority is not on track to deliver and a table is attached at **SP8b** showing progress against the Annual Plan.

9. Performance in Quarter 1 - 3 2011-12

At their meeting in March 2012 the Core Strategy Group members considered a report which analysed Oxfordshire performance in the first three quarters of this year. This report is attached at **SP9**.

This information is presented using a traffic light system and is then used by contract officers to work with providers on sustaining good performance and improving less positive performance, and by commissioners to set performance targets for future years and services.

Agenda Item 3

SUPPORTING PEOPLE COMMISSIONING BODY

MINUTES of the meeting held on Friday, 9 December 2011 commencing at 10.30 am and finishing at Time Not Specified

Present:

Voting Members:

District Councillor Debbie Pickford (in the Chair)	Cherwell District Council
District Councillor Dorothy Brown	South Oxfordshire District Council
Councillor Arash Fatemian	Oxfordshire County Council
District Councillor Verena Hunt	West Oxfordshire District Council
Stephen Czajewski	Thames Valley Probation
Graham Stratford	Oxford City Council
Tim Chapman (non-voting)	Oxfordshire Clinical Commissioning Group

Officers:

Oxfordshire County Council Social & Community Services	– Simon Kearey Natalia Lachkou
Law & Governance	– Sue Whitehead
West Oxfordshire District Council	– Lesley Sherratt
Cherwell District Council	– Helen Town

The Committee considered the matters, reports and recommendations contained or referred to in the agenda for the meeting, together with a schedule of addenda tabled at the meeting, and decided as set out below. Except insofar as otherwise specified, the reasons for the decisions are contained in the agenda, reports and schedule, copies of which are attached to the signed Minutes.

33/11 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS (IF APPLICABLE)

(Agenda No. 1)

Apologies were received from District Councillor Roger Cox, Vale of White Horse District Council and Fenella Trevillion, Oxfordshire CCG (Tim Chapman substituting in a non-voting capacity).

34/11 MINUTES

(Agenda No. 3)

The minutes of the meeting held on 30 September 2011 were approved and signed subject to the correction of minute 26/11 to refer to District Councillor Verna Hunt, West Oxfordshire District Council.

35/11 SUPPORTING PEOPLE PROGRAMME REVIEW 2011-12 AND SUPPORTING PEOPLE STRATEGY 2012-16

(Agenda No. 5)

The Supporting People Commissioning Body considered a report that provided a progress update on the review. The papers included a needs and gaps analysis and commissioning intentions for 2012-16 and a financial strategy for 2012-16 to illustrate how these commissioning intentions could be implemented within the allocated budget and current contractual commitments. The Commissioning Body also had before them suggested amendments to the papers suggested by the Core Strategy Group at its meeting on 7 December.

Members present agreed the recommendations set out on page 31 of the agenda and reports which supported model 1. During discussion the lack of equal shares in provision on homelessness and the alert service in the South and Vale was raised. Attention was drawn to the amended text in the addendum (attached) that addressed this issue making it clear that the focus would be on matching provision to need. There was some concern that there was no date included for an early review of this provision but it was noted that it had already been agreed that there be an annual refresh of the Plan. It was also noted that a more detailed road map of how the Strategy would proceed would go to the next meeting.

The Supporting People Commissioning Body having commented on the principles set out in the financial strategy, RESOLVED:

- (a) To approve specific saving targets set out in point 12;
- (b) discussed and agreed overall approach to savings for 2012-13 set out in points 13-14, to enable officers to produce specific saving targets for these services; and
- (c) discussed and agreed overall approach to savings for 2013-14 set out in point 15, to enable officers to produce specific saving targets for these services.

N.B. Two members of the Commissioning Body not being present their support for the recommendations was sought and received making the decision unanimous as required by the Commissioning Body's constitution.

36/11 SUPPORTING PEOPLE BUDGET 2011/12

(Agenda No. 6)

The Supporting People Commissioning Body noted a the budget monitoring report for 2011-12 that showed the budget set by the Commissioning Body and expenditure incurred in the first seven months of the year (April to October and progress made with delivering the 2011-12 efficiency savings programme.

37/11 ANNUAL PLAN 2011-12 PROGRESS REPORT

(Agenda No. 7)

The Supporting People Commissioning Body noted a report that showed progress against the Annual Plan and that gave information about any items in the Annual Plan which the administering authority is not on track to deliver.

38/11 DATE OF NEXT MEETING AND FUTURE MEETINGS

(Agenda No. 8)

It was noted that the next meeting will be held in Meeting Room 3, County Hall, Oxford on 23 March 2012.

..... in the Chair

Date of signing

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SUPPORTING PEOPLE COMMISSIONING BODY – 23 MARCH 2012

Extract from Supporting People Memorandum of Understanding - Annual Plan

The following extract from the Memorandum of Understanding sets out what the Annual Plan must contain:

- 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.

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Oxfordshire Supporting People Annual Plan for 2012-13

Item	Priority	Priority	Main aim	By when	Lead officer/s	Latest activity	On track?	Risk	Factors
Services for homeless people	Strategic	Financial	Remodel and/or re-commission existing services within financial allocation for 2012-14	March 2013	Natalia Lachkou and Lorraine Donnachie			High	Scale and pace of policy change outside of partnership's span of control; financial savings required are significant and challenging
Services whose current contracts are due to expire by 31 March 2013: Generic floating support, Domestic abuse, Home Improvement Agencies, Physical Disability.	Strategic	Financial	Implement commissioning intensions and plan delivery of required savings set out in the Delivery Plan 2012-16	March 2013	Natalia Lachkou and named lead commissioners			Medium	Scale and complexity of planned changes; strong dependency on other partners as most services are jointly-commissioned
Personalisation/ Customer service/ Service user engagement	Strategic		Improve focus on service user through greater personalisation of services by delivering and learning from three local projects: further integration of self-directed support in mental health services; Connection's Payment by Results pilot in generic floating support; St Mungo's positive outcomes and incentives project in young people services.	March 2013	Natalia Lachkou			Low	Best practice structures are embedding locally and nationally; Within span of control of the partnership
Delivering financial strategy		Financial	Balance the budget in 2012-13	March 2013	Natalia Lachkou			High	Strong track record in managing budget; early planning in place; delivery relies on other partners as most services are jointly-commissioned and saving targets will have impact on other budgets

Traffic light code:

Yes

Yes, but concerns

No

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Supporting People Delivery Plan 2012-16

Introduction

- 1) This document sets out a delivery plan for implementing the Supporting People commissioning intentions and financial strategy for 2012-16, agreed by the Commissioning Body on 9 December 2011.
- 2) It provides a framework for expanding the delivery mechanisms by adding specific objectives, targets and measures of success relevant to outcomes we seek to achieve. These elements are being developed further by lead officers for formal approval by lead commissioners identified in the document below.
- 3) Delivery plans are presented for each commissioning intention separately for ease of reading, further development and subsequent sign off.
- 4) Updated version of the plan will be brought back to a future meeting of the Core Strategy Group for approval and will inform Annual Plans for 2012-16 required to be produced under the Memorandum of Understanding.

