

SUPPORTING PEOPLE NEWS

Hertfordshire County Council



Issue 13

April 2006

Hertfordshire Supporting People Directory of Services

The Hertfordshire Supporting People Directory of Services provides information on services for people who live in Hertfordshire who receive, or might need, support relating to housing. It brings together for the first time all the information in one place to make it much easier to find the service you need. You can use the directory to find a support service that is right for you, for a friend or relative, or if you work with people who need housing-related support for a client.



You can access the Directory of Services by going onto our new web site...

www.hertsdirect.org

and use the A – Z of Herts Direct

LOCAL FORUM CANCELLATION

Due to the possibility of Strike Action, the Local Forums will not be held in April.

Important financial changes and new address for Finance Team

(please see the article on the back page.)

New web site for all Supporting People Information

www.hertsdirect.org
and use the A – Z of Herts Direct

PERFORMANCE INDICATORS

The final date for the submission of Performance Indicator is the 30th APRIL 2006

Email address
supportingpeople.pi@hertscc.gov.uk

A Special Congratulations

We would like to take some time out to tell you about a number of providers who we feel deserve a special mention because of their achievement of completing the full Service Review under slightly different circumstances to most.

Within Hertfordshire there are a number of Small Providers and Sole Traders who have been through the Service Review programme and have managed to achieve Green status in all criteria.

These services are unique because many have a small contract value and run on extremely tight resources.

Many of these services are run almost entirely by volunteers who divide their time between supporting residents, managing the service and complying with the Supporting People requirements. There are also 7 Sole Traders within Hertfordshire who primarily support people on a one to one basis within their own home.

All of these Providers have completed the QAF Lite, completed performance information, and have been accredited within Hertfordshire.

These Providers have worked particularly hard to put folders of key procedures in place and introduce Support Plans to help show that their support is not only both high quality but is being delivered in a planned way which is enabling clients to greater or sustained independent living.

We would like to take this opportunity to recognise this particularly high level of commitment to the Supporting People programme and congratulate these Providers on their achievements.



USER EVENT

Hertfordshire Supporting People team realise the importance of service user involvement within the services that we fund through consultation with users.

In view of that, a user event was organised on Friday the 24th of February 2006 at Woodhall Community Centre to tell our users more about Supporting People and find out their view of the services they receive. Service users were informed of various ways that we can consult with them and them with us; through validation visits, questionnaires, one to one interviews and group interviews

The general feedback from users was that they found the event interesting and useful.

SERVICE REVIEW SUB GROUP

The Service Review Sub Group (SRSB) was set up to consider in detail the results of individual service reviews.

The SRSB will continue to meet throughout the summer and report to the Commissioning Body on progress of services where action plans for improvement are in place.

SERVICE REVIEW OUTCOME REPORTS

Contract & Review Team have prepared and sent out 568 Service Review Outcome Reports and Action Plans

ACHIEVEMENT

We now have 91 Accredited Providers out of a total of 93 who require Accreditation

SERVICE REVIEWS - First Three Years Completed

On the 31st March 2006 the first three year timetable for Service Reviews drew to a close and we are pleased to report that we successfully completed Service Review Outcomes for 555 Services with Hertfordshire and a further 13 in draft form.

All Providers have now received Outcome reports for each service, setting out a Green or Red traffic light system for each of the six Review criteria.

- Accreditation, □ QAF, □ P.I.'s, □ Eligibility, □ Strategically Relevant, □ VFM

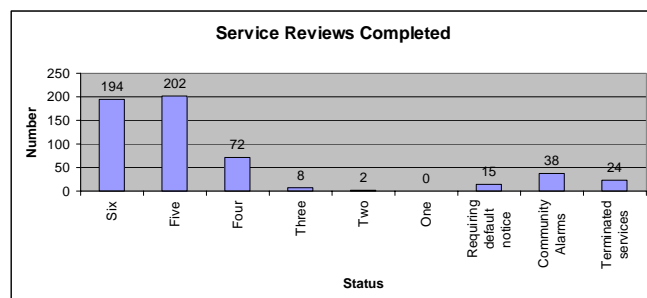
For those with a Red light in any area, an action plan for either the Provider or for the Supporting People Team has been put into place.

