

CYMORTH CYMRU AND CHC JOINT BRIEFING

THE NEW ARRANGEMENTS FOR THE SUPPORTING PEOPLE

PROGRAMME IN WALES

Purpose

The objective of this briefing paper is to provide CHC and Cymorth members with an overview of the key issues in relation to the implementation of the new arrangements for the Supporting People programme in Wales.

Background

In 2003 the introduction of the *Supporting People* (SP) programme created considerable uncertainty within the sector, but ultimately resulted in a growth in the number and range of services being delivered.

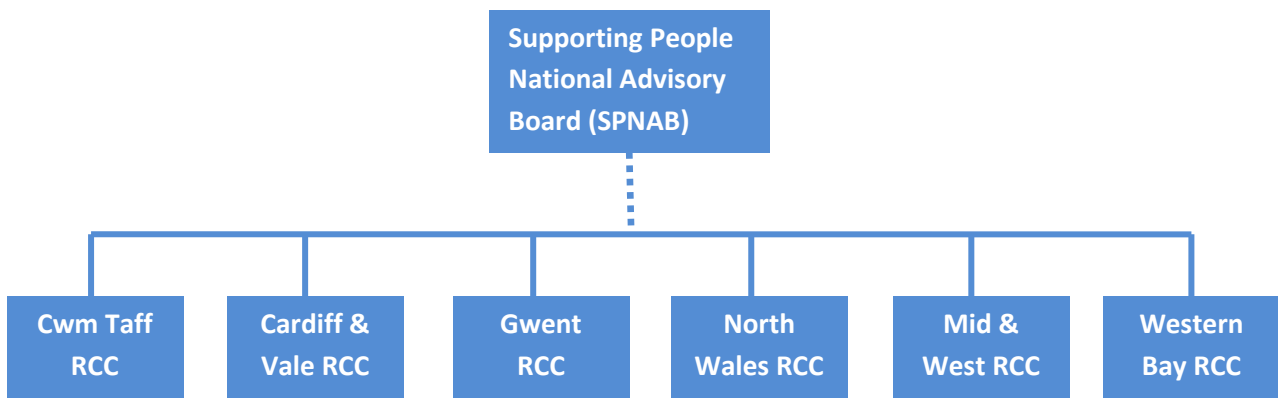
In recent years, English and Scottish Governments have dismantled the programme and services have experienced massive reductions in funding.

In contrast in Wales the Welsh Government commissioned the *Aylward review*. This was carried out over 2010 and resulted in 25 recommendations which Welsh Government and partners have been developing into guidance over 2011/2012. Although no one should underestimate the financial pressures on providers and the growing demand for services, due to the Welsh Government's actions and the continued engagement of partners, we are in a different and better position than landlords and support providers in England and Scotland.

Overarching principles

Research in many areas of social policy has repeatedly identified a need for better join up across public services and partners; policy makers have in response promoted greater partnership working or collaboration.

Co-production is the most recent form of collaboration driving policy today. The concept suggests that by bringing together people commissioning, delivering and using services as equal partners and pooling their respective knowledge and expertise, better services can be designed and delivered. This concept underpins both how the recommendations have been taken forward and the new structure being implemented to oversee the programme going forward:



SPNAB

The Supporting People National Advisory Board is chaired by the Minister for Housing, Regeneration and Heritage and oversees the programme. It brings together representatives from across policy areas that the programme has an impact on:

- Health (Public Health Wales)
- Criminal justice (The Probation Service)
- Social landlords (Community Housing Cymru)
- Support providers (Cymorth Cymru)
- Social Services (Association of Directors of Social Services)
- Housing (All Wales Chief Housing Office Panel)
- Local Government (Welsh Local Government Agency)

It also has 3 independent members, one of whom holds the vice chair position. The aim of the board is to advise the Minister on how the new arrangements are progressing and assist in directing it at a national level, linking it up with other policy areas to maximise the contribution it makes.