<u>Super Group 1</u>	
1 – Maintain investment in services for people with mental health issues across the county	
Delivery mechanism	Implement strategic alignment and geographical distribution of services built into the ‘Supported to Independent Living’ pathway of services commissioned in March 2011.
Time frame	2012-14
Outcome	1a – Services are closer aligned to strategic aims of the pathway 1b – Match provision to demand in a most effective way 1c – Investment is maintained in line with current contractual commitments 1d – Achieve financial savings linked to this pathway of services in the Mental Health Pool financial plan
Delivery plan	1. Map objectives, targets and measures of success already built into the SIL contracts into the delivery plan 2. Produce proposals for delivering 2013-14 saving target of £108,739 3. Map financial savings linked to this pathway and the SIL+ project into the delivery plan
Lead officer/s	Angelo Fernandes, Mental Health Services Project Manager
Lead commissioner/s	Fenella Trevillion, Head of Partnerships, OCCG Natalia Lachkou, Supporting People Programme Manager

SP5(c)

2 – Maintain investment in services for older people with support needs across the county	
Delivery mechanism	Continue to implement strategic alignments and geographical distribution built into the Alert service commissioned in April 2010.
Time frame	2012-13
Outcome	2a – Match provision to demand in a most effective way
Delivery plan	<ol style="list-style-type: none"> 1. Set service objectives for 2012-13 based on outcomes achieved in 2011-12 and priorities set in the Adult Social Care Business Strategy 2012-16 2. Set financial objectives based on 2012-13 financial allocation, including the delivery of the 2012-13 saving target of £40,200 3. Produce proposals with the Learning Disability commissioners to deliver additional saving target in 2012-13 (proportion of £336,943) 4. Produce proposals to deliver service objectives and saving target for 2013-14 of £118,188
Delivery mechanism	Review strategic alignment of services, including those provided by Home Improvement Agencies and via Direct Payments to individuals, in the light of the Older People Commissioning Strategy being produced by Oxfordshire County Council.
Time frame	2012-13
Outcome	<p>2b – Investment is maintained in line with current contractual commitments</p> <p>2c – Services are closer aligned to strategic aims set out in the new strategy</p>
Delivery plan	<ol style="list-style-type: none"> 1. Review current arrangements for Direct Payments for older people and produce proposals to ensure provision matches need in a most effective way, including proposals for delivering saving target for 2013-14 of 12,305 2. Review all service objectives in the light of the new Older People strategy 3. Produce proposals for future services including the delivery of savings in 2013-14 of 38,234
Lead officer/s	Alison Fishpool, Older People Project Manager Duncan Hall, Quality and Performance Officer
Lead commissioner/s	Alan Sinclair, Lead Commissioner for Older People Natalia Lachkou, Supporting People Programme Manager

SP5(c)

3 – Maintain investment in services for people with physical or sensory disabilities across the county.	
Delivery mechanism	Implement recommendations of the 2011-12 Supporting People strategic review of these services, including: <ul style="list-style-type: none"> • Remodelling existing services to ensure provision matches demand in a most effective way • Achieving better value for money by rationalising service provision and costs
Time frame	2012-13
Outcome	3a – Services are closer aligned to strategic aims set out in the review 3b – Match provision to demand in a most effective way 3c – More efficient use of limited resources
Delivery plan	1. Produce proposals for service remodelling in time to agree contract extensions from April 2012 to March 2013 2. Produce proposals for delivering saving target in 2012-14 of £10,000
Delivery mechanism	Review strategic alignment of services, including those provided by Home Improvement Agencies, in the light of the Physical Disability Commissioning Strategy being produced by PCT and Oxfordshire County Council.
Time frame	2012-13
Outcome	3d – Services are closer aligned to strategic aims set out in the new strategy
Delivery plan	1. Review all service objectives in the light of the new Physical Disability strategy 2. Produce proposals for future services
Lead officer/s	Duncan Hall, Quality and Performance Officer
Lead commissioner/s	Ann Nursey, Lead Commissioner for Adults Natalia Lachkou, Supporting People Programme Manager

SP5(c)

4 – Reduce investment in services for people with learning disability across the county	
Delivery mechanism	Continue to implement planned reduction in the programme's contribution to the Learning Disability Pool.
Time frame	2012-16
Outcome	4a – Investment is more proportionate to the number of service users supported
Delivery plan	<ol style="list-style-type: none"> 1. Implement agreed proposals for delivering 2012-13 saving target of £151,965 2. Produce proposals with the Older People commissioners to deliver additional saving target in 2012-13 (proportion of £336,943) 3. Produce proposals for delivering 2013-14 saving target of £462,799
Lead officer/s	Lara Fromings, Service Manager, Commissioning and Contracting (Learning Disability Services) Duncan Hall, Quality and Performance Officer
Lead commissioner/s	Ann Nursey, Lead Commissioner for Adults Natalia Lachkou, Supporting People Programme Manager

<u>Super Group 2</u>	
5 – Maintain investment in generic floating support services for people with a history of or at risk of homelessness	
Delivery mechanism	Maintain service configuration implemented in April 2011
Time frame	2012-13
Outcome	5a – Services remain aligned to strategic aims
Delivery plan	<ol style="list-style-type: none"> 1. Continue to monitor levels of demand alongside service outcomes set in the contracts 2. Produce proposals for future services, including delivery of 2013-14 saving target of £155,174 (linked to commissioning intention 8)
Lead officer/s	Duncan Hall, Quality and Performance Officer Shaibur Rahman, Oxford City Council
Lead commissioner/s	Natalia Lachkou, Supporting People Programme Manager

6 – Maintain investment in services for people at risk of domestic violence	
Delivery mechanism	Maintain or remodel current service configuration, in line with recommendations of 2011-12 Supporting People strategic review
Time frame	2012-13
Outcome	6a – Services remain aligned to strategic aims
Delivery plan	<ol style="list-style-type: none"> 1. Implement recommendations of the 2011-12 Supporting People strategic review of these services 2. Produce proposals for service changes which may be required following this review in time to agree contract extensions from 1 May 2012 to 30 April 2013
Delivery mechanism	Consider recommendations of the 2011-12 review of the Oxfordshire Domestic Abuse Strategy
Time frame	2014-16
Outcome	6b – Future services are closer aligned to strategic aims set out in the new strategy
Delivery plan	<ol style="list-style-type: none"> 1. Review all service objectives in the light of the new Oxfordshire Domestic Abuse Strategy 2. Produce proposals for future services, including delivery of 2013-14 saving target of £37,147 (linked to commissioning intention 8 below)
Lead officer/s	Lorraine Donnachie, Quality and Performance Officer
Lead commissioner/s	Carys Alty, Safer Communities Unit Manager, OCC Natalia Lachkou, Supporting People Programme Manager

7 – Maintain investment in services for young people and teenage parents	
Delivery mechanism	Maintain or remodel current service configuration, in line with recommendations of 2011-12 Supporting People strategic review and to address gaps and pressures highlighted in the 2011 needs and gaps analysis
Time frame	2012-13
Outcome	<p>7a – Services are closer aligned to strategic aims set out in the review</p> <p>7b – Match provision to demand in a most effective way</p> <p>7c – More efficient use of limited resources</p>
Delivery plan	<ol style="list-style-type: none"> 1. Implement recommendations of the 2011-12 Supporting People strategic review of these services 2. Produce proposals for service changes which may be required following this review in time to agree potential contract extensions from April 2013 3. Produce proposals to deliver 2013-14 saving target of £186,062 (linked to commissioning intention 8)
Lead officer/s	Sarah Carter, Contracts and Performance Manager
Lead commissioner/s	Clare Rowntree, Housing Development Manager Natalia Lachkou, Supporting People Programme Manager

SP5(c)

