

Delivering for vulnerable people in our communities

Assessing & measuring success

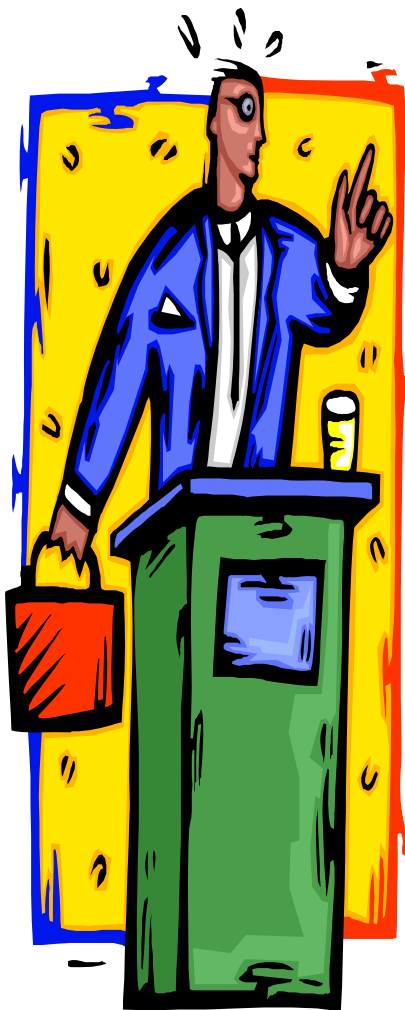


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What I'll be covering



Comprehensive Area Assessment

- Purpose & methodology
- Progress year 1
- Ongoing dialogue

New approaches

- Short notice inspections
- Revised KLOEs

Supporting People Review

- What you told us
- What we told you
- Issues to be addressed
- Opportunities for the future