Regional Collaborative Committees (RCCs)

The RCCs also bring together partner sectors to make the most of the programme, but at a regional level. Again, members are invited from areas where SP has an impact and who can bring useful intelligence to directing the programme:

- Health
- Probation
- Support providers
- Landlords
- LA Officers Housing
- Local authority cabinet members

In addition, people using services are being asked to consider how they want their voices heard on the RCCs.

Support structures

Welsh Government is funding 6 Regional Development Coordinators to support the work of the RCCs and to ensure information flows effectively between the members of the RCC and there are good reporting arrangements to the Welsh Government. The coordinators are located within the

coordinating authority for the RCC but their role is to support all partners on the collaborative committee.

Two new posts have also been created in the WG Housing Directorate to support the implementation of the new arrangements.

Cymorth Cymru is facilitating communication mechanisms to ensure provider representatives on the RCCs are able to carry out their representative role effectively.

CHC will be working with Landlord representatives to ensure they feed in to forum meetings and more widely communicate on progress and receive feedback from members on a continuous basis.

Key Elements of the Guidance

The following covers the key elements of the new structure described in the Guidance:

RCC Activities

Each RCC will:

- Produce Regional Commissioning and Spend Plans that link to other key strategies such as Single Integrated Plans, community safety and Homelessness objectives.
- Seek ways of joining up services to produce greater synergy and more efficient use of resources at both a local and national level.
- Conduct needs mapping exercise to ensure priorities are set strategically to meet need.
- Analyse service outcomes to advise if improvements to services have been realised under the new structure.

Local Arrangements

To support this regional approach, Supporting People Planning Groups will produce local commissioning plans ensuring that service users and providers assist with the development of local plans and ensure commissioning decisions undergo an Equality Impact Assessment.

Eligibility of SPPG

SPPG funding covers housing related support that aims to enhance and enable individuals to live more independently, it is not intended to cover care costs. Services should be part of a support package that is based on a Support Plan produced with the service user which has housing and preventing homelessness or people living in inappropriate institutional settings at its core.

Support can be given to anyone regardless of tenure.

The Guidance highlights specific eligibility for Older People's Services funded through SP:

"... the eligibility criteria for older people receiving Supporting People funds should be based on need rather than age or tenure"

The guidance notes that this reflects a challenge in the context of current delivery models but represents a change that will use the SP budget to address unmet needs in communities. The local challenges that such change is likely to create will be addressed collaboratively through the RCCs, its discussion will be a standing item on the agenda of the SPNAB and all RCCs.

Commissioning & Procurement

The Guidance emphasises the need for collaboration at the heart of commissioning and procurement practices. To this end the Guidance promotes greater collaboration between LAs, SP Teams, providers, landlords and service users and further cross boundary working to share resources when beneficial. Local Authorities will maintain a register of services appropriate for commissioning at short notice, in line with the potential for funding to become available through, for example, one off funding and slippage.

The Guidance states that, to ensure people using services receive the best possible services, the re-tendering of services will not be a routine practice; rather, it will take place either following a scheme review or on the advice of the Supporting People Planning group who may conclude that a service is not fit for purpose and where attempts at improvement have been unsuccessful.

Each year the RCC will produce a three year regional commissioning plan, including a spend plan; both documents will remain "live" to accommodate adjustments as required. The plans will detail the recommendations of the RCC for the provision and remodelling of services.

Outcomes and Monitoring

The Guidance explains that services should be outcomes focussed, reflecting an understanding of what individuals are seeking to achieve through support. The Supporting People Outcomes Framework has been developed to capture information relating to this. One of the main aims of the SP Outcomes Framework is to reduce spending on unnecessary bureaucracy and ensure maximum resource is spent on supporting people. The SP Outcomes framework will also provide consistency across Wales with all local authorities issuing the same Outcome Monitoring Forms.

A data set for measuring performance has been considered by the quality work stream alongside the outcomes framework; there is now a requirement to identify a reporting solution that works for providers, LAs, and RCCs.

Work on an online database for Outcomes Monitoring is also under discussion.