8 – Maintain investment in services for people with a history of or at risk of homelessness	
Delivery mechanism	Remodel and/or re-commission all services for homeless people of working age to address gaps and pressures highlighted in the 2011 needs and gaps analysis
Time frame	2012-13
Outcome	8a – Future services are closer aligned to strategic aims and need profiles 8b – Match provision to demand in a most effective way 8c – More efficient use of limited resources
Delivery plan	<ol style="list-style-type: none"> 1. Complete the 2011-12 review of current services in the light of: <ul style="list-style-type: none"> • gaps and pressures highlighted in the 2011 needs and gaps analysis • strategic aims of the national No Second Night Out policy • service reviews required in third year of the contracts 2. Produce proposals for service changes which may be required following this review in time to agree potential contract extensions from April 2012 and/or future procurement to achieve longer term strategic aims 3. Produce proposals to deliver 2012-13 saving target of £240,374 4. Produce proposals to deliver 2013-14 saving target of 270,304 (linked to commissioning intentions 5, 6 and 7)
Lead officer/s	Lorraine Donnachie, Quality and Performance Officer Duncan Hall, Quality and Performance Officer Shaibur Rahman, Oxford City Council One other district council representative (to be confirmed)
Lead commissioner/s	Natalia Lachkou, Supporting People Programme Manager

SP5(c)

9 – Overarching intentions: Strive to equalise investment by district and to seek additional or alternative funding from other sources	
Delivery mechanism	Address gaps and pressures identified in 2011 needs and gaps analysis by matching supply to demand in a most effective way <u>and</u> Adopt a whole system approach to remodelling and commissioning new services, taking into account other local resources
Time frame	2012-16
Outcome	9a – Future services are closer aligned to strategic aims and need profiles 9b – Match provision to demand in a most effective way 9c – More efficient use of limited resources
Delivery plan	<ol style="list-style-type: none"> 1. Produce proposals for service re-modelling and design of new services that maximise opportunities for achieving closer alignment of provision to strategic aims and need profiles 2. Continue to work in partnership with service users, providers and lead commissioners across relevant service areas to jointly identify most costs effective solutions to achieving these outcomes
Lead officer/s	Supporting People Team
Lead commissioner/s	Natalia Lachkou, Supporting People Programme Manager

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Supporting People Budget by Client Group 2012-13

Service Lines	Budget 2012-13	Proportion
Super Group 1		
People with Learning Disabilities, of which:		
Contribution to Learning Disability Pool	4,134,088	28%
Contribution to Shared Lives Scheme	493,896	3%
Older People, of which:		
Alert Service	1,969,800	14%
Direct Payments	246,092	2%
Home Improvement Agencies	347,582	2%
Income (S&CS contribution to HIAs)	(174,730)	-1%
Additional savings to be delivered by learning disability and older people services	(336,943)	-2%
People with Mental Health Problems	1,812,314	12%
People with Physical Disabilities	137,803	1%
Sub-total	8,629,903	59%
Super Group 2		
Generic Services	1,551,743	11%
People with Drug Problems	272,939	2%
Homeless People	2,277,417	16%
Income (contribution to Night Shelter)	(133,432)	-1%
Additional savings to be delivered by services for homeless people	(240,374)	-2%
Teenage Parents	452,403	3%
Women at Risk of Domestic Violence	371,465	3%
Young People	1,408,216	10%
Income (various sources)	(118,402)	-1%
Offenders	152,684	1%
Carry forward from 2011-12	(52,941)	-0.4%
Sub-total	5,941,718	41%
Budget Allocation	(14,591,160)	
Total	14,571,621	
Deficit/(Surplus)	(19,539)	

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Outcomes of Consultation on Supporting People Eligibility Criteria December 2011

Introduction

1. The 30 September 2011 Commissioning Body recommended further consultation on the draft Eligibility Criteria which the Benchmarking and Best Practice Group had written.
2. Supporting People set up an electronic consultation on the Oxfordshire County Council website and invited key stakeholders and providers to take part. The consultation period was from 24 October to 21 November 2011. The consultation received a total of six responses.

Summary of responses and actions taken

3. This is a summary of the main points from the consultation feedback and the action taken and changes made to the Eligibility Criteria.

Response	Action Taken
Minor wording amendments and additions such as the addition of signposting and 'on average' for 20% ancillary tasks, and including the provision of psychosocial interviews as well as counselling under what is not eligible in the alcohol or substance misuse ineligible column	These wording amendments have been changed and added to the Eligibility Criteria
Start with tasks table rather than having as an appendix	This was noted and the tasks table is no longer an appendix but is part of the main document albeit at the end
Make tasks table more linear across rows	This was noted but was not possible to do whilst keeping the current headings
Keep to being reasonably defined criteria (descriptive rather than prescriptive) rather than narrowing down any further or being much more open	No change needed as this is a recommendation to keep the document as it is
Expand on personalisation and how this could change housing related support but the focus should be in line with developing and enabling independence	Expansion on personalisation has been added to the document
Recognising that those receiving statutory support may also be eligible for support from Supporting People funded projects	This recognition has been added to the document under Exclusion of Statutory Duties

Responses by questions

4. The following is further detail on the six responses.

Question1: Are there any additions or other amendments that you would wish to see made?

- Suggest rewording 20% time spent on ancillary tasks to 'on average'
- Personalisation - if this is to be a key feature of new services it should be recognised that developing and sustaining personalisation initiatives will take staff input
- Are we arguing that if person placed in SP funded supported housing by Homelessness Dept (stat duty) the support, rather than the accommodation is funded by SP and thus the stat requirement bit of the service is funded from elsewhere ie HBen? Seems to suggest placement in supported housing by Homelessness Dept might not be possible
- Include signposting in the task 'The needs and risk assessment of service users to decide their eligibility for a housing-related support service and ensure fair access'.
- Organise so there is as much linear connection as possible across rows in App 1 as more user friendly. Recommend organising as 'tasks as part of support' and 'tasks to do with systems' rather than relating to numbers of outcomes.
- Pleased to see alignment with QAF
- Start with list of tasks (App 1) rather than 5 pages of professional management speak
- Concern that it is implied that people who already require statutory provision to meet other needs will not be eligible for housing related support if they became in need of this

Question 2: Please detail below any proposed amendments that you consider would have a detrimental impact on service users and explain why

- The narrowing down of EC would have an adverse effect on 'generic' user groups who currently cannot access other funding streams (presumably this is a comment rather than an amendment).

Question 3: Do you find the table giving details of eligible tasks helpful?

5 responded YES

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Question 4: How would you see this document working in the context of making support services more personalised?

- Think main document will help as it describes rather than prescribes the services. The appendix works against that slightly but as long as the appendix is an indicator of types of activity this should be ok.
- Perhaps add something at the end of App 1 saying 'as services become more personalised, the range of activities that count as housing related

support may change but the focus of these should be in line with the ethos of enablement and developing independence'.

- Helps in small ways. Appropriate that the focus of the support is reasonably defined as per these criteria than much more open. Personalisation champions may argue for the more open approach that there could be a range of ways of delivering support and activities to deal with isolation which might lead more towards individual budgets.
- Document could usefully contain suggestions for top-slicing some elements of SP to introduce Individual Service Funds which could be managed to reduce dependency on services and increase throughput.

Question 5: Is the document clear and easy to understand?

5 responded YES

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Question 6: Do you have any other comments?

- Introduction of Individual Service Funds (free resource) may help to promote the psychologically informed environment initiatives as it may give better opportunities to access psychological therapies, currently excluded from SP funding eligibility criteria.
- In terms of the support and advice to service users on how to deal with alcohol or substance misuse problems and what is not eligible - could this include the provision of psychosocial interviews as well as counselling?