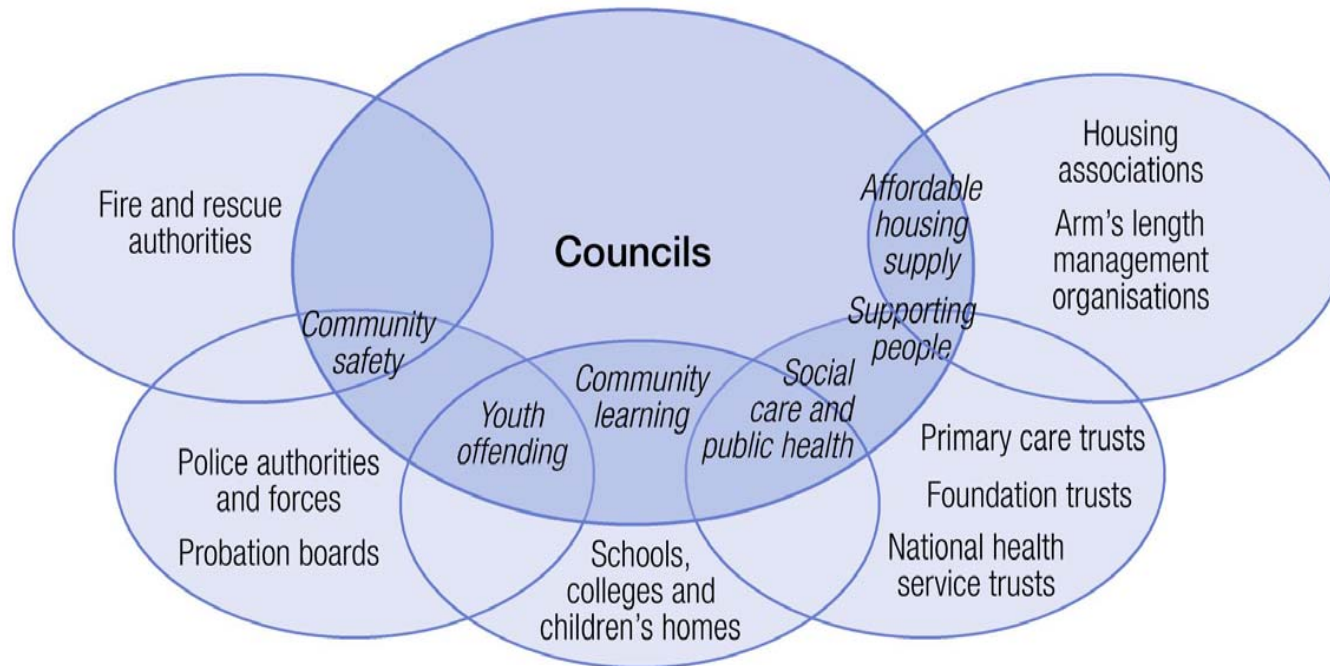
Some positive practice

What is CAA?

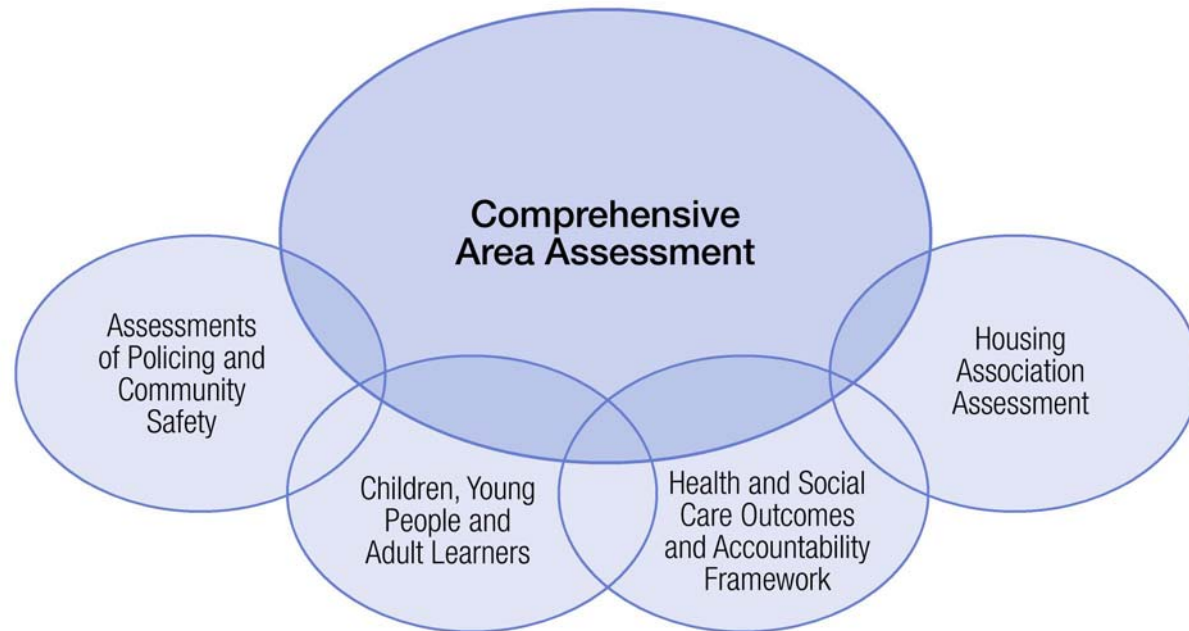
‘A catalyst for better local outcomes’

- ❖ **local priorities**
- ❖ **outcomes – not processes**
- ❖ **people and places - not organisations**
- ❖ **looking forward – not just back**
- ❖ **more ‘conversational’ – not an ‘event’**
- ❖ **joined up approach**
- ❖ **rationalise and reduce inspection**

Explaining the scope of CAA



Fit with other assessment frameworks



CAA – Comprehensive Area Assessment

- Areas rather than organisations
- Assesses prospects for future delivery more than past performance
- Outcomes for communities and in particular, those most in need, rather than outputs and process
- Local priorities as well as national targets
- Flagged areas of positive practice & of concern

CAA framework

Three key questions

- How well do local priorities express community needs and aspirations?
- How well are outcomes and improvements needed being delivered?
- What are the prospects for future improvement?

