

All Supporting People contract holding providers

Adult & Community Services
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Re: Reporting requirements for Supporting People contract holders

Dear Provider,

As I'm sure you're aware, there have been a number of substantial changes over the last 12 months to the national and local thinking about how care and support should be funded, procured and monitored.

Over recent months generally, Devon County Council has been using the Provider Engagement Network to talk with providers about the help that is needed by the social care market in advance of any changes. The Provider Engagement Network web pages at <http://www.devon.gov.uk/providerengagement> contain the detail of how and when any changes that have been agreed will affect providers, along with details for how you can get directly involved in helping shape things that have yet to be agreed.

As a Supporting People contract holder however, I am contacting you now specifically to clarify the reporting requirements that we would want you to maintain in the meantime

Maintaining an overview of the needs of your service users and tenants

Limitations to the personal support that Devon County Council is able to fund means that there is an increasing need for you to consider the tools and competencies that your organisation has at its disposal for organising the data it holds. A number of you have established Client Information Systems that are helping you collate, prioritise and communicate the needs of your customers in a consistent, accountable manner.

We would encourage this approach in order that you can better target the support we fund towards those that need it the most.

Performance Indicator workbooks and Quality Assessment Framework

I would be grateful if you would continue to complete and submit performance indicator workbooks and Quality Assessment Framework self assessments. However, for those of you that prefer the incorporation of these functions within any Client Information System that you develop would be perfectly acceptable, and in fact welcomed as this approach has potential to reduce your and our administrative burdens. If you would like to find out more about how other providers have successfully developed integrated reporting and information tools for support, please don't hesitate to get in touch.

Short term and long term outcome reporting to St.Andrews

The government's contract with St. Andrews has expired, and Devon County Council has not entered into a private arrangement with St. Andrews. This means that short and long term outcome forms can no longer be submitted to St. Andrews for them to upload and collate. However, I would encourage you to continue to complete and retain these outcome forms to develop and evidence the effectiveness of your organisation. The incorporation of these functions within any Client Information System that you develop would be strongly recommended. If you would like to find out more about how other providers have successfully developed or used Client Information Systems that incorporate St. Andrews outcome data, please don't hesitate to get in touch.

As Devon County Council progresses the discussions, consultations and decision making over any contract and monitoring arrangements that would replace Supporting People contracts, I will contact you again to clarify any change to the expectation for reporting requirements.

Yours sincerely,



Max Sillars, Adult & Community Services