

Supporting People Provider Consultation Meeting
2 July 2012
1st Floor Conference Room, Merton House

Older People

Minutes

Present:	Peter Moore	Head of Commissioning & Partnerships
	Lesley McCann	Supporting People
	Keri Lydon	Supporting People
	Lesley Smith	People Directorate
	Claire Glen	Anchor Trust
	Eleanor Cribb	Anchor Trust
	Suzanne Meylan	One Vision Housing
	J Rimmer	Pierhead Housing Association
	Lynne Horton	Plus Dane Group
	Elain Taberner	Riverside ECHG
	Maureen Pringle	Riverside ECHG
	Dot Kelly	Sefton Careline
	Alex McGowan	Sefton Careline

The following notes summarise a presentation by Peter Moore and a subsequent question and answer session.

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1.	<u>Introduction</u>	Peter Moore introduced the meeting and attendees, and explained the purpose of the meeting.
2.	<u>Background & Context</u>	<p>In 2010, the government announced a public sector spending review, with local authority funding being cut by 28% over 4 years. This was significantly front-loaded in 2011/12 with savings of £44m.</p> <p>By 2014/15 there will have been savings of over £100m. We cannot cut this amount of money without radically changing how we operate. Through Sefton's Transformation Programme, we set out a clear prioritisation of services; we reviewed our own costs and reviewed the charges for services.</p> <p>Supporting People, whilst important, is discretionary and we need to remember that within discussions and decisions.</p> <p>In respect of the Supporting People Programme on 16th February 2012, Cabinet approved a further review to consult on commissioning priorities and how the reduced budget could best be delivered.</p> <p>Progress of this was reported to Cabinet on 21 June 2012 and a link to the report is on Sefton's Website.</p> <p>Having considered the report, Cabinet approved the commissioning principles by which we will commission services and authorised us to talk to providers using these principles and to provide further update on progress on 19 July 2012.</p> <p>We cannot afford any slippage, hence the updates.</p> <p>Our aim is to deliver some service to all client groups.</p> <p>£3m is a 44% reduction in the supporting people budget but we will not be seeking</p>

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		<p>the same level of reduction from all services. We applied the principles and proposals and then looked at the impact. The proportionate allocation doesn't change markedly across the service groups between the current and proposed future spend.</p> <p>The two figures that might prompt questions are the amounts for Excluded and for Care and Support, this is not an increase in funding; traditionally, people chose what groups they went into, we then looked at service delivery and moved some clients from one group to another. Hopefully in the future all groups will come under the one heading of Prevention.</p>
3.	<u>Savings Proposals</u>	<p>The savings proposals for Older People were outlined in the slides as follows:-</p> <ul style="list-style-type: none"> • To reduce overall cost by conducting a full service redesign of both hours and hourly rates being delivered into Category 2 Sheltered Housing and reshaping current service delivery • Explore Value for Money of community alarm services to reduce cost whilst increasing capacity
4.	<u>Next Steps</u>	<p>You need to consider the information provided to you at this meeting. Consult with service users as necessary, i.e. the impact of any changes. Comment on how services should be remodelled and comment on impact and any mitigation.</p> <p>We will provide an easy read document to share with service users, which brings service users up to this point. It will show feedback on previous consultation and where we are at now.</p> <p>We will hold individual meetings with you around our / your proposals and how we will proceed. All responses will be fully considered and Elected Members, who are the decision makers, will be fully informed. A report will be presented at 19th July Cabinet, and will be published a week before the meeting (12th July). Work will continue right up to the deadline and consultation will continue past this date.</p>
5.	<u>Questions & Comments from Attendees</u>	
	<u>Comment</u>	We do have one Category 1 contract in the Borough. We have not overlooked it, but most providers are Category 2. (Lesley McCann)
	<u>Question</u>	In terms of hourly rates and redesign, will it be different for all providers, or a "one size fits all"?
	<u>Answer</u>	There are different providers who provide different services, we are trying to avoid a one size fits all and our aim is to streamline what the end result is for the service user. Some providers have an 80% to 20% split on the support side and vice versa. The biggest impact will be on those with an 80% support split. We are trying to move away from traditional sheltered support, whereby if you move into sheltered housing you will have a support plan. Our ambition is to provide support where support is needed, and we will work on the knock on effects, with providers.
	<u>Question</u>	Will you be looking at block gross contracts?
	<u>Answer</u>	This will be a consideration. We will need to see if it would be beneficial to both sides, with discussions, however, we don't want more admin tasks. There needs to be a balance.

