



Devon Care and Repair Service Monitoring and Development Board

Date: 7th September 2009, Time: 10am – 1pm

Venue: Coaver Club, County Hall, Exeter

Attendees:

Clare Miller (DCC), Keith Williams (Exeter CC), Meryl Spencer (East Devon DC), Dick Scott (Mid Devon DC), Mike Davison (Teignbridge DC), Rebecca Beasley (Contract & Procurement), Chris Charles (Torrige DC), George Greenaway (West Devon DC), Nick Payne (West Devon DC), Chris Charles (Torrige DC), Kevin Oke (Supporting People - SP), Kathy Gilmore (DCR), Ian Parker (DCR), Sarah Hadley (DCR), Julia Page (Devon PCT), Drew Powell (South Hams DC), Geoff Dunford (North Devon DC), Melanie Burke (ACS), Max Sillars (SP), Vanda van der Linden (SP)

1. Apologies

Robert Norley (ECC), Francis Philippa (Foundations), Elaine Wells (CYPS), Ian Higgins (North Devon DC)
Liz Steele (Torrige DC)

2. Chair's report

Before commencing the group discussed whether a review of purpose and subsequently of membership & Chairing was needed. After a full and lengthy discussion it was agreed that a sub group up of four delegates representing: DCC, Devon & Cornwall Housing Association (DCHA) and a housing organisation; one from a private sector and one from Devon Strategic Housing Group (DSHG) would meet.

The group would be a one off 'task and finish' group and would:

1. define the group's role (performance monitoring only? Or performance monitoring and service developing / commissioning?)
2. propose / confirm a membership of the group that fits with the group's role
3. circulate papers before the next meeting: **30th November 2009**

Action:

- District Councils (DC) to nominated their representative and advise SP by **24th September**
- C. Miller to co-ordinate a meeting

3. Updates on Service Improvement Plan

DCC / PCT (C. Miller) – Adult & Community Services (ACS) outlined the progress that has been made in reducing ACS / OT assessment backlog. Work will continue with the districts and Devon Care & Repair (DCR) at the Lean Review meeting tomorrow. The combined work packages for handy person (HP) and Home Safety Assessments (HSA) is being delivered through a joint project, which includes Devon Fire & Police services as partners.

DCR (I. Parker) – a synopsis of what DCR is doing was given. This included revision of FEMIS manual (database), improvement in data collection and joint working on HP/HSA work package.

DC (D. Powell) – Looking at best practice guide. Districts would like to agree a process on gathering information so there is no different interpretations of terms e.g. completion date.

4. Meeting minutes from last meeting and matters arising

Meeting minutes were accepted.

It was confirmed that CRB checks are all in place with all workers.

Issues arising

D. Scott / M. Spencer informed about 'loan scheme' and its implications. This will affect repair grants, but not mandatory ones.

Action:

- D. Scott / M. Spencer prepare a full report for the next meeting on the impact of the scheme on the HIA contract activity. The report to be sent to SP team by **23rd November** for circulation prior to the next meeting (30th Nov).

D. Powell emphasised a need for consistent terminology and establishing milestones.

Action:

- I. Parker to distribute glossary of terms to partners **ASAP**.
- SP team to resend out Major Adaptation Time Line with the meeting minutes.
- D. Powell to set up a meeting, one rep from DCHA, Districts & DCC (C. Miller) **by end of October**. Purpose: to agree a consistent set of terminology.

G. Greenaway raised an issue of districts' monitoring reports and non engagement of some agencies.

Sufficient financial information is not available for the board to fully understand financial viability of the contract.

Finance action remains with the work package members.

Action:

- Sarah Hadley and Melanie Burke to liaise over best way to make disaggregated (raw) data available **by end of October**.
- Reps from DCC / SP will respond to districts' request for help with any local issues arising from local analysis of the raw data, upon request to do so from a local district.

5. Performance Monitoring Quarter One

Due to insufficient time to cover all items the group discussed District Monitoring Group (DMG) feedback, which was not included in the full performance report framework because it did not relate to the HIA service elements. It was stated that DMG feedback raised issues about Rapid Equipment & Minor Adaptation Service (Remas) i.e. the performance report does not reflect this activity. C. Miller reminded the group that this contract lies outside of HIA contract. Any feedback should be addressed to ACS rather than SMDB.

6. RSL Major Adaptations work

RSL / council work is outside of HIA contract. Separate arrangements need to be agreed with DCHA before work commences. Tenant can apply for Disabled Facilities Grant (DFG) if RSL refuses to support the scheme.

Action:

- M. Spencer – circulate CLG guidance on RSL and adaptations provision **ASAP**.
- SP - RSL work to be put on the agenda for the next meeting.

Next meeting: 30th November 2009, 10am – 12 noon, Creber Rm, Coaver Club