



Devon Care and Repair
Service Monitoring and Development Board

Date: September 1st 2008

Time: 2.00 a.m. – 4.30 p.m.

Venue: Committee Rooms, County Hall, Exeter.

Attendees: Clare Miller (DCC), Keith Williams (Exeter CC), Rebecca Beasley (DCC), Rosemary Rives-Roberts (Living Options), Francis Philippa (Foundations), Matthew Areskog (DCC), Melanie Burke (DCC), Christiana Fisher (DCC), Meryl Spencer (East Devon DC), Geoff Dunford (North Devon), Dick Scott (Teignbridge DC), Mandy Govier (West Devon BC) Ian Parker (DCHA), Kathy Keegans (DCHA).

Agenda	Actions
<p>1. Apologies Robert Norley (Exeter CC), Julia Page (PCT)</p>	
<p>2. Minutes of last meeting and matters arising. Updated action points included the following:</p> <p>2.1 Improved financial monitoring is still to be actioned through developing a template.</p> <p>2.2 Devon's major adaptation times are significantly slower than the rest of the Country. The sub group is still to meet to unpick the various complexities of the delays. The lack of transparency regarding the sticking points means that the Board is not in a position to move this service forward.</p> <p>2.3 The qualitative data focus group that will be piloted by Exeter will be meeting soon.</p> <p>2.4 CLG will make £15 million available nationally in 2009 for expansion and development of the Handy Persons service with reference to the Lifetime Homes, Lifetime Neighbourhoods strategy. This money will be administered through Supporting People.</p> <p>2.5 The Handypersons service has been identified as a weakness in the Devon contract with ambiguity between what is core contract activity and what is social enterprise.</p> <p>2.6 District Monitoring Group (DMG) membership seems to be improving.</p> <p>2.7 Eve Fitzgerald has supplied an operational flow chart of minor and major adaptation activity for council tenants in Mid Devon.</p> <p>2.8 The CLG Outcomes pilot has begun and will run for 12 weeks. Workbooks and information will be collated by Christy Fisher who will subsequently liaise with CLG. DCR plan to use the same format to pilot outcomes for the Rapid Equipment and Minor Adaptations Service (REMAS).</p>	<p>Action: Exeter City Council still to provide a finance representative.</p> <p>Action: Bob Norley to lead the sub group and work on a critical path analysis, Geoff Dunsford to work with Bob as a delegated lead.</p> <p>Action: Provider to complete the process of adding Care First ID's to FEMIS to assist in unpicking the delays.</p> <p>Action: Exeter City Council to confirm the date of the meeting.</p> <p>Action: Francis to make sure that SP and Devon Care & Repair (DCR) receive regular updates on the progress of this initiative.</p> <p>Action: This issue has been recognised and mapped into the development plan and will be picked up at the contract review.</p> <p>Action: Rosemary to source service user representatives for Mid Devon and Exeter DMG's.</p> <p>Action: Clare still to meet with Sue Younger-Ross regarding involvement of the Senior Council.</p> <p>Action: Clare Miller and Alison Golby to analyse the protocol and subsequently share with partners.</p>