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	<u>Question</u>	Would Sefton support to look at other areas of allocated hours, i.e. housing management?
	<u>Answer</u>	Yes, we will support, where it is actual housing management and not budget shunting
	<u>Question</u>	At the Cabinet meeting on 19 July, what are you hoping the outcome will be?
	<u>Answer</u>	It is expected to be a mixed report, varying by service area .There will be ongoing conversations and discussions with providers. Things will change at the end of September 2012 or early October 2012, and we will keep Cabinet aware of updates. There is to be a £3m saving for 2013/14 and as much savings this year as achievable. The original ambition was for £2m savings, or as close as we can to that amount.
	<u>Question</u>	What period would the contract be given for?
	<u>Answer</u>	This will vary by service area, and by feedback from providers. Nothing has been agreed yet.
	<u>Question</u>	In view of the timescale, have you got any dates for individual meetings?
	<u>Answer</u>	Following this meeting Providers can contact Supporting People to arrange mutually convenient meetings
	<u>Question</u>	Should we consult with service users before or after our meetings?
	<u>Answer</u>	It depends on whether you want to consider the impact of the proposals and then consult with service users or come back with alternative ways. We also assume that you have already consulted with service users since October when the proposals were announced. If you have started your business plans that would be a good starting point to work from. If you would like to send your business plan to us prior to our meetings or bring it with you then that is acceptable.
	<u>Question</u>	Without knowing the level of cuts, it is difficult to envisage the type of service you expect for the future. If you gave a figure of either 5% or 10%, we could work on redesigning with this figure in mind.
	<u>Answer</u>	The supporting people budget for next year will be reduced by 44% and as much as possible for this year. This figure was given out at the Provider forums. Some may be less some more, but we want to keep as many services and service users as we can. If you feel this can't be done, please let us know. If you start at a 5% service/funding reduction and end at 50% it would give an idea of what can be provided.
	<u>Question</u>	Can you give us an indication of a bench mark figure of what the charges are?
	<u>Response</u>	The North West regional average is £15.55 hourly rate for older people services
	<u>Comment</u>	There should be one payment structure as we all have to sign the same contract
	<u>Response</u>	As the services were inherited, we were unable to have a procurement exercise open for tender. As you are aware this was to take place last year. The

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		Government then announced the cuts.
	<u>Question</u>	You talk about a reduction in admin and we have a QAF that we work towards. Will that continue and will costs ever be at the level you want them to be at?
	<u>Response</u>	Yes, the QAF will continue but not necessarily in its present format. We are moving together as one commissioning team, not an admin team on our own, and at that stage there will be a quality standard for commissioning services for which we hope housing support will be included in that standard
	<u>Question</u>	Are you looking at payment by results?
	<u>Response</u>	In the future we could possibly be looking at outcome based contracts.
	<u>Comment</u>	We can't do this alone; we need to focus on prevention as an outcome and how much we save other services e.g. How many people we keep out of hospital and that information doesn't go through to St Andrews.
	<u>Response</u>	There is nowhere to record that information at the moment and they are the outcomes we look for, but they are not captured. Block gross contracts will give flexibility and because they are chargeable services we have to agree with individuals how that moves us both on as an organisation and for us as a commissioning authority.
		Lesley asked the group if there were any outcomes from the Task and Finish Groups that could be used. The response given was there was only one meeting and the response was not too good, however, we need an agreed cost for contacts; our services are about keeping people independent and safe, with links to Health and Adult Social Care; we have a set of data showing what we do and how we do it. It was agreed that the information provided to St Andrews was not helpful, as it is not picking up what is required. Peter responded that we will also have conversations with other local authorities within the Merseyside area.
	<u>Question</u>	Have you got any information to pass on to service users?
	<u>Response</u>	There is an easy read document which we will email with the presentation. The document will take the service user from the original consultation through to where we are now. If this is not helpful, please let us know. These will be sent out after the final meeting being held, tomorrow (3 July)
	<u>Comment</u>	The timescale for this seems a little 'tight'
	<u>Response</u>	Although there seems little time, we have been consulting since October 2011 and would expect that the impact on service users has been included in your business planning.
	<u>Question</u>	What are the timescales for implementation?
	<u>Response</u>	The latest date will be 1 October 2012. If you have got things in place that can happen prior to the end of September, then we can negotiate an earlier time,
	<u>Question</u>	In terms of consulting with service users, we need to have the manpower to contact schemes and people who need to approach boards for decisions won't be as quick
	<u>Response</u>	If you are likely to experience such problems then let us know formally and we will inform the Elected Members (who are the decision makers) and this will be

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		included in the report to them.
	<u>Question</u>	Why are the community alarms future allocation increasing in %?
	<u>Response</u>	The % is increasing as some clients who at present receive a service from a scheme manager will in future only receive a community alarm therefore that number will be counted under community alarm rather than older people services, the funding for this area of work is reducing.