

HARTLEPOOL BOROUGH COUNCIL
SUPPORTING PEOPLE SERVICE REVIEW
REPORT

9th February 2006

PROVIDER	Three Rivers Charitable Trust
SERVICE NAME	Schooner Court
CONTRACT NUMBER	83
SERVICE ID	73
ANNUAL CONTRACT VALUE	£ 27,162.72
STAFFING	1 Paid Manager
UNITS OF SUPPORT	36

TABLE OF CONTENTS

1. STATUS AND PURPOSE OF REPORT	Page 3
2. INTRODUCTION AND ACKNOWLEDGEMENTS	Page 3
3. SERVICE DESCRIPTION	Page 4
4. SUMMARY OF FINDINGS & OUTCOMES	Page 4
5. ACCREDITATION ASSESSMENT SUMMARY	Page 4
6. STRATEGIC RELEVANCE ASSESSMENT	Page 5
7. ELIGIBILITY ASSESSMENT	Page 7
8. QUALITY ASSESSMENT FRAMEWORK	Page 9
9. PERFORMANCE ASSESSMENT	Page 9
10. SERVICE USER AND STAKEHOLDER FEEDBACK	Page 10/11
11 STAFF	
11.1 OUTCOMES	
12.VALUE FOR MONEY & CONTRACT PRICING	Page 11
13.CONTRACT COMPLIANCE	Page 13
14.COMMISSIONING OPTIONS/RECOMMENDATIONS/CONCERNS	Page 14
15.REVIEW OUTCOMES ACCEPTANCE/DISPUTES PROCESS	Page 14

1. STATUS AND PURPOSE OF REPORT

This report is the final report of the review and assessment of Three Rivers Charitable Trust's Schooner Court. The findings reported in this document will be used to inform decisions regarding future contracting arrangements made by the Supporting People Commissioning Body. Recommendations to the commissioning body can be found at the end of the report.

The purpose of the report is to inform the service provider of the outcome of the review and also as an information resource for the Administering Authority and the Supporting People Commissioning Body.

When this report is issued, the provider should already have been consulted on the main outcomes and have had an opportunity to discuss these with the reviewing officer.

If you have any objections to the findings and recommendations in this report, please refer to the Disputes and Appeals process outlined at the end of the document.

We can only enter into new contracts with Providers who have achieved a minimum C grade of Core Quality Assessment Framework Lite, and who have satisfied the requirements for Accreditation.

2. INTRODUCTION AND ACKNOWLEDGEMENTS

The Supporting People Service Review process involves the analysis of performance and other information returns at the review officers work base, and also a site visit to the service to validate evidence for the quality assessment framework and to speak with staff and service users. The validation visits for this service took place during the period March 2005 and March 2006.

Hartlepool Borough Council would like to thank all service users who participated in the review and also the key staff involved: -

Sandra Wyper – TRHA
Dawn Murphy – TRHA
Jayne Downes – TRHA
Felicity Ashton – TRHA
Gareth Heslington - TRHA

3. SERVICE DESCRIPTION

Three Rivers Charitable Trust's Schooner Court is a Sheltered Housing Scheme. The accommodation-based service is primarily aimed at older people with support needs. They accommodate tenants within the age range of 50 – 95+ years. There are 36 units of accommodation provided by TRHA. They offer low level housing related support via an onsite warden working 35 hours per week, and an after hours alarm call service. This service is provided by Housing Hartlepool and delivered from their call centre at Richard Court. The client independently manages the tenancy with support from the onsite warden/alarm call service.

4. SUMMARY OF FINDINGS & OUTCOMES

Three Rivers Charitable Trust achieved level C in the 6 core objectives of the Quality Assessment Framework'. They are accredited via pass porting through Durham County Council and the Certificate Expires on 31st March 2008. At the time of writing this report, the date for returning Stakeholder feedback forms had expired. This will be viewed as positive as there is a disclaimer at the end of the document. Non returned feedback informs that there are no issues with the service provided. Staff are knowledgeable, committed and qualified to carry out their positions. Service User feedback is positive and it was clear that they were happy with the service provided. The service is strategically relevant and the need for the service is identified within the Supporting People Draft 5 Year Strategy.

5. ACCREDITATION ASSESSMENT SUMMARY

CRITERIA	PASSPORTED	OTHERWISE SATISFIED	FURTHER ACTION
Financial Viability	Yes. This service is pass-ported via Durham County Council. The certificate expires on 31st March 2008		None
Ability to Handle & Account for	As Above		

Supporting People Grant			
Effective Employment Policies	As Above		
Sufficiently Robust Management Procedures	As Above		
Competence or Track Record in Delivering Services	As Above		

7. STRATEGIC RELEVANCE ASSESSMENT

S.R 1 - How does your service develop or sustain an individual's capacity to live independently in the accommodation or to gain access to appropriate accommodation?