Red and green 'flags'

An evolving assessment

Timetable

Early 2009	Final set of CPA results
July	Collecting & analysing final data sets & background information
August	Visits to local authorities & partner organisations
September	Judgments being finalised
Oct/Nov	Regional & national quality assurance
December	First round of CAA reporting

Some new ways of working

Short notice inspection & revisions to key lines of enquiry



What's different about SNI?

- Short in terms of notice (currently Thursday for following Tuesday visit)
- Less time for preparation
- 19 days to complete the work for the inspectors
- Less documents requested/required
- Focus on weakest areas (the service and prospects for improvement judgements)
- 3 days on site with 2 inspectors and a Tenant Inspection Advisor
- Shorter reports publicised (10-12 pages)
- Different style of report writing
- Strengths and weakness checklist

Short notice inspections

Future possible uses of SNIs

Consider the following list as some of the possible future uses which could be made of SNIs:

- All housing management services on a multi landlord estate
- Service(s) provided by all HAs and the council in a single LA area
- Services identified by tenants as performing poorly
- Services in different geographical areas managed by the same HA

Group

- A 'standard' inspection at 5 days notice
- To quality check reports of 'excellent' services
- Healthcheck on changes to a 'poor' service

Key lines of enquiry & KLOE revisions

- ❖ Supporting People KLOE - future proposals
- ❖ Set out expectations
- ❖ Describe excellent & fair characteristics
- ❖ Strategic housing KLOE revised
- ❖ TSA service standards – current proposals
- ❖ Vulnerable communities – cross tenure
- ❖ Future revisions of KLOEs

Supporting People Review 2009

Achievements



Our 2009 Supporting People review

A time of change for housing related support:

For the SP programme

Four years after our last report

End of ring fenced grant and associated grant conditions

New regulatory framework

For wider social care.....

Push to personalisation and choice

Closer links with health – care trusts etc

Pressures of ageing population on health and adult social care

For wider social housing.....