Lorraine Donnachie
Quality & Performance Officer
26 January 2012

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Supporting People Programme Eligibility Criteria

Eligibility Criteria for Supporting People funding in Oxfordshire (March 2012)

INTRODUCTION

- Oxfordshire Supporting People programme commissions essential preventative services for 11,500 vulnerable people who need support to secure and sustain a stable home and lead independent lives for as long as possible.
- The eligibility criteria define what we mean by housing related support in Oxfordshire. It also defines what type of support services are eligible for funding through the Supporting People programme in Oxfordshire. This document does not define the support which is eligible at an individual level. This is done through the commissioning plan for the Supporting People programme.
- The vision statement for the programme is ‘working together to enable people of Oxfordshire to:
 - Access and sustain a stable home of their choice
 - Live independent and healthy lives
 - Make an active contribution to society’
- The focus of the programme is to deliver needs led, value for money, high quality housing related support services for vulnerable people which:
 - Are accessible to those who need them
 - Enable people to take control over their lives
 - Deliver personalised positive outcomes
 - Continuously improve within the Quality Assessment Framework
 - Complement services delivered by statutory and non-statutory agencies

ELIGIBLE SERVICES

Housing Related Support Services

- Housing related support services have a strong focus on delivering positive outcomes for people who receive them. Services should find out which aspects of their lives are important to service users, what goals and aspirations they have and support them in reaching these personal goals.
- Housing related support is a distinct set of activities, different from health care and social care, different too from routine housing management carried out by social landlords for their tenants.

SP5(f)

- Housing related support services have prevention at their heart and is defined as 'Support services which are provided to any person for the purpose of developing that person's capacity to live independently, or sustaining his capacity to do so, but are not subject to registration with the Commission for Social Care Inspection' (Department of Communities and Local Government). Early intervention will enable people not to become in need of statutory provision for as long as is possible in their circumstances.
- A short term service (such as a hostel for homeless people) will develop the capacity to live independently and may need to be more intensive to achieve this. A short term service aims to bring about independent living or to increase the capacity for independent living through a package of short term (time limited) housing related support. A long term service (such as the Alert service for vulnerable people) will sustain independent living and is not expected to be time limited.
- See Appendix 1 for a list of examples of housing related support tasks.

Occasional Ancillary Services

- It is generally agreed that an ancillary service is one that is provided occasionally and for a limited time to maintain independent living (eg help with collecting benefits or assistance with domestic tasks during a period of illness).
- The expectation is that the service user will develop or regain the skills to carry out these tasks without supervision after a short period of time.
- An ancillary service is eligible if the predominant amount of assistance is legitimately housing related support ie if at least 80% of support on average is housing related support and less than 20% on average is occasional ancillary services.
- An ancillary service is eligible if it is not regularly and consistently provided for all service users
- See Appendix 1 for a list of examples of tasks which could be regarded as occasional ancillary services

NON-ELIGIBLE SERVICES

The following are services which are not housing related support and therefore not eligible for Supporting People funding:

- Services which are provided in a residential care establishment registered under the Care Standards Act 2000;
- Services provided by a person required to register under the Care Standards Act 2000 in his or her capacity as a registered provider of care;

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- Nursing or personal care services;
- Services by the administering authority in satisfaction of a statutory duty placed on that authority;
- Building works (including any adaptation, improvement or repair in relation to a building) other than advice and assistance in obtaining grants for such works or personal support services during the works;
- Provision of equipment unless the equipment is used to deliver the particular service in question;
- Psychological therapy or programmes of therapeutic counselling;
- Services to enforce specific requirements imposed by a court of law;
- General housing management services

Exclusion of Statutory duties

- Historically there has been a clear requirement that Supporting People funds are not used to discharge statutory duties, particularly under community care and homelessness legislation and this should remain the principle whilst recognising that those receiving statutory support may also be eligible for support from Supporting People funded services.
- It is however possible for housing related support providers to provide services which meet statutory requirements, but this element of the service provided should not be funded by Supporting People.

Exclusion of General Social Care

Social Care is defined as activities that are intended to help people with their day to day lives and are not primarily intended to allow people to gain access to accommodation or to maintain their accommodation. Where a service user requires a high level of supervision, needs support all of the time in day to day living tasks and the help does not reduce, it is an indication that the person needs support in respect of their entire life and not just in respect of accommodation.

Exclusion of Personal Care and Health Care

- Personal Care includes assistance with bodily functions such as feeding, bathing and toileting and other physical care which involves physical and intimate touching, such as helping a person to get dressed. All these activities are excluded.
- Most health care is clearly distinct from housing related support, apart from the provision of specialist counselling and the administration of medication but all health care activities are non-eligible for Supporting People funding

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- Although the administration of medication, including storing and issuing prescribed medication to service users on a regular basis, should be treated as being outside the definition of housing related support, it may be eligible if it is regarded as an ancillary function.

Exclusion of Housing Management

There needs to be a distinction between housing-related support and the landlord function of housing management (not eligible for Supporting People funding), although these two functions may be carried out by the same staff.

Tasks Table

The table below indicates which sorts of activities will be eligible for Supporting People funding and which will not. It does not mean that all Supporting People service providers will carry out all of the support activities listed and the guidelines are intended to be applied flexibly and with common sense. Each contract will indicate the housing related support expected from each service along with levels of support.

Housing related support should create and promote opportunities for finding out which aspects of service user's lives are important to them and what goals and aspirations they have and support them in reaching these personal goals and delivering positive outcomes.

Personalisation - as services become more personalised the range of activities that count as housing related support may change but the focus of these should be in line with the ethos of enabling and developing independence. There is recognition that the development of personalisation initiatives will need sustained staffing input.

In order to make the table more meaningful to providers and service users, the list of tasks has been related to the Supporting People Service User Outcomes Framework and the Quality Assessment Framework.

Supporting People Service User Outcomes

The table highlights the tasks that relate to the individual service user outcomes. The list has been prioritised with the task which relates to all five outcomes right down to the one outcome.

The service user outcomes are as follows:

1. Achieve economic wellbeing
2. Enjoy and Achieve (Meaningful use of time, faith and culture)
3. Be Healthy
4. Stay safe (Self harm, move on and offending)
5. Making a positive contribution

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Further information on Supporting People Service User Outcomes can be found on the Sitra website using the following link:

<http://www.sitra.org/outcomespolicy/>

Quality Assessment Framework (QAF)

The table also highlights which QAF objective each task relates to. The five QAF objectives are as follows:

- C1.1 Assessment and Support Planning
- C1.2 Security, Health and Safety
- C1.3 Safeguarding and Protection from abuse
- C1.4 Fair Access, Diversity and Inclusion
- C1.5 Client Involvement and Empowerment

Further information on the individual standards of each QAF objective plus guidance can be found on the Sitra website as follows:

http://www.sitra.org/the_qaf_refresh_2009/

The table distinguishes when activities in the middle column may be eligible as ancillary and when they may not:

Ancillary	Not Eligible
Occasional	Regular
For particular service users	For all service users
For a limited time	Consistent
Maximum of 20% of support hours on average	More than 20% of support hours on average

There is no linear connection of tasks across the rows in most cases.