Regular contact with residents ensuring well-being enables them to access additional support services to enhance their ability to live independently. Good links with statutory and non-statutory bodies with the response times monitored by Three Rivers. Coordinated approach to hospital/residential care admission and discharge. Reducing the need for admission to long-term care. Service provides 'sign posting' to appropriate services for this client group.

S.R. 2 - Does the service funded through supporting people grant include the provision of general health and social care services, or statutory personal care? If so what proportions of the service fall into these categories and is any other funding used to pay for them?

Funding via SP does not appear cover any activities that are not eligible for supporting people.

S.R.3 - Describe any counselling provided as part of your service? Is this specialist counselling? Is it funded from a source other than supporting people grant?

No counselling services are provided.

S.R.4 - Describe how your service supports vulnerable people and how you can demonstrate that the people using the service need the support provided?

As outlined in SR1, Support plans are completed to ensure that the level of support offered by the service is appropriate to clients needs and if additional support is required, appropriate referrals are made. Clients are actively involved in process and agree to any action.

S.R.5 - Does your support service discharge statutory duties under community care legislation? Please explain the duty being discharged and who has the statutory responsibility.

No statutory duties discharged by the service.

S.R.6 - Is your support service used to discharge statutory duties in relation to aftercare services as a result of hospital discharge?

No statutory duties discharged by the service.

S.R.7 - Does the level of Supporting People grant reflect the level of housing related support provided? This is particularly relevant where other services such as housing management social care or personal care are also provided.

Support People funding reflects low-level support/monitoring and does not include housing management costs, social or personal care.

S.R.8 - How does your service contribute to the wider government agenda for preventative services (i.e. preventing service users from going into institutional care, becoming homeless or re-offending).

Service provides vital monitoring with prompt response to any emergencies. Enables clients to remain living independently. Strong links with sheltered schemes enable clients to consider the move if appropriate.

S.R.9 - How does your service meet local and national strategic priorities? Please refer to any relevant published strategies relevant to your service.

The Government's agenda for older people and living independently

The local agenda for older people and independent living

DEMAND CRITERIA

DEM 1 - Demonstrate that there is evidence of demand for the type of service from the target client group. Tell us about your referrals and waiting list and anything else that will help demonstrate demand.

Waiting list demonstrates high level of interest in the scheme from the local community with very low turnover.

DEM 2 - Demonstrate that there is evidence of a demand for the service being reviewed.

Constant high-level applicants on waiting list.

Strategic Significance

Support services for older people are identified as a need in the Supporting People Shadow Strategy

(6.1.4 – ‘Support services are important to enable people to have the choice of remaining in their own homes or moving into specialist accommodation. With a growing population of older people it will be vital to develop services to meet the growing demand for a wide range of services.’)

This also links with the Sloop Report (Supported Living Options for Older People and the NSF (National Service framework for older people).

TRHA’s Schooner Court is therefore deemed to be strategically significant in terms of local and national strategic priorities.

7. ELIGIBILITY ASSESSMENT

i Responsibility for occupancy: Service users are genuinely responsible, accountable and have control over their own home.

Yes, service users occupy self-contained units and are responsible for all rent and utility payments and the running of their homes. These responsibilities may be met with support from staff but the reviewing officer was satisfied that service users have a full understanding of their responsibilities and work towards independence in fulfilling these.

ii Discharge of Statutory Duty

This service is not involved providing services required in the satisfaction of a statutory duty.

iii Personal Care: Where personal care needs are identified service users should be assessed, funded and supported appropriately and not via staff hours funded through supporting people grant.

There are no personal care needs provided by staff in this service.

iv General Social Care: Where social care needs are identified service users should be assessed, funded and supported appropriately and not via staff hours funded through supporting people grant

Any social care support delivered by this service falls within the 15% occasional ancillary services permitted under the HBC Eligibility Policy

v Housing Management:

Supporting People Grant is used to fund the services of the Scheme manager and the warden call service provided through Housing Hartlepool.

vi Housing Related Support:

Demand evidenced as follows:

- Discussion with stakeholders.
- Discussion with service users.
- Continuing gap in supply of this type of service identified in the draft Five Year Supporting People Strategy.

Assessment of the service evidenced that support is appropriately planned and delivered to service users with identified needs housing related support needs.