Distribution Formula & Budget Planning

The review recommended that the distribution formula for SPPG should be adjusted to reflect individual need rather than provision. The change to the new formula is transitional to avoid any unintended negative consequences. The effectiveness of the formula will be monitored closely and reviewed by the Welsh Government as appropriate.

Welsh Government publish the amount of SPPG available in March of each year, at the same time as announcing its overall budget. The Guidance notes that the Welsh Government will provide indicative budget allocations for up to 3 financial years based on future planned SPPG provision. As the Welsh Government budget is itself set one year in advance the amounts may be subject to change depending on overall budget available.

Current Issues:

Telecare Services

The Quality Workstream will be considering the eligibility issues for hard-wired alarm systems ; commissioning guidance around the funding of tele care services and the advantage / disadvantages of aligning care and repair programme more closely to Supporting People.

Local Authority inconsistencies

As expected, there have been some irregularities as people adapt to this new way of working. Reports so far include instances of local authorities not making payments in advance to those Providers that had not agreed to accept payment in arrears, reports of deviation from the Guidance in some areas and a different Outcomes Monitoring Forms used across LAs.

Providers and landlords that have concerns should, in the first instance address them with the local SP team and consider raising them with their RCC Provider or Landlord Reps or alternatively concerns can be reported to Cymorth Cymru and/or CHC (contact details at the end of this Briefing). The Governance Work Stream will be considering a process in February.

Next Steps:

The Welsh Accredited Support Provider Framework

Building on the recommendation made by Sir Mansel Aylward in the review of Supporting People that there *'should be a national accreditation process for all providers with fast track entry for current accredited providers'*, the WASP Framework has been issued to all stakeholders for comment.

The Accreditation Framework focuses on whether an organisation is 'fit for purpose' and seeks to complement the principles of the work undertaken since the report to establish and implement the Supporting People Programme. The new Accreditation Framework will devolve the accreditation process to local authorities with the Welsh Government having responsibility for establishing and maintaining a Register of Welsh Accredited Support Providers.

Evaluation Pack

The Evaluation Pack is due to be signed off by Steering Group in January 2013 after which it will be circulated to all stakeholders.

Constituting the RCCs

The Aylward Review recommended that *properly constituted* committees took:

a collaborative approach to the administration, commissioning, procurement, quality assurance, local regulation and oversight of service, projects and programmes with an abiding emphasis on co-design and co-production and the securing of tangible outcomes, their assessment and evaluation.

During the implementation stage, it became clear that there were some obstacles to this which it wasn't possible to overcome at that point. For this reason, Welsh Government is commissioning work to put forward proposals on how the RCCs should be constituted to meet the objectives set out in the Aylward Review.

WG's commitment to strengthening the role of the RCCs was also set out in the White Paper relating to the upcoming Housing Bill.

Appendices:

- Contact details for RCC provider representatives

- Contact details for RCC landlord representatives
- Contact details for regional coordinators
- Contact details for WG Governance and Accreditation officers

Contact Details for RCC provider representatives & Cymorth Cymru

Region	Provider Reps
Gwent	<p>Sam Lewis, Llamau (short term services) SamLewis@llamau.org.uk</p> <p>Neil Binnell, Monmouthshire Housing (long term services) Neil.Binnell@monmouthshirehousing.co.uk</p> <p>Deputy: Kath Moore, Gwalia (acting as full rep in place of Rhian Stone) kath.moore@gwalia.com</p>
Cwm Taf	<p>Barry Gallagher, Drive (long term services) barrygallagher@driveltd.org.uk</p> <p>Shelagh Iles, Rhondda HA (short term services) shelagh@rhondda.org</p> <p>Deputy: Helen Jones, Hafod Care helen.jones@hafodcare.org.uk</p>
Western Bay	<p>Liz Slade, SYSHP (short term services) l.slade@syshp.org.uk</p> <p>Jill Nicholson, Cartrefi Cymru (long term services) Jill.Nicholson@cartrefi.org</p> <p>Deputy: (joint deputy reps) Alan Trask, Gwalia Care & Support alan.trask@gwalia.com Isabelle Morgan, Hafan Cymru isabellemorgan@hafancymru.co.uk</p>
Cardiff & Vale	<p>Frances Beecher, Llamau (short term services) FrancesBeecher@llamau.org.uk</p> <p>Ceri Meloy, Dimensions (long term services) ceri.meloy@dimensions-uk.org</p> <p>Deputy: Geoff Gooch, Gwalia Care & Support jeff.gooch@gwalia.com</p>
Mid & West	<p>Richard Lucas, Ceredigion Care Soc (short term services) richardlucas@ceredigioncaresociety.org.uk</p>