Activities always eligible for Supporting People funding, if part of a package of support for an eligible service user	Activities eligible for Supporting People funding, if provided as ancillary to housing-related support	Activities never eligible for Supporting People funding unless stated otherwise	Service user outcome and the QAF Objective that these tasks relate to
<i>The following tasks relate to all five outcomes.</i>			

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Advice on how to manage in independent accommodation, including budgeting and catering	Assistance with domestic tasks including shopping for service users or collection of pension	Cost of food	All five outcomes <u>QAF</u> C1.1.2 C1.1.3 C1.1.4
Provision of information on community facilities and services available	Staff time involved in or active help in preparing meals		All five outcomes <u>QAF</u> C1.5.4
Provision of outcomes-focussed support and risk management plans for all service users which are reviewed on a systematic basis			All five outcomes <u>QAF</u> C1.1.2 C1.1.3
Support and encouragement to enable service users to participate in the wider community ie employment, training, education, social and leisure activities outside of the service	Accompanying service users to appointments and interviews		All five outcomes <u>QAF</u> C1.5.4
Advice and assistance to enable service users to move to more appropriate accommodation with commitment to ensuring fair exit	Cleaning of a person's room and/or windows		All five outcomes <u>QAF</u> C1.4.3

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Consultation with service users on significant proposals which may affect their own plans and their service			All five outcomes <u>QAF</u> C1.1.4 C1.5.2 C1.5.3
Provision of community alarm service		Domiciliary and Home Care	All five outcomes <u>QAF</u> C1.2.1 C1.2.2 C1.2.3 C1.3 (ALL)
<i>The following tasks relate to four out of the five outcomes.</i>			
Liaison with other agencies in relation to service users welfare to facilitate them receiving necessary services	Accompanying service users to medical appointments	Cost of vehicle and fuel for transporting clients	Outcomes 1,3,4,5 <u>QAF</u> C1.3.5
Advice and assistance in relation to fulfilling licence/tenancy/mortgage conditions (does not apply to tenants of Social Landlords)	Advice/encouragement to service users in relation to carrying out personal care tasks for themselves	Services provided for the wellbeing of children under the age of 16	Outcomes 1,2,4,5 <u>QAF</u> C1.1.5 C1.2.3 C1.3.4 C1.4.1 C1.4.3
Assistance to service users in order to help them to overcome social isolation in their accommodation and encouragement and promotion of links with friends and family where appropriate	Advice and assistance in relation to maintaining relationships	Collection of and accounting for rent – including assistance with Housing Benefit in accommodation-based services	Outcomes 2,3,4,5 <u>QAF</u> C1.4.1 C1.5.4

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Support and advice to service users on how to deal with alcohol or substance misuse problems		Specialist counselling aimed at behavioural change e.g. counselling and psychosocial interviewing for alcohol addiction or substance misuse problems	Outcomes 2,3,4,5 <u>QAF</u> C1.1 (ALL) C1.3.5
<i>The following tasks relate to three out of the five outcomes.</i>			
Assistance to claim appropriate benefits and maximise their income – excluding Housing Benefit in accommodation-based services (does not apply to tenants of Social Landlords)	Monitoring service users health	Personal care – both those tasks which involve direct touching and those that could be seen as intrusive (e.g. supervised bathing)	Outcomes 1,4,5 <u>QAF</u> C1.3.5
Assistance to resolve or prevent housing debts or other debts that affect ability to pay for housing (does not apply to tenants of Social Landlords)	Advocacy with health professionals over medication and related issues		Outcomes 1,4,5 <u>QAF</u> C1.3.5
<i>The following tasks relate to two out of the five outcomes.</i>			
The needs and risk assessment of service users to decide their eligibility for a housing-related support service and ensure fair access and signpost to relevant support	Emotional support	Providing advice and support on an ad-hoc basis without a formal support plan	Outcomes 1,4 <u>QAF</u> C1.1.1 C1.4.1 C1.4.2 C1.5.1

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Advice and assistance to service users in relation to safeguarding and protection from abuse and the safety and security of their accommodation, self and others	Childcare in order, for example, for a service user to take part in a support session	Closed circuit television systems and/or uniformed security guards	Outcomes 3,4 <u>QAF</u> C1.2.1 C1.2.2 C1.2.3 C1.3 (ALL)
Prompting to take medication	The storage and distribution of prescribed medication	Administration of prescribed medication on a regular basis	Outcomes 3,4 <u>QAF</u> C1.1 (ALL) C1.2.1 C1.2.2
Advice to service users on how to use equipment in their own homes (does not apply to tenants of Social Landlords)	Staff time involved in transporting service users	Provision of equipment Building works (other than advice in obtaining grants)	Outcomes 3,4 <u>QAF</u> C1.1.1 C1.1.2 C1.1.5 C1.2.2
Provision of a clear complaints procedure with a tool for appropriate action and service improvement			Outcomes 4,5 <u>QAF</u> C1.5.5

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<i>The following tasks relate to one of the five outcomes.</i>			
Advice and assistance to service users in relation to organising repairs or improvements to their home (does not apply to tenants of Social Landlords)	Staff time spent in relation to handyman and decorating services, and gardening	Cost of materials for handyman and decorating services and gardening	Outcome 4 <u>QAF</u> C1.1.1 C1.1.2 C1.1.5 C1.2.2
Mediation in service users' neighbour disputes	Mediation between service users and their family	Supervision of court orders	Outcome 4 <u>QAF</u> C1.2.1 C1.2.2 C1.2.3 C1.3 (ALL)

Review Date: This Eligibility Criteria will be reviewed no later than March 2015.



Oxfordshire Supporting People Charging Policy, March 2012

Introduction

1. This policy was approved by the Supporting People Commissioning Body on 23 March 2012 and starts on 9 April 2012.
2. The aim of the policy is to ensure the Oxfordshire Supporting People programme only pays the cost of a person's housing related support if that person:
 - needs housing related support
 - receives housing related support
 - has a support plan agreed with the provider of that support
 - is unable to meet the whole of any charge for that support from their own resources
3. The basic aims of this policy are that it should be:
 - simple and cost effective to administer, and
 - easy to understand.

Services that are free

4. Housing related support services are free to people if they are intended to be short term, which means they are mainly aimed at people who need support for less than two years. The only exception is the kind of housing related support provided by a home improvement agency.
5. Short term services are typically aimed at meeting the needs of:
 - homeless people
 - people with drug/alcohol problems
 - women at risk of domestic violence
 - vulnerable young people
 - ex offenders
6. Providers know from their Supporting People contract if they are expected to provide housing related support free of charge.

Services that are not free

7. A charge is made for housing related support services if they are intended to be long term, which means they are mainly aimed at people who need support for two years or more.
8. Long term services are typically aimed at:
 - older people
 - people with a physical disability or sensory impairment
 - people with learning disabilities

- people with mental health problems
9. Providers know from their Supporting People contract if they are allowed to make a charge for providing housing related support, and the contract also says how much they are allowed to charge for the services covered by the contract.

Supporting People Payments

10. A person who wants help with the cost of housing related support must apply to the Supporting People payments team by completing a Supporting People subsidy application form.
11. The application will be assessed in two ways, each of which is explained further below. The Supporting People team will conduct two tests:
- a support test
 - a financial test.

The support test

12. Everyone who applies for help with the cost of housing related support is asked to get a supporting evidence form completed by a support worker, doctor or other care professional to confirm why they need housing related support.
13. It is helpful to say if the person:
- Is registered blind, deaf or disabled
 - Receives Community Care services, such as home support
 - Receives benefits such as Attendance Allowance or Disability Living Allowance
14. The Supporting People team will make enquiries to ensure the cost is reasonable and the support is of good quality if a person applies for help with the cost of housing related support provided by an organisation which does not have an Oxfordshire Supporting People contract.
15. The Supporting People payments team will check there is a support plan in place and support is being provided. They will look at the supporting evidence form.
16. They will notify the person applying whether they are satisfied the support test is satisfied.