8. QUALITY ASSESSMENT FRAMEWORK

Summary of Scores

Core Objective 1:1 Needs & Risk Assessment	C
Core Objective 1:2 Support Planning	C
Core Objective 1:3 Security, Health & Safety	C
Core Objective 1:4 Protection From Abuse	C
Core Objective 1:5 Fair Access & Diversity	C
Core Objective 1:6 Complaints	C

The full validation report is attached to this document.

9. PERFORMANCE ASSESSMENT

Key Performance Indicators

Indicator	Q1 0506	Q2 0506	Q3 0506	Q4 0405
Supported to establish and maintain independent living	100%	100%	100%	No Information Available

Service Performance Indicators

Indicator	Q1 0506	Q2 0506	Q3 0506	Q4 0506
Availability	100%	100%	100%	No Information Available
Utilisation	100%	99.8%	100%	No Information Available
Staffing	94.8%	94.9%	92.5%	No Information Available
Throughput	100%	102.8	100%	No Information

				Available
--	--	--	--	-----------

The Key Performance Indicators for this service are based on 2005/2006 information. This was all that was available at the time. The reviewing officer was confident nearly 100% performance was achieved during this period apart from a short period of time letting 1 vacant unit.

KPI's from the year 2004/2005 will be analysed during the next 12 months.

10/11. SERVICE USER AND STAKEHOLDER FEEDBACK

Service User and Stakeholder feedback is used as a means of assessment under the Quality Assessment Framework however it is also of use to give a general report on comments received.

At the time of writing this report, the date for returning Stakeholder feedback forms had expired. This will be viewed as positive as there is a disclaimer at the end of the document. Non-returned feedback informs that there are no issues with the service provided.

Service Users were interviewed and completed the questionnaire. The overall feedback was positive. It was apparent that they were happy with the service provided. All were aware of their support plans and the procedures surrounding them. They were aware of Health & Safety issues and how to report an incident. Abuse was something that they discussed confidently and freely and were aware of how to take a complaint forward. All felt confident that any issues at all would be dealt with effectively. Service User files were available for inspection and found to contain all relevant information including: -

- Individual Support Plans
- Checklist for new tenants
- Independent Living Service Record Sheet
- Personal Information
- Individual Support Plan Evaluation/Review Sheet.

11.1 STAFF

The scheme manager interviewed was knowledgeable, committed and suitably experienced for the post. She was very aware of the importance of health & safety and it's impact on her work. She demonstrated personal and professional development in the training area and was comfortable with her professional boundaries. She was confident in approaching the subject of abuse in respect of both staff and service users. She was able to describe the complaints procedure

and scenarios where outside agencies would need to be involved. Fair access diversity and inclusion was practiced as standard in the allocations process.

12. VALUE FOR MONEY AND CONTRACT PRICING

Contract Value Information

The Below table depicts the value for money calculations for the Tees Valley area. At £14.51 per unit, Three Rivers Schooner Court Falls outside the Upper Quartile

	Annual Contract Value		Cost Per Unit
Min	£207.48	1	£0.47
Max	£731,184.48	1251	£50.53
Average	£27,177.36	53.6	£10.71
Median	£5,218.72	30	£7.92
Lower quartile	£7,137.00	23	£5.04
Upper quartile	£22,276.80	42	£13.96

Assessment of value for money is based on benchmarking service costs against similar services Regionally. The ODPM table below table depicts the value for money calculations for the Regionally. At £14.51 per unit, Three Rivers Schooner Court Falls outside the Upper Quartile

Sheltered Housing		
Number of Services		783
Mean		£10.73
Median		£8.69
Std. Deviation		£15.32
Minimum		£0.01
Maximum		£305.01
Quartiles	Lower	£4.75
	Upper	£12.47

The national table for comparison provided by the ODPM below, indicates that this service appears to offer Value for Money with a unit cost at £14.51 per unit.

Sheltered Housing	
Number of Services	£13,590.00
Mean	£15.78
Median	£10.90
Std. Deviation	£124.33
Minimum	£0.01

Maximum		£13,291.35
Quartiles	Lower	£5.03
	Upper	£16.65

Three Rivers Housing Association submitted the following statement to support the fact that they intend to bring the cost of their sheltered services in line with the expected quartiles: -

‘Three Rivers started a restructure of services to older people in April 2005. The vision was to replace the existing 9-5 warden roles at the sheltered schemes with an advice service, available across Three Rivers stock to facilitate access to support services that would maximise customers’ ability to live independently. This service would be focused on but not confined to older persons’ accommodation. In addition, an on-site presence at the sheltered schemes would be maintained to manage the day to day running of the schemes, maintain the physical appearance and provide the first point of contact for residents.

