

Name	Organisation
Clare Miller	Policy Manager, DCC
Max Sillars	Supporting People Manager, DCC
Alison Golby	Strategic Manager – Housing, DCC
Francis Phillipa	Foundations
Liz Steele	Torrige DC
Alison Adams	South Hams DC
Dick Scott	Teignbridge DC
Andrew Powell	South Hams DC
Keith Williams	Exeter City Council
Robert Norley	Exeter City Council
Meryl Spencer	East Devon DC
Julia Page	Devon PCT
David Plummer	CYPS, DCC
Kathy Keegans	Devon Care & Repair, DCHA
Ian Parker	Devon Care & Repair, DCHA
Nick Payne	West Devon Borough Council
George Greenaway	West Devon Borough Council
Ian Higgins	North Devon DC
Eve Fitzgerald	Mid Devon DC
Rebecca Beasley	Contracts and Procurements, DCC
Christiana Fisher	Supporting People, DCC

Agenda	Actions
<p><b>1. Minutes of last meeting and Welcome and Introductions and Apologies</b> Rosemary Rives-Roberts, Living Options</p>	
<p><b>2. Purpose of the Day</b> Max Sillars introduced the HIA contract review and explained that, resulting from a planning meeting that took place on October 8<sup>th</sup> the review would now take place in stages; the first stage being this meeting. He re-iterated the aims of the first stage; these were to:</p> <ul style="list-style-type: none"> <li>Review the Partnership Agreement between stakeholders; and</li> <li>Commissioner review of Strategic intent and fit with an HIA service</li> </ul> <p>Stage two will consist of a second half day meeting which will ensure that the service is fit for purpose and analyse the current service quality. A third day may be needed if the second meeting does not allow sufficient time to address all business, and to translate the discussion into action.</p>	<p>The Stage Two meeting will take place on <b>December 10<sup>th</sup></b> at <b>2.00p.m.</b></p>
<p><b>3. Principles of the Day</b> Clare Miller presented the principles of the day that all attendees were requested to sign up to. The principles of partnership were supplied by Julia Page, sourced from the DoH.</p> <p>Dick Scott drew attention to the Devon Compact partnership agreement that all signatories signed up to.</p> <p>Max Sillars noted the importance of being clear about partners' roles and that practice based commissioning can bring dilemmas in that commissioner and provider interests can conflict.</p> <p>Liz Steele suggested that although all partners should be working to these principles; if any party had issue with them then there would be time between now and the next meeting to feedback and discuss at stage two.</p>	<p><b>Action:</b> Link to the Devon Compact to be distributed with these minutes (Christy Fisher).</p>

#### 4. Partnership Agreement

Christy Fisher presented a summary of the feedback of the partnership agreement as supplied by stakeholders prior to the meeting. This included strengths, weaknesses, issues to be addressed and suggested improvements of the MoA.

##### Discussion and way forward

Concerns, issues and dialogue included the following points:

Although all eight district DMG's chairs have recently been invited to attend the SMDB meetings, there are concerns regarding the representation of DMG members. DMG's are meant to represent all partners at a district level.

Dick Scott said the contract stipulates that the DMG's are to be set up by the Provider which is a conflict of interest.

Bob Norley noted that these issues have been recognised and addressed at the SMDB.

Alison Golby reminded the group that the SMDB has a formal service monitoring and review function, that commissioning outcomes are recommended to the Joint Commissioning Body (JCB) for senior decisions. The JCB is highly representative of all eight district councils and other stakeholders.

Dick Scott expressed his concern regarding the wording of the MoA; particularly where it states that funding bodies can only be 'notified' of changes to the contract and are not fully involved in the decision making.

Max Sillars suggested that the wording of the MoA be strengthened to reflect wider inclusion of stakeholders regarding decision making, etc.

Consensual issues that emerged from the feedback supplied by the eight district councils included representation of district councils at the SMDB and the lack of regular contract reviews. Alison Golby suggested reviewing the function and membership of the SMDB to be more pro-active in contract reviewing. As membership stands at the moment, eight DMG chairs are invited to attend and the DC's are represented by two members. She continued by proposing that all eight district councils are represented and to go back to the cluster arrangement for DMG representation.

Clare Miller advised that clarification of roles will be paramount to avoid conflict of interest between District Council representative and DMG chair. Liz Steele commented that individual organisations will need to appoint appropriate representatives and regularly assess such risks.

Future SMDB meetings will need carefully structured agendas that separate commissioning items from service matters. There may sometimes be partnership issues when it will not be appropriate for the Provider to be present. Any partnership issues that need to be discussed will be submitted to SP in advance of the meeting and agenda prepared accordingly.

Another issue raised was the HIA reporting timetable that could possibly restrict the DC's from holding discussion meetings in time for the SMDB meetings.

**Action:** Proposal to be taken to the HSSP / JCB to change the SMDB membership to represent all eight district councils and cluster arrangements for the DMG chairs. The role of the SMDB would then take on regular contract reviews as well as usual service monitoring.