	<p>Sharon Court, Gwalia (long term services) sharon.court@gwalia.com</p> <p>Cathy Davies, Hafan Cymru (short term services) CathyDavies@hafancymru.co.uk</p> <p>Deputy: Carol Crowther, Pembrokeshire Care Society pemcare@btconnect.com</p>
North Wales	<p>Elwen Roberts, De Gwynedd Domestic Abuse Services (short term services) elwen@degwynedd.co.uk</p> <p>Lynne Evans, North Wales Housing (short term services) lynne.evans@nwaha.org.uk</p> <p>Rob Loudon, Clywd Alyn (long term services) Robert.Loudon@clwydalyn.co.uk</p> <p>Mary Harrison, Anheddau Cyf (long term services) mary@anheddau.co.uk</p> <p>Deputy: TBC</p>
Cymorth Cymru Tel. 02920 553 687	<p>Chris Rutson, Interim Director – chrisrutson@cymorthcymru.org.uk</p> <p>Nicola Evans, Policy & Information Manager – nicolaevans@cymorthcymru.org.uk</p>

Contact Details for RCC landlord representatives

Region	Landlord Reps
Gwent	<p>Richard Sheahan, Linc Cymru HA richard.sheahan@linc-cymru.co.uk</p> <p>Jackie Bloxham, Wales & West HA Jackie.bloxham@wwha.co.uk</p>
Cwm Taff	<p>Cathy Davies, Hafan Cymru CathyDavies@hafancymru.co.uk</p> <p>Angela Stacey, RCT Homes angelas@rcthomes.co.uk</p> <p>Deputy: Malcolm Marshall, United Welsh HA mmarshall@uwaha.co.uk</p>
Western Bay	<p>David Tovey, Coastal Housing david.tovey@coastalhousing.co.uk</p>

	Deputy: Clare Way , NPT Homes Clare.way@npthomes.co.uk
Cardiff & Vale	Mark Sheridan , Taff HA mark.sheridan@taffhousing.co.uk Helen Jones , Hafod Care Helen.jones@hafodcare.org.uk
Mid & West	Elin Brock , Cymdeithas Tai Cantref elinb@cantref.co.uk Deputy: Eleri Jenkins , Tai Ceredigion Eleri.jenkins@taicedigion.org.uk
North Wales	Gwenan Elis , Cymdeithas Tai Eryri gwenane@taieryri.co.uk Geraint Jones , CC Gwynedd geraint.jones@ccgwynedd.org.uk Deputy: Gwynne Jones , Cartrefi Conwy gwynne.jones@cartreficonwy.org
CHC	Matt Kennedy , Policy Officer (Care, Support & Community Health) Matthew-Kennedy@CHCYMRU.ORG.UK

Contact details for Regional Development Coordinators

Region	Regional Development Coordinator
Gwent	Angela Lee angela.lee@blaenau-gwent.gov.uk
Cwm Taf	not yet appointed
Western Bay	Sam Williams s.j.williams@neath-porttalbot.gov.uk
The Vale & Cardiff	not yet appointed
Mid & West	Arabella Owen Arabella.Owen@pembrokeshire.gov.uk
North Wales	not yet appointed

Contact details for WG officers

Role	Contact
Supporting People Governance and Accreditation Data Manager	Sheilah Gaughan Sheilah.Gaughan@Wales.gsi.gov.uk

Head of Supported Housing and
Homelessness

Simon Prothero

Simon.Prothero@Wales.GSI.Gov.UK