HCA & TSA – two new players

Pressures of credit crunch on new build

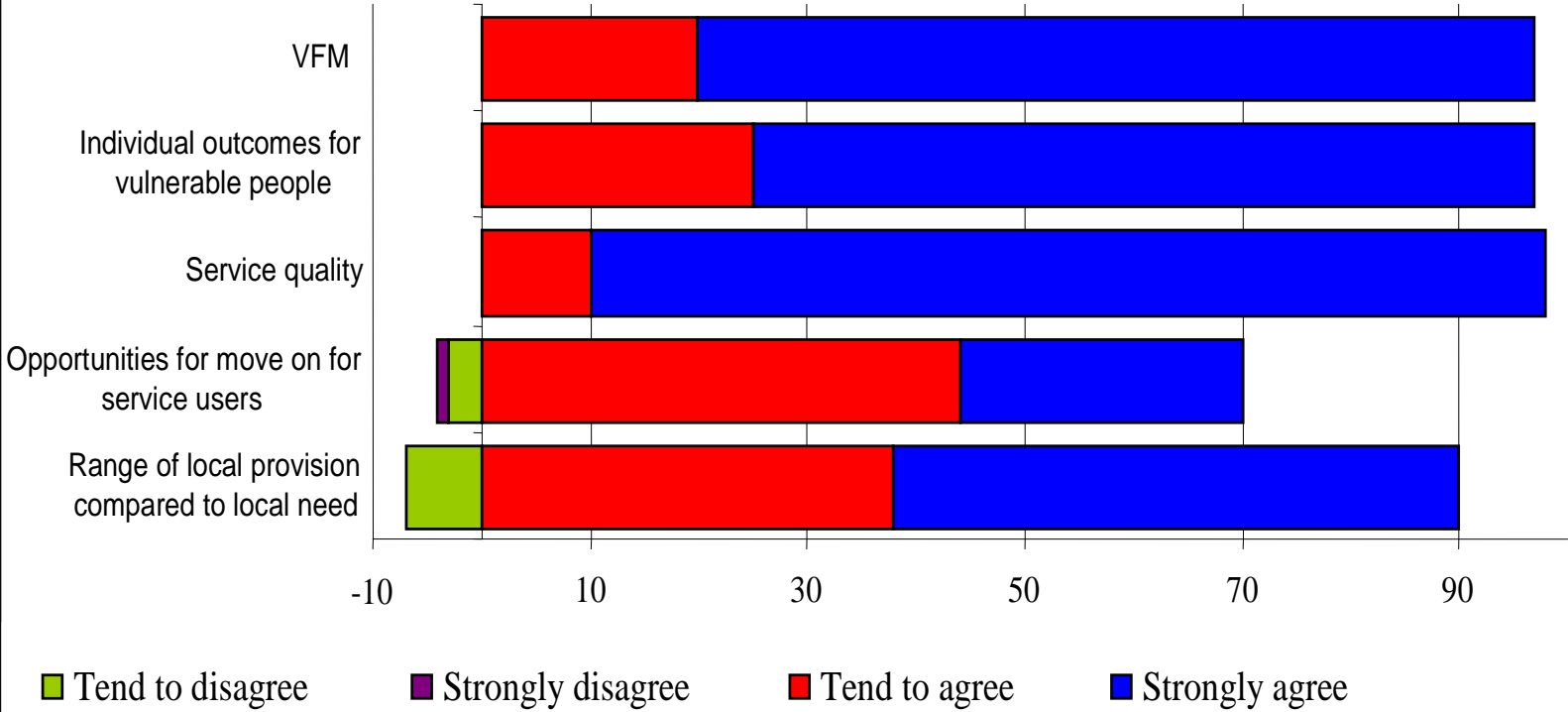
Pressures of homelessness on social stock....

What has Supporting People achieved?

- Structure and discipline
- Community of commissioners & providers
- Balance of local provision compared to need
- Improved service quality
- Systems for monitoring & accountability
- Value for money
- Diversity & equality in planning & delivery
- Positive practice
- Service user involvement
- Identified & measurable outcomes for service users