The financial test

17. Anyone who receives Housing Benefit is entitled to have the whole cost of the housing related support they need met by payments from Oxfordshire County Council – provided the support test is satisfied.
18. If a person who does not receive Housing Benefit, they may request a Fairer Charging financial assessment in line with Oxfordshire County Council's Fairer Charging policy.
19. They may be entitled to have the whole or part of the cost of the housing related support they need met by payments from Oxfordshire County Council.

20. The following benefits automatically entitle the person to a Fairer Charging assessment:
 - Pension credit
 - Council tax benefit
 - Income support
 - Minimum income guarantee
 - Job seekers allowance
21. Where a person applies for a payment and the cost of the support services that person receives is less than £20 per week, a Fairer Charging assessment will be waived if the person receives any means-tested benefit listed above.
22. Where Supporting People payments are made it will be the responsibility of the person or someone acting on their behalf to notify the county council of any change in their circumstances that is likely to affect the eligibility for Supporting People subsidy, as stated on the subsidy application form and subsidy award letter.
23. People who receive Home Support and Supporting People services will only be subjected to one financial assessment.
24. People who receive both Home Support and Supporting People services will not have to pay more than the maximum contribution for those services set out in Oxfordshire County Council's Fairer Charging policy.
25. Where the cost of Home Support and Supporting People services exceeds the determined maximum contribution, the split between the amounts of help given with the cost of Home Support and Supporting People will be made according to the procedure agreed by Oxfordshire County Council.
26. The Supporting People payments team will notify the person applying for subsidy:
 - Whether they will have their support charge paid by Supporting People
 - How much that payment will be
 - The date from which the payment starts

Applications for direct payments

27. Everything above applies as much to applications for direct payments (including from leaseholders) as to all other applications but in the case of direct payment applications the Supporting People team will always have to make enquiries to ensure the cost is reasonable and the support is of good quality because support providers whose clients apply for direct payments often do not hold Supporting People contracts.
28. In the case of leaseholders information will also often be required from The Pension Service.

Responsibilities of applicants

29. It is the responsibility of the person who applies for help with the cost of housing related support to provide the Supporting People payments team with the evidence required to process their application.

30. It is the responsibility of the person who applies for help with the cost of housing related support to notify the Supporting People payments team of any change in their circumstances that is likely to affect their eligibility for Supporting People subsidy - as stated on the subsidy application form and subsidy award letter.

Acting on someone else's behalf

31. An application or an appeal may be made on a person's behalf by another person if they can provide written evidence of their authority to act on that person's behalf.

Appeals

32. A person may appeal against a decision in writing. The decision will be looked at by a different person. A further appeal may be made to a manager.

When payments start

33. If a person who applies for Supporting People payments also receives Housing Benefit, payments will usually start on the date when their application was received or the date from which their Housing Benefit was awarded.
34. For a person who needs a Fairer Charging assessment, the Supporting People payments will usually start from the date when their request for an assessment was received.
35. The start of payments can be backdated up to a maximum of three months or thirteen weeks before the date the Supporting People payments team received a fully completed application.
36. If there are changes relating to the supporting evidence after applying, the original subsidy application will be accepted for up to 3 months from the date it was first received, after 3 months the person will need to reapply.
37. Payments are usually made to the organisation providing the housing related support, the organisation which is making the support charge, provided it holds a Supporting People contract

Keeping everything up to date

38. Assessments are reviewed annually.
39. The Supporting People payments team will do an annual check with the relevant district council on whether people are receiving Housing Benefit where people have given their permission for this.
40. If permission is not given, it is the responsibility of the person who receives Supporting People payments to give the Supporting People payments team evidence such as their most recent Housing Benefit award letter.
41. It is an obligation of service providers under their Supporting People contracts to notify the Supporting People payments team of:
- Errors regarding any people that are sent on the remittances by the Supporting People payments team
 - People who no longer use or have left the service

- Any information known to them about a person which may affect their entitlement to subsidy

Review of the charging policy

42. This policy will be reviewed in March 2015, or earlier if required by changes in national or local guidance.

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Supporting People Budget Forecast 2011-12		Feb-12						
	Service Lines	Full Year Gross Budget	SAP Forecast Gross Expenditure	Forecast over/ (under) Budget	Previous Month	Variation/ Movement	SAP Actuals Year to date	Comments
SKE151	Alert	1,969,800	1,969,800	0	1,641,500	164,150	1,805,650	Total Alert budget is forecast to break even
	People with Learning Disabilities	4,260,058	4,260,058	0	4,260,058	0	4,260,058	Budget is allocated in full at the beginning of the year
	Grand Total	6,229,858	6,229,858	0	5,901,558	164,150	6,065,708	
SHT211	Generic Services	1,520,708	1,520,708	0	1,303,380	240,962	1,544,342	
SHT212	Homeless People	2,314,818	2,314,818	0	1,960,300	196,432	2,156,733	
	Income (contribution to Night Shelter)	(133,432)	(133,432)	0	(111,193)	(22,239)	(133,432)	Includes income received to date.
SHT213	Offenders	152,684	152,684	0		0		Backdated payment will be shown in March report.
SHT214	People with Drug Problems	267,480	267,480	0	198,825	12,933	211,758	
SHT215	Older People, of which:							
	Direct Payments	246,092	246,092	0	187,900	10,293	198,193	
	Home Improvement Agencies	343,741	343,741	0	265,686	42,275	307,961	
	Income (S&CS contribution to HIAs)	(174,730)	(174,730)	0	(131,047)	(29,122)	(160,169)	Includes income received to date.
SHT216	People with Mental Health Problems	1,778,022	1,778,022	0	984,254	452	984,705	Payments are made quarterly.
SHT217	People with Physical Disabilities	147,803	147,803	0	31,265	8,443	39,708	Backdated payment will be shown in March report.
SHT218	People in Adult Placement	519,891	519,891	0	437,850	43,324	481,174	
SHT219	Teenage Parents	443,355	443,355	0	335,336	33,534	368,869	Contracts are being paid in arrears
SHT220	Women at Risk of Domestic Violence	388,234	388,234	0	280,747	63,535	344,282	
SHT221	Young People	1,380,051	1,380,051	0	1,193,189	88,612	1,281,801	Contracts are being paid in arrears
	Income (various sources)	(118,402)	(118,402)	0	(85,097)	(29,199)	(114,296)	Includes income received to date.
SHT222	People with Alcohol Problems	0	0	0	0	0	0	
	Grand Total	9,076,316	9,076,316	0	6,851,395	660,235	7,511,630	
	Overall Total	15,306,174	15,306,174	0	12,752,953	824,385	13,577,338	
	Income (budget allocation)	(15,359,116)	(15,359,116)	0	(15,359,116)	0	(15,359,116)	Budget is allocated in full at the beginning of the year
	Deficit/(Surplus)	(52,941)	(52,941)	0	(2,606,163)	824,385	(1,781,778)	