**Action:** The current reporting schedule to be amended to allow for more time for information exchange.

<p>Max Sillars said that any shortfalls in the contract or service need to be formally logged to be addressed by the newly proposed joint functions of the SMDB. Issues, risks and 'quibbles' need to be recorded and divided into contractual matters and service review.</p> <p>Clare Miller brought up the issue of a complaint put forward by Devon Care and Repair (DCR) regarding damage to their reputation through rumours about the quality of the HIA service.</p> <p>Alison Golby suggested adding into the MoA principles of partnership in order to monitor and hold each other to account as partners. Partnership behaviour can be challenged as well as Provider performance.</p>	<p><b>Action:</b> Form of words to be drafted to propose a logging system for concerns and quibbles.</p> <p><b>Action:</b> Rebecca Beasley to re-draft the MoA to reflect these proposals.</p>
<p><b>5. Strategy Drivers and Strategic Intent Summaries</b></p> <p>Representatives from Devon and Cornwall Housing Association, Devon Care and Repair (Kathy Keegans and Ian Parker) joined the meeting at this stage.</p> <p>The Strategy Drivers were listed in the presentation under the headings of National, County and Local. Each part was discussed in turn:</p> <p><b>National</b></p> <p>Francis Phillipa presented a summary of National Strategy Drivers. The future challenge for all authorities will be to supply more universal services for older people but targeted locally; increased demand for personal outcomes and higher service quality. Services that acknowledge lifestyle choices and work across health, housing and social services, from pooled resources that avoid duplication. He envisaged HIA's becoming the hub around which clients are able to exercise choice and independence. Local authorities will be able to shape future HIA services to suit locality. The recent trend of shrinking budgets has also seen central government focus on health outcomes rather than housing solutions as these are harder to evidence than the former. Creative thinking about the real choices that people have is required.</p> <p>Alison Golby noted the challenges that personalisation of care entail and that HIA's are well placed to offer responsive services that match strategic intent that include health outcomes.</p> <p>Max Sillars suggested collating all the relevant national strategic drivers and doing an added piece of work that can inform the joint needs assessment. This can influence future joint commissioning decisions. Ian Higgins suggested adding local meaning to the national drivers.</p> <p><b>County</b></p> <p>Alison Golby presented the main County driver: the Joint Strategic Review between health and social care; 'The Way Ahead'. The strategy includes recommendations that cascade national strategies to a local level.</p> <p>Clare Miller continued that there are two recommendations from the recent Supporting People Older Persons strategic review (SP OP strat review) that relate to an HIA service and feed into the PCT vision; development of person centred, tenure neutral services is recommended.</p>	<p><b>Action:</b> Clare Miller and Christy Fisher to devise a comprehensive list of National Strategies that covers all partners, including CYPS.</p> <p><b>Action:</b> Link to 'The Way Ahead' to be provided with these minutes (Christy).</p>

Max Sillars noted that the respective District Councils are all on board with the SP OP strat review which has a tenure neutral approach; and that the team has been working with individual districts to facilitate local implementation.

The South West Regional Housing strategy puts emphasis on achieving good quality homes and supporting sustainable communities.

The Local Area Agreement (LAA) supports new service development which HIA's should be core to. Alison Golby said that the LAA priorities are all relevant to an HIA service; not as a specific work stream but as a contributor to all.

In 2009 the Supporting People programme grant will no longer be ring-fenced so it is paramount that local strategies are focused and fit with the LAA priorities in order to retain investment into housing related support; we will need to champion this for ourselves.

#### **Local**

District Council housing strategies formed the basis of local strategy drivers.

Nick Payne said that there may be consequences of recession; that construction industries are likely to shrink, particular smaller firms that are common across Devon. This could have huge implications on this contract.

Alison Golby said that the Joint Strategic Needs Assessment (JSNA) will be annually refreshed and there will be opportunity for wider housing implications and financial links to be included.

- **Discussion and Strategic fit with an HIA Service**

Shaping the service for the long term needs to be a priority. Local priorities and strategy drivers should influence the services that are commissioned.

There is concern around the delays in major adaptations. Work needs to be done in partnership to share information and look at where the delays are occurring.

The SMDB has recently been reviewing social enterprise activity; the handy persons service is part of social enterprise and does not have full contractual funding attached to it, it is paid for by the client. Communities and Local Government (CLG) is providing funding to expand handy persons services that local authorities can bid for.

Devon Care and Repair (DCR) were then given a chance to respond to what they had heard around the strategic drivers.

Kathy Keegans first commented on how attendance at the meeting from all partners and the open conversation regarding problems were positive moves. She said that it was good to hear local priorities and stressed the need to resolve local issues that prevent the service from performing to its full capabilities. The stage two meeting will be paramount in setting crucial action points for implementation.

**Action:** Presentation to list local drivers and be distributed with these minutes (Christy).

<p>Alison Golby said that under the new membership proposal, there will be opportunity to discuss operational DC issues at the SMDB. DCR should supply information about best practice to inform commissioning.</p> <p>Kathy Keegans related some of the positive outcomes from the recent Foundations conference, such as recycling stairlifts and issues around handy persons services; there is to be a report about the latter circulated in the near future.</p>	
<p><b>6. Summary and Action Planning for Stage Two</b>  Work to be done prior to stage two:  Ignoring what services are currently commissioned within the HIA service, a comprehensive list of the services that we DO want commissioned. Feedback regarding aspirations of how services should be shaped as well as services that should not be included.</p> <p>The next SMDB meeting is scheduled for November 18<sup>th</sup>; this meeting will retain the status quo until the new proposal has been formalised.</p> <p>Stage Two Meeting:  The afternoon of <b>December 10<sup>th</sup></b> to commence at <b>2.00 p.m.</b></p>	<p><b>Action:</b> Partners to send feedback to Christy before stage two meeting. Feedback to be comprehensively collated.</p>