To achieve this vision of added value and increased customer service, the following posts were created to replace the existing 2 cleaners and 2 wardens:

***2 Scheme Co-coordinators* – The Scheme Co-coordinators are responsible for the cleanliness, safety and attractiveness of the general environment, and the efficient functioning of the scheme. They act as the Association’s representative on site that includes carrying out daily calls to residents, helping to maintain social activity, and welcoming and introducing new residents. (Based one at each of the sheltered schemes)**

***1 Advice Officer – Independent Living* – This position is responsible for providing specialist independent living advice services to Three Rivers’ customers. To support this function they are responsible for building links with external agencies across the areas that Three Rivers operates in to promote the service and to maximise knowledge of services available and access to those services. (Based at Three Rivers Head Office – Pity Me)**

***1 Care and Support Advisor* – This position is responsible for assisting in the provision of care, support and independent living advice to Three Rivers Housing Customers, principally those in sheltered schemes. (Based at The Garth)**

The Care and Support Advisor and the Advice officer are no longer attached to the two schemes in the way that the warden roles were. Rather they are floating services that cover the two sheltered schemes and other older persons accommodation between them.

The overall cost of this new service will not be any less than the cost of the previous sheltered housing service, but more customers will benefit from the service and consequently the per unit cost will reduce. In the near future we will be providing Supporting People with full details of the service and it's costs.'

13. CONTRACT COMPLIANCE

A. Housing related Support WTE frontline staff

i Contract – 1 Paid front line staff

ii Actual –1 Paid front line staff

B. Housing related support WTE frontline managers

i Contract – 1 Paid front line manager

ii Actual - 1 Paid front line manager

D. Contract Price

i Contract - £ 27,162.72

ii Actual - £24,710.53

E. Primary Client Group

i Contract – Older People with support needs

ii Actual – Older People with support needs

F. Units/Capacity

i Contract - 36

ii Actual – 36

Contract compliance agreed.

14. COMMISSIONING OPTIONS/RECOMMENDATIONS/CONCERNS

The reviewing officer recommends that TRHG continue to build on what is already a good, sound and robust service. They need to ensure that all policies and procedures now in place are used consistently within the organisation. All procedures should be documented appropriately if the service is to continue to meet the objectives of the Quality Assessment Framework. TRHA should now work towards achieving level B of the QAF. The only concern that the reviewing officer had was around value for money. This service is the most expensive in the Hartlepool area for sheltered accommodation and falls outside of the expected VfM quartiles. However, Three Rivers Housing Association submitted a statement to support the fact that they intend to bring the cost of their sheltered services in line with the expected quartiles. The reviewing Officer recommends that a contract be issued for 12 months allowing for a more in-depth analysis of VfM, eligibility and the monitoring of performance indicators to be carried out.

Reviewing Officer Signature _____ Date _____

Reviewing Officer Name _____

Supervising Officer Signature _____ Date _____

Supervising Officer Name _____

15. REVIEW OUTCOMES ACCEPTANCE/DISPUTES PROCESS

1. If the Provider agrees with the report they will sign and return the Acceptance/Dispute form and return it to the Supporting People Team. The report will then become final and will be submitted to the Commissioning Body with a recommendation for approval. In the event that the Commissioning Body propose different outcomes a further report will be issued to the Provider to which they may object in accordance with 2 below.
2. It is hoped that any potentially contentious issues will have been discussed and resolved prior to the issue of the report, however If the Provider disagrees with the report they should sign and return the Acceptance/Dispute form indicating that they intend to dispute the report and or it's recommendations and must set out their objections in full giving reasons within 20 days of receipt of the report (receipt will be assumed to take place the second day after the date on the accompanying letter). Objections may be to correct or dispute factual errors or to challenge commissioning recommendations. If it is likely that the disputed issue can

be resolved quickly, for example by correction of a factual error, the Supporting People Team would encourage the Provider to contact them by telephone as soon as possible so that the issue can be resolved as soon as possible.

3. Where an outcome is disputed the review report together with the Providers written objections will be submitted to the Supporting People Commissioning Body. The Chair of the Commissioning Body may arrange a hearing so that the provider can detail their objections in person. The Provider can bring independent representation to this meeting if they wish.
4. The decision of the Commissioning Body or a sub-committee thereof will be final and outcomes will be issues as a final report within 5 working days. Providers may of course seek independent advice on further options for challenge at any time and may use the Council's Complaints Procedure should they be unhappy with this process or any other issue in their dealings with the Administering Authority

Hartlepool Supporting People
November 2005

Supporting People Team
Hartlepool Borough Council
Neighbourhood Services
Level Three
Civic Centre
Hartlepool
TS24 8AY
01429 284263

Wendy Ashcroft
Reviewing Officer
Supporting People Team
Hartlepool Borough Council
Civic Centre
Hartlepool
TS24 8AY