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	2011/12 Budget, net of savings target	Indicative savings, £	Indicative savings, % of the target	Identified savings, £	Identified savings, % of the target	Number of proposals requested	Total number of proposals, at stage of:			Proposals approved by commissioners	Progress status	How efficiency will be delivered?	
							development	approval	implementation				
Expenditure by Client-Group													
People with Learning Disabilities	4,260,058	91,614	29%	91,614	29%	1	0	0	0	1	AA and Adult Social Care	Target met	Learning Disability pool managers accepted responsibility for managing this additional budget pressure on 14/07/11. Efficiency saving has been transferred back into Supporting People budget on 07/10/11.
Shared Lives Scheme	519,891	11,180	3%	11,180	3%	1	0	0	0	1	AA and Adult Social Care	Target met	Reduction in administration overheads across the scheme. Contract value has been revised accordingly.
Older People, of which:													
Alert Service	1,969,800	40,200	13%	40,200	13%	1	0	0	0	1	AA and Adult Social Care	Target met	More effective management of service volumes at different levels and costs. Efficiency saving has been transferred back into Supporting People budget.
Direct Payments	246,092	5,022	2%	5,022	2%	1	0	0	0	1	AA	Target met	More effective management of service volume and costs.
Home Improvement Agencies	343,741	3,841	1%	3,841	1%	4	0	0	0	4	AA, Adult Social Care and relevant district	Target met	Effective management of budgets, including measures to generate higher income.
Homeless People	2,314,818	47,241	15%	85,055	27%	4	0	0	0	4	AA and OCC	Target exceeded	Utilising opportunities presented by planned restructure of staffing levels; by utilising existing vacancies for non-service critical posts and reducing various non-staff related expenditure; by forgoing planned contract value increase via efficient management of staffing costs.
People with Mental Health problems	1,778,022	36,286	11%	33,677	10%	4	0	0	0	4	AA, PCT and Adult Social Care	Target met	Utilising one-off opportunities identified during the first transitional months of new contracts; efficient management of budgets by reducing over-heads while protecting expenditure on front-line activities, small scale reduction in salary costs.
Young People													
Young People	1,380,051	25,796	8%	25,796	8%	6	6	0	0	2	AA, CEF, District leads	Target met	Effective use of staffing levels and costs. Increase in care leavers income generated.
Teenage Parents	443,355	9,048	3%	9,048	3%	2	2	0	0	1	AA, CEF, District leads	Target met	Effective use of staffing levels and costs.
Generic Services	1,520,708	31,035	10%	31,035	10%	2	0	0	0	2	AA, District leads	Target met	Effective management of staffing levels and costs.
People with Drug Problems	267,480	5,459	2%	5,459	2%	2	0	0	0	1	AA, OCC and DAAT	Target met	Utilising opportunities to reduce central overheads following strategic review of organisational structures.
Offenders	152,684	3,116	1%	3,116	1%	1	0	0	0	1	AA and Probation	Target met	Setting robust service outcomes during service design and implementation.
Women at Risk of Domestic Violence	388,234	7,923	2%	22,634	7%	1	0	0	0	1	AA, WODC and CDC	Target exceeded	Securing service continuity via identified alternative funding sources, following review of short-term plans for some elements of the service.
People with Physical Disabilities	147,803	3,016	1%	10,000	3%	3	1	1	1	1	AA and Adult Social Care	Target exceeded	Effective management of flexible costs.
Total Expenditure	15,732,738	320,778	100%	377,677	118%								
Income	(15,785,679)												
Deficit/(Surplus)	(52,941)		Variance	(56,898)	18%								



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SP7

Project Progress Report

Project:	Supporting People Programme Review 2011-12
Ref:	PPR008/CB/20120323
Date:	12 March 2012
Author(s):	NL/DRH/LD
Project Manager:	Natalia Lachkou, Supporting People Programme Manager
Sponsor:	Simon Kearey, Head of Strategy and Transformation
Version No:	1
Approvals:	Core Strategy Group
Distribution:	Core Strategy Group, Commissioning Body, work stream lead officers, Provider forum

Period:		Summary position	
Mid-March 2012			
Author(s): NL/DRH/LD		Last period: (R/A/G)* 	This period: (R/A/G)* 
1 - Status update			
All three work streams have delivered remaining key deliverables in time for March 2012 Commissioning Body.			
2 - Status report against key criteria			
Key	Status (R/A/G)*	Commentary	Planned actions / recommendations
Work Stream 1 – Strategic Context and Governance			
1a. Proposals for strategic direction of travel, governance and administration of the programme beyond 2011-12		<p>Refreshed strategic priorities and needs and gaps analysis informed the commissioning intentions agreed on 9 December 2011.</p> <p>Oxfordshire County Council started the restructure of its commissioning functions, which include the administration of the Supporting People programme.</p> <p>The future of these arrangements has been considered in phase two of the restructure, with staff consultation ending on 7 March 2012.</p> <p>A) SWOT analysis was produced and discussed in January 2012. It has been used to inform the county council restructure and wider strategic conversations that</p>	<p>Next milestones:</p> <p>B) To seek approval of the Annual plan 2012-13 at March 2012 meeting of the Commissioning Body</p> <p>C) To seek approval of governance and administration arrangements for the programme by end of March 2012</p>

		are taking place, notably the development of the Health and Wellbeing Board and its sub-boards.	
1b. Proposals for how to structure the programme and deliver its outcomes beyond 2011-12		<p>Key elements of the programme have been reviewed by work streams.</p> <p>Revised eligibility criteria were discussed with stakeholders in October-November.</p> <p>Amended criteria were submitted for consideration to February CSG and approval to March Commissioning Body.</p> <p>Report with key themes emerging from the needs and gap analysis, revised eligibility criteria and best practice in commissioning for outcomes has been submitted to March CSG and will inform delivery of the Annual plan 2012-13.</p>	Objective reached.
1c. Commissioning and investment plan for 2012-16		<p>Examples of commissioning plans used in other areas were evaluated.</p> <p>Commissioning plan for 2012-16 was approved on 9 December 2011.</p> <p>Draft delivery plan has been produced and is</p>	<p>Next milestones are:</p> <p>A) Finalise the delivery plan by end of March 2012</p> <p>B) Commence delivery</p>

		being taken forward with named commissioning leads.	
Work Stream 2 – Needs and Gap Analysis			
2a. Needs and gap analysis for housing related support provision		Refreshed needs and gaps analysis was approved on 9 December 2011.	Objective reached.
Work Stream 3 – Benchmarking and Best Practice			
3a. Eligibility criteria and over-arching outcomes for housing related support provision beyond 2011-12		<p>Revised Eligibility Criteria were produced following engagement with service users, providers and commissioners in September-November 2011.</p> <p>Feedback received was analysed and informed the revised document on agenda for approval today.</p>	<p>Next milestones are:</p> <p>A) To seek approval of revised eligibility criteria at March Commissioning Body</p>
3b. Proposals for types of future provision and commissioning models to deliver over-arching outcomes that embrace personalisation and localism agenda		<p>The group evaluated best practice in other authorities and consulted with providers, districts and other stakeholders about pathways and future models of provision.</p> <p>Personalisation has been closer aligned to eligibility criteria and three local projects have been agreed for 2012-13.</p> <p>Discussion on localism has taken place with wider stakeholders.</p>	<p>Objective reached.</p> <p>Additional action:</p> <p>A) To consider emerging approaches to delivering greater personalisation and localism agenda further in 2012-13</p>

		Final report was accepted in March.	
3 – Key milestones			
Milestone	Due date	Progress/comments	
Discuss, review and revise programme review methodology	June 2011, including Commissioning Body on 17 June 2011	Delivered on time	
Complete 2nd round of work across all work streams	July-September 2011	Most objectives were delivered on time	
Produce 2nd set of proposals	End of September 2011	Most objectives were delivered on time	
Consult, review and revise	October 2011	Delivered on time	
Produce 3rd set of proposals for approval	November 2011	Delivered on time	
Submit 3rd set of proposals for approval	Commissioning Body in December 2011	Most objectives were delivered on time	
Publish approved proposals	January 2012	Delivered on time	
Implement first part of the delivery plan	January- March 2012	On track to deliver	
Seek approval of Annual Plan 2012-13, Eligibility Criteria and Charging Policy	March 2012	On track to deliver	
Begin delivery of Annual Plan 2012-13	April 2012	On track to deliver	

***Project Key:**



- Major problems identified which mean the project is unlikely to deliver on time, on budget or to required standard.
- Remedial plans are not proving effective.
- Escalate to the next level with costed options.