<p>3. Chair's report – summary of recent developments Other agenda items included recent developments.</p> <p>4. Performance Monitoring in Quarter One.</p> <ul style="list-style-type: none"> Performance Report Quarter One to include DMG feedback against each service element <p>Melanie Burke presented the new look performance report that is based around the seven service elements with identified outcomes for clients. The simplified exception reporting template has two aims; to make performance information more easily understood for DMG chairs to interpret at a local operational level and to continue providing the vital monitoring information to the Board.</p> <p>There was some discussion regarding the presentation of the information and it was decided to make the information even more accessible by adjusting the format.</p> <p>Francis gave an outline of the CLG Outcomes Framework for SP contracts and the HIA pilot.</p> <p>Further work surrounding targets still needs to be executed.</p> <p>There is still some ambiguity around reporting job completion and practical completion dates for major adaptations and how this is reported on FEMIS. A standard reporting / operating procedure needs to be developed across the County.</p> <p>Dick Scott fed back some concerns raised by Brian Graham (DMG Chair of Teignbridge DC). He was of the opinion that the cluster arrangement was not working due to capacity issues and the difficult timescales that impede partnership working by no confirmed SMDB meeting dates.</p> <p>Mandy Govier agreed and reminded the board of the effects that the decision of the Boundary Committee could have on this Board.</p> <p>Geoff Dunford suggested that DMG chairs work with local DCR managers to ensure clarity on performance issues. Matthew Areskog suggested that further clarity could be provided by the DCR Manager.</p> <ul style="list-style-type: none"> DCR Managers Report <p>Ian Parker presented the report.</p> <p>User satisfaction for the first quarter was 99%. A new complaints system is being developed that incorporates much more detail; Ian will be meeting with Bob Norley to discuss ways of presenting the data.</p> <p>FEMIS is being linked into Social Enterprise activity; performance data on this service will be backdated to provide a full report for this financial year.</p> <p>The website has now been upgraded to include a referral page that will provide links to websites of other appropriate organisations.</p>	<p>Action: Quarterly reports to continue to be circulated to DMG Chairs and DCR Local Managers.</p> <p>Action: Melanie Burke to meet with Rosemary Rives-Roberts to produce a more accessible, user friendly format.</p> <p>Action: work to be done once the pilot has been completed to develop more effective commonly desired outcomes.</p> <p>Action: Targets to be set at the contract review meeting in line with the findings from the sub group headed by Bob Norley and Geoff Dunsford.</p> <p>Action: This to be picked up by the sub group headed by Bob Norley and Geoff Dunford.</p> <p>Action: All District DMG chairs to be invited to SMDB meetings in the interim before the Boundary announcement.</p> <p>Action: All 2008/9 SMDB meeting dates to be agreed at the contract review.</p> <p>Action: Board membership to be reviewed at the contract review.</p> <p>Action: Ian Parker and Bob Norley to provide an update at the contract review.</p> <p>Action: DCR to follow this up.</p>
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<p>Rapid Equipment & Minor Adaptations Service (REMAS) has received 40 referrals in quarter one; this figure has increased during quarter two. Clare suggested that the report include more local detail as this is such a new and significant service.</p>	<p>Action: Ian to provide more local detail regarding the REMAS service.</p>
<p>5. Standard operating procedures – between DC's and DCR to include complaints and quibbles log Ian will be meeting with Bob Norley in September to work on the proposal for the standard operating procedure to include the complaints and quibbles log.</p>	<p>Action: Update to be provided at the next meeting by Bob Norley and Geoff Dunford.</p>
<p>6. DCR Business Development and Marketing Plan Kathy Keegans presented the DCR development plan and drew attention to the financial information regarding district DFG allocation and spend through the agency.</p> <p>It appears that Exeter do not use DCR for many of their DFG works. Keith Williams suggested that there is a lack of referrals coming through social services. This is cause for concern as DCR have been identified as being the best value for money and the partnership nature of this contract means that it is in the interest of stakeholders to direct business to DCR. It also delivers a quality assured service to service users.</p> <p>Some clarity regarding the expectations of Stakeholders and the Provider would be useful for all parties concerned.</p> <p>The Board agreed that the Statement of Need will go to the DC and be sent to the agency where a client chooses DCR as the key worker.</p> <p>Further updates of development included the possibility of a Social Enterprise manager and recognition of the success of the REMAS pilot which could provide a business opportunity in the future. The suggestions resulting from the Quality Mark have been implemented. An area still to develop is recording and extracting information on the FEMIS database, eg completion dates, etc.</p> <p>Ian Parker related the marketing strategy. The aim is to reach the target market by using leaflets and local radio. This is an area of continuous development the objectives of which are outlined in the business plan.</p> <p>Dick Scott outlined the Warm zone initiative, a successful bid made by DC's for £200k to promote a loft cavity and wall filling service for people who are identified as being poor or at risk of fuel poverty. There could be an opportunity to use this service at a platform for identifying other needs such as trips and falls or fire hazards. The Warm zone service is being provided by other agencies e.g. DCR, and £15 goes to the referring organisation. There will be further funds available in April 2009 from CLG for local authorities to add to Warm zone.</p> <p>Matthew Areskog noted that the research recently carried out as part of the NHS and ACS joint strategic review could feed into the marketing strategy to help target likely clients.</p>	<p>Action: All Districts to supply accurate DFG grant information on all works that are processed through DCR in time for the contract review. Geoff Dunford to co-ordinate this.</p> <p>Action: Keith Williams and Ian Parker to specifically look into DFG's processed through DCR for Exeter.</p> <p>Action: Clare Miller to circulate a briefing note for Occupational Therapists regarding choice of key worker to ensure that referrals are made to DCR.</p> <p>Action: Clare Miller to represent the Board at the next Exeter Case Work Liaison meeting.</p> <p>Action: Any feedback that Board members have regarding the business and marketing development plan are to go directly to DCR.</p> <p>Action: Ian to link in with Julia Page to enhance the marketing strategy using PCT links.</p>
<p>7. Action Planning: Updates</p> <ul style="list-style-type: none"> • Home Safety Assessments <p>The sub group has been meeting and a Questionnaire has</p>	<p>Action: Outcomes to be reported at the</p>

<p>been circulated to clients who have completed a Home Safety Assessment and those who have refused.</p> <ul style="list-style-type: none"> • Social Enterprise <p>Clare Miller, Rebecca Beasley and Kathy Keegans met to discuss the arrangements concerning social enterprise. The degree of subsidy from stakeholders is not made clear in the contract. The percentage split between subsidised works and full cost recovery needs to be clarified and confirmed as well as what works constitute as social enterprise and what activity is funded through the contract; eg the hospital discharge service is fully funded through the contract. The contract commissions administrative support for social enterprise but delivery of certain services needs to be full cost recovery.</p> <ul style="list-style-type: none"> • Financial Information <p>This work is yet to be actioned and a template developed.</p>	<p>forthcoming contract review meeting by Julia Page.</p> <p>Action: Rebecca and Clare to revisit the contract and present a written report clarifying the current Social Enterprise situation at the next meeting. The board to feedback its findings to CLG as this could have national implications around commissioning and the new Handyperson funding.</p> <p>Action: Clare Miller, Bob Norley, Kevin Oke and an Exeter finance rep. to meet.</p>
<p>8. Risk Identification and Actions for DCR</p> <ul style="list-style-type: none"> • High Priority Performance Issues to address in Quarter Two • Risk Log <p>There was not sufficient time to cover these agenda items.</p>	
<p>9. Forthcoming Annual Review Plan</p> <p>A planning group was proposed to assist with planning the contract review meeting. It was decided that the meeting would consist of only the Board members, incorporating the existing District Council reps. in order to plan the HIA commissioning strategy for the next three years. DMG chairs will not be required as this meeting.</p> <p>The meeting will take place on a whole day in October.</p>	<p>Action: Planning group to consist of Clare Miller, Rebecca Beasley, Christy Fisher and a DC rep to be nominated by Keith Williams and Dick Scott – Christy to be notified of the DC delegate.</p>
<p>10. A.O.B.</p> <p>There was none.</p>	