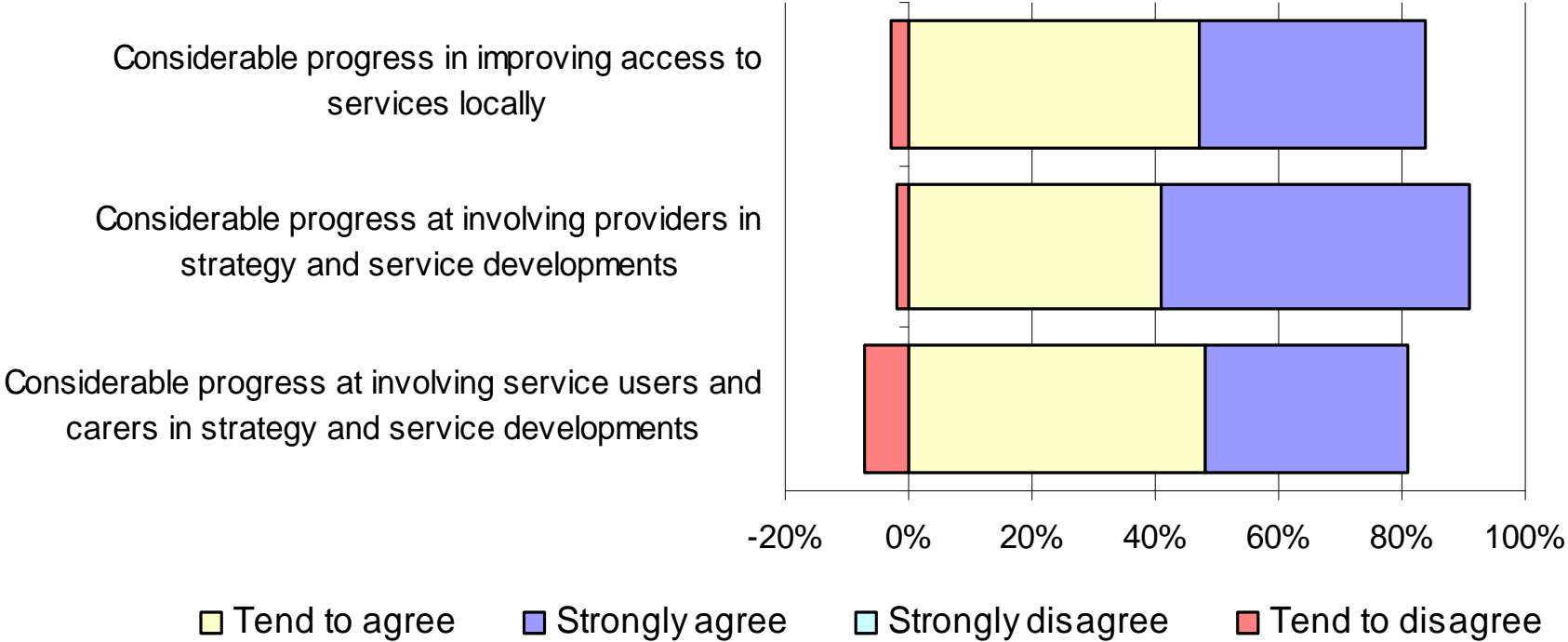
Supporting People review survey 2008

Q3 Do you agree that the programme has delivered significant local improvements to:



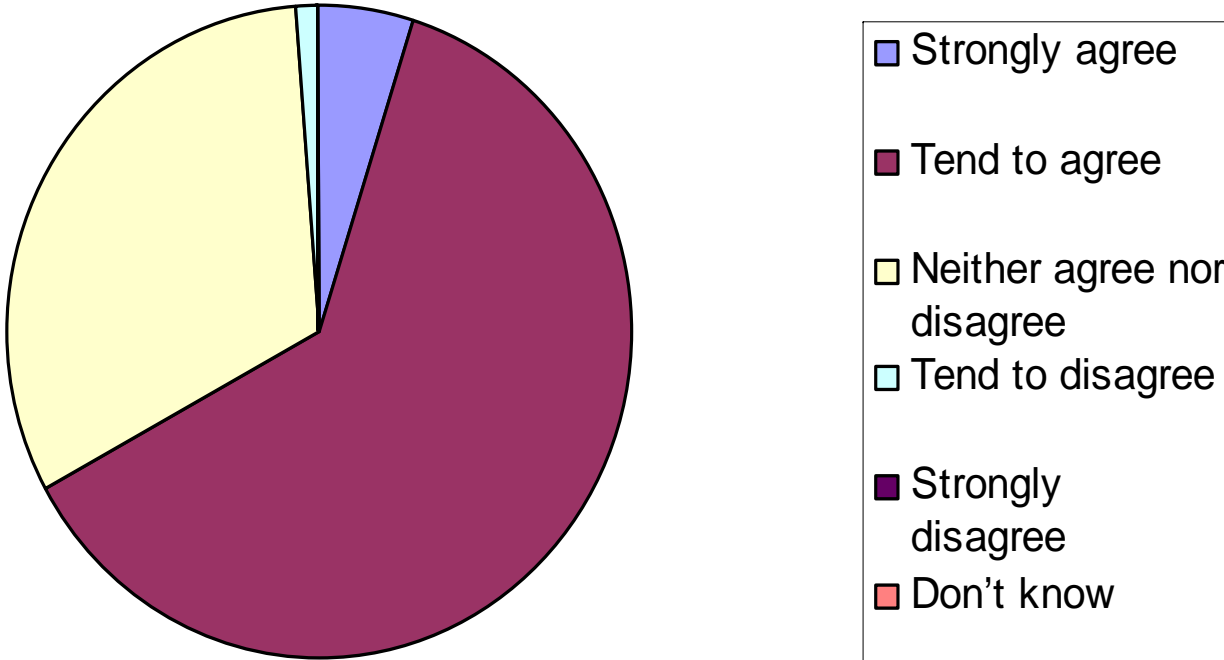
Service users & providers: view from local authorities

Q16/18/20 Do you agree that considerable progress has been made in involving service users, carers and providers in strategy and service developments in this ALA?