The Supporting People team would like to congratulate everyone for the hard work that has gone into Supporting People and we look forward to working with you on the next Review programme.

Graph as at 31st March 2006

Total service reviews completed = 555
Services achieving full value for money = 194
Services achieving a score of 5 out of 6 = 202

Only services that score 6 out of 6 criteria represent full value for money.



WHAT NEXT?

The SP team have to prepare Steady State Contracts (subject to HCC procurement guidelines) for all Providers who have achieved 6 green traffic lights. The Steady State contracts will include the new Service Specification which was recently discussed at Local Forums and the QSDG

For the Providers who still have not completed their action plans, a 12 month extension to the Interim Contract will be sent to them.

Work will be going ahead with a future timetable for Validation Visits and random sampling of QAF evidence.

All providers who have not been visited by the SP Team must ensure that all their procedures and paperwork are up to date. We want to build on the number of high quality services in Hertfordshire and improve the quality further.

Preparation work is being carried out within the Eastern region to complete the procedure for Regional Accreditation. This would allow organisations to submit one set of forms, and if they are approved, the provider would be Accredited by the whole Eastern Region. More information to follow once details are finalised.

PROVIDERS MUST NOTIFY THE S.P. TEAM IF THERE IS ANY CHANGE IN STAFFING.

We cannot send the information to the correct person if we do not know who they are.

Client Record Forms 2006/07

Client Record Forms have been revised.

Services expected to complete client record forms should note that the form which must be used for new clients from 1st April 2006 is gold-coloured in place of the previous blue form.

Significant changes include:

- Client's national insurance number is requested. This will not be linked to any database allowing the identification of individual clients, but will help to identify movements between services and areas.
- Questions are included asking whether the client receives support through the Drug Interventions Programme, and whether they are subject to an ASBO
- A question is included asking about the length of time the client has lived in the area where the service is provided.

The same types of service are exempt from completing the forms as in previous years, i.e. those providing a service specific to older people remain exempt.

The Supporting People Team use information gathered from these completed forms, to analyse what is happening in Herts.

If you manage a service which is not specific to older people which is not completing and returning the forms for new clients at present, please contact Geoff Sharpe, Supporting People team, ASAP on Tel. 01707 280767

And FINALLY.....

AUDIT INSPECTION

From May 8th 2006 we will be having an inspection by the Audit Commission.

We have already successfully sent off the Assessment Questionnaire which covered 111 pages of text to the Audit Commission.

We have conducted a mock inspection which highlighted our strengths and weaknesses, and we are now filling all the gaps and smoothing the edges.

Some Providers may already be involved in answering questionnaires about our work, and thank you in advance for completing and returning this form.



IMPORTANT CHANGES TO THE CHARGING POLICY & FINANCIAL ADMINISTRATION.

The following changes came into effect on the 10th April 2006 and will affect service users and providers.

1. There are changes to the Charging Policy – this will affect a small number of people.
2. Housing Benefit remains a “passport” to full SP Subsidy – providers complete an ACS 8 SP form.
3. For service users with capital between £16,000 and £21,000 the assessment is carried out by a Community Finance Officer. Providers refer their service user to the Community Finance Team.

THE ADMINISTRATION OF THE FINANCE SECTION HAS NOW BEEN CENTRALISED. THE NEW ADDRESS IS:

**FINANCIAL ACCOUNTS OR INCOME TEAM, ADULT CARE SERVICES,
MOUNT PLEASANT, MOUNT PLEASANT LANE, HATFIELD,
HERTFORDSHIRE, AL9 5NP.**

For full details on the changes, and to obtain forms, visit the web site at www.hertsdirect.org