- Significant problems identified which may put the project timetable, costs and/or benefits at risk.
- Remedial plan is in place and is being monitored closely to ensure that risk is mitigated.
- Escalate to the next level.



- Project is proceeding according to plan.
- Risks / issues are being managed within the project.
- There is no need to escalate to the next level.

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Annual Plan 2011-12: Progress Report

Introduction

1. This monthly report shows status of the work being taken forward by the partnership under the Annual Plan for 2011-12.
2. Summary report attached at **SP8b** shows that all projects are on track to deliver their objectives.

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Oxfordshire Supporting People Annual Plan for 2011-12

Item	Priority	Priority	Main aim	By when	Lead officer	Latest activity	On track?	Risk	Factors
Oxfordshire Supporting People Strategy 2011-16 - phase 2 review	Strategic	Financial	Review current arrangements and agree strategic and financial objectives for the programme for 2012-16	March 2012	Natalia Lachkou	Strategy was approved by Commissioning Body on 17 June 2011. Commissioning intentions for 2012-16 were approved by Commissioning Body on 9 December 2011. Delivery plan for 2012-16 and Annual plan for 2012-13 are on the agenda for Commissioning Body on 23 March for approval.	Yes	Medium	Scale and pace of policy change outside of partnership's span of control
Generic floating support services	Strategic	Financial	Implement recommendations of the strategic review and deliver required savings	March 2012	Lorraine Donnachie	Service changes were implemented in March 2011. Progress report considered at CSG on 1 February 2012 showed that these changes were implemented well, without adverse impact on service quality.	Yes	Medium	Scale and complexity of planned changes
Services for people with mental health problems	Strategic	Financial	Ensure smooth transition and deliver improved outcomes across new pathway of services	March 2012	Angelo Fernandes	New pathway of services became operational on 7 March 2011. Project was evaluated and closed in late 2011. Performance monitoring report considered at CSG in January 2012 shows that services have imbedded well and are on target to deliver most of year one performance targets.	Yes	Medium	Scale and complexity of planned changes
Personalisation/ Customer service/Service user engagement	Strategic		Improve focus on service user	Throughout	Natalia Lachkou	SPUG members completed a programme of service visits from July to September 2011. Feedback from service users informed commissioning intentions for 2012-16. Move on DVD was produced and has proven great success with peer users and providers. Mental health services started delivering self-directed support.	Yes	Low	Best practice structures are embedding locally and nationally; Within span of control of the partnership
Delivering financial strategy		Financial	Balance the budget in 2011-12	March 2012	Natalia Lachkou	Savings target has been exceeded. Year end forecast is under-spend of circa 60k. Request for carry forward is being made.	Yes	Medium	Strong track record in managing budget; early planning in place

Traffic light code:

Yes

Yes, but concerns

No

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Performance report for 2011-12 quarter 1 to 3

This report covers the latest performance for 2011-12, quarter 1 to quarter 3 (April to December 2011).

KPI 2 data for 2011-12, quarter 1 to 3

The KPI 2 score (short term planned departures) for quarter 1 to 3 is above the 2011-12 target of 65%. There will need to be a good quarter 4 score to ensure the year target is met.

1. The quarter 1 to 3 KPI 2 score is **65.7%** (527 out of 802). This is 0.7% above the set target for this year. The Quarter 1 to 2 score reported in the last Core Strategy Group was 0.8% below the target.
2. At this time last year the quarter 1-3 KPI 2 score was 65.3% (526 out of 806).
3. The following table shows the quarter 1-3 2011-12 KPI 2 score compared to the 2011-12 agreed target and 2010-11 score for each client group. The "Difference" column is the difference between the 2011-12 Q1-Q3 score and the target. The colour cells are as follows:

Green = above or on target
 Amber = within 2% below target
 Red = more than 2% below target

Client Group	2010-11 Score	2011-12 Q1-Q3 Score	2011-12 Target	Difference
Single Homeless	59.9%	61.2%	60%	1.2%
Mental Health	75.0%	81.0%	90%	-9.0%
Domestic Violence	82.8%	89.4%	90%	-0.6%
Teenage Parents	93.5%	95.5%	93%	2.5%
Young People	67.5%	63.3%	70%	-6.7%
Drugs problems	77.8%	80.0%	80%	0.0%
Physical disability	100.0%	100.0%	No target	No target
Overall	64.5%	65.7%	65%	0.7%

4. The single homeless client group has the highest number of planned departures and remains above the agreed client group target of 63%. Simon House has a very good KPI 2 score for quarter 3 due to sustained good performance.
5. The drugs problems client group has moved from red to green from 7 / 10 planned departures for quarter 1-2 to 12 / 15 planned departures for quarter 1-3.
6. The domestic violence client group has moved from red to amber - from 28 / 32 planned departures for quarter 1-2 to 42 / 47 planned departures for quarter 1-3.

7. Young people services have seen an improvement in the KPI 2 score for the main service in Banbury, but a low KPI 2 score for the main service in Abingdon due to staff changes.
8. The mental health services set KPI 2 target of 90% is a stretch target. The last recorded national KPI 2 score for mental health services was 82.5% (January to March 2011 CLG data). Two of the three short term mental services are slightly above / below the target. The other one is over 30% below the target and is addressing its current performance levels.
9. For quarter 1-3 the highest number of planned departures comes from the single homeless client group (311), followed by young people (105) and people at risk of domestic violence (42).
10. The following table shows the quarter 1-3 KPI 2 scores per district. Oxford City has over 75% of the planned departures due to high concentration of homeless services. Cherwell has the highest proportion of planned departures mainly due to high planned departures rates for their young people and teenage parent services.

District	2010-11 Quarter 1-4 KPI 2 Score	2011-12 Quarter 1-3 KPI 2 Score	Planned Departures 2011-12 Quarter 1-3
Cherwell	89.1%	84.1%	58
Oxford City	59.5%	62.8%	411
South	69.6%	64.7%	11
Vale	94.9%	64.3%	9
West	96.3%	80.0%	12
All 5 districts	N/A	78.8%	26
Oxfordshire	64.5%	65.7%	527

KPI 1 data for 2011-12, Quarter 1 to 3

The KPI 1 score (maintain independence) for quarter 1 to 3 is 96.8%

11. The following table shows the quarter 1-3 2011-12 KPI 1 score compared to the 2011-12 agreed target and 2010-11 score for each client group. The "Difference" column is the difference between the 2011-12 Q1-Q3 score and the target.

Client Group	2010-11 Score	2011-12 Q1-Q3 Score	2011-12 Target	Difference
Generic	96.3%	96.1%	97%	-0.9%
Mental Health	98.6%	97.5%	93%	4.5%
Overall	98.6%	96.8%	No target	N/A

12. The mental health KPI 1 score may be revised upwards as we are in the process of checking one of the service's departures that have been classified as "less independence" for quarter 2 and 3.
13. The next performance output will cover quarter 1-4 data for 2011-12 (April 2011 to March 2012). This will be produced in May / June 2012.

Danny Hearn
Information Analyst
PIU Team / Supporting People Team

23 February 2012

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