Commissioning and procurement

Q26. Do you agree that the quality of commissioning and procurement within your ALA has significantly improved under the Supporting People programme?



Housing related support

Concerns for the future



Issues to be addressed

Impact of removal of Supporting People ring-fence

- Widespread concern that the removal of the SP ring-fence will lead to a reduction in overall resources
- Many respondents to the lead officers survey felt sure that elements of their budgets would be transferred to underpin acute social care
- A large number of existing contracts end after 2009 leaving existing services and hard won value for money improvements vulnerable.
- The resulting impact on the third sector and in particular small providers could be considerable
- Risks heightened due to additional pressures at a time of economic recession & increased need for services

Future issues

Moving to the mainstream with the end of grant conditions

- What governance structures will there be for providers to link to and influence in future?
- What eligibility changes may be made locally?
- What commissioning and procurement arrangements?
- What monitoring is likely?

Continuing service improvement – what are the issues?

Other change pressures

- Individual budgets/ Choice / Personalisation
- Increasing recognition of safeguarding issues
- LSP LAA MAA approach/ less centralisation?
- New regulatory regimes

Recession and reduced public sector budgets

Reasons to be cheerful!

Future opportunities



Opportunities for the future

- Innovation
- Partnership working
- Services directed at local priorities
- Added value for all
- Building & expanding service user participation
- Expanded use of the QAF
- Sustaining SP networks
- Outcome based joint commissioning
- Expanding choice
- Person centred commissioning
- Individual budgets
- Cross tenure services – tenure neutral
- Personalised, wrap around service delivery
- Improved safeguarding for adults & children
- Capturing & sharing good practice.....

Supporting People: A Tale of Success

**The Supporting People
programme.....
a story of success...that is changing the
lives of over a million people each
year[1]**

[1] Reference: Supporting People - a story of success;
Homeless Link July 2006.

Some examples

Positive practice – taster



Positive practice in joint working: London

- **East London RIG** introduced joint procurement for a floating support service for priority offenders in the London Boroughs of Barking and Dagenham, Redbridge and Waltham Forest.
- **London Boroughs of Redbridge and Waltham Forest** are developing joint framework agreements across SP and social care services for Learning Disability services, using the SP monitoring framework.
- Joint community alarm services are being considered in **Redbridge and Havering and Barking and Dagenham**
- In **West London** there is a user involvement project across all LAs in the **RIG**, with a cross regional training programme and pool of users to carry out peer consultancy
- The **West London** framework for quality monitoring, with joint policies on VFM and accreditation provides one standard format for all 7 LAs. Authorities have peer reviewed each other to assess if it is working

Positive practice in joint working: East of England

SPERG Supporting People East Regional Group have developed a regional prioritisation matrix to inform their Single Contracting Framework. This has :

- Enabled the region to agree priorities in conjunction with each other and adult social care
- Prevented ALAs bidding against each other for Housing Corporation Capital funding
- Linked capital funding from the Housing Corporation with revenue streams
- Resulted in more funding
- Increased confidence of providers who, appreciating the availability of increased funding, are better able to plan for the long-term

Positive practice in joint working: The North

- **North East** has developed regional centres of excellence, using the SP contract management approach and this is influencing social care's approach to contracting.
- **Gateshead**: service users involved in procurement –60 per cent of questions came from service users during a recent procurement exercise.
- **Bradford**'s 'Adopt a buddy scheme', volunteers with substance misuse. Outcome: incentives as a route into work
- The North West examples will be covered today

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**thank you
for listening**

