



**Devon Care and Repair
Service Monitoring and Development Board**

Date: February 12th 2009

Time: 2.00 p.m. – 4.30 p.m.

Venue: Film & Demo room, The Annexe, 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 (DCC), Ian Parker (DCR), Sarah Hadley (DCR) Francis Philippa (Foundations), Julia Page (PCT), Melanie Burke (DCC), Matthew Areskog (DCC), Christiana Fisher (DCC).

Agenda Items Covered	Actions
<p>1. Apologies Chris Charles (Torrige DC) Carol Cox (South Hams DMG) Kathy Keegans (DCR) Bob Norley (Exeter City Council)</p>	
<p>2. Minutes of last meeting and matters arising The minutes were agreed as a true and accurate record.</p>	
<p>3. Chair's Report – summary of recent developments:</p> <ul style="list-style-type: none"> ▪ Outcomes of the HIA Review. <p>Ten work packages, grouped into five categories were presented and discussed at the stage three review meeting. Partners were invited to submit additional comments and suggestions and to sign up to contribute to individual work packages.</p>	<p>Action: SP to update the work packages with the submissions from partners and circulate to all review and SMDB members.</p>
<p>4. Performance Monitoring Quarter Three</p> <ul style="list-style-type: none"> ▪ Performance Report Quarter Three to include DMG feedback (MB) <p>Melanie Burke drew attention to the areas of priority. This included major adaptations. Timescales from the Provider are improving and a specific work package will map the processes to identify further delays. Matthew Areskog committed to having made some progress on mapping the major adapt. timeline by April. This will include looking at the measurable start date as feedback from DMG's indicated that different Districts record the start date from different stages of the process.</p> <p>Dick Scott reminded the SMDB that many Districts will be introducing loan schemes that will be commencing from April.</p> <p>The number of Home Safety Assessments reported in quarter three is an area to prioritise and development will again be served by a work package. However, Sarah Hadley informed the Board that there are reporting issues that have resulted in some HSA's not</p>	<p>Action: Business Process and Process Mapping work package group to pick this up.</p> <p>Action: Each District to report back to the SMDB and relevant work package groups once they have received confirmation on their individual loan scheme positions.</p>

<p>being picked up locally. Matthew Areskog suggested adding a data quality flag to future reports to indicate where figures are affected by data quality issues.</p> <p>There has been a 25% increase in final inspection rates, moving the Provider much closer to the 100% expectation.</p> <ul style="list-style-type: none"> ▪ District Monitoring Group Feedback <p>Meryl Spencer, on behalf of East Devon DMG, requested clarification on how the data is measured. Melanie Burke stated that in the absence of set targets, the figures are compared to the last quarter and then the previous three quarters.</p> <p>Meryl continued by presenting some of the concerns that were raised at the East Devon DMG, such as the lack of local meaning presented in the performance report and ... It was felt that most of the issues will be picked up by the relevant work package group. However there seemed to be a consensus that more local meaning and information is wanted. Sarah Hadley said that FEMIS can produce a workbook that reflects local breakdown but that process is extremely lengthy and the overall report is far less time consuming.</p> <p>Ian Parker reported, on behalf of West Devon DMG, that there was the feeling from service users that the performance report is above their capacity. This issue will be picked up in the work package.</p> <p>Francis Philippa stated that National guidance is to help maximise the Provider's time on service delivery. Matthew Areskog said that with increasing pressures from other ACS priorities, the support from the ACS Management Information team can not continue at its current level and will be reducing in the future. DCR's data analyst Sarah Hadley will take the lead in managing performance data.</p> <p>Dick Scott praised DCR, Sarah Hadley in particular for her pro-activity at Mid Devon's last DMG meeting and her assistance in cleansing Mid Devon's performance data.</p> <p>It was agreed that qualitative performance monitoring will need to be proportionate to the activity being monitored and scale of the contract.</p> <ul style="list-style-type: none"> ▪ DCR Manager's Report (IP) <p>Ian Parker introduced the report by drawing attention to the 100% overall satisfaction rate. It was felt that more meaningful qualitative data is still a priority; however this will be addressed through the performance work package.</p> <p>Matthew Areskog questioned the detail behind the 79% of clients who answered 'yes' to the question 'do you think the 'work undertaken has prevented an accident or future accident'. He suggested linking to outcomes to make this type of reporting more sophisticated as well as to capture any areas for improvement.</p> <p>Francis Philippa cautioned against using Supporting People outcomes as these may not be the most meaningful and District Councils and the PCT may measure different outcomes.</p>	<p>Action: Data quality flag to be attributed where necessary in future performance reports.</p>
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<p>Ian Parker informed the Board that the Exeter / Tiverton manager post has now been filled by Fiona Stevens.</p> <p>DCR intend to provide a report on Social Enterprise at the next meeting and will provide a more detailed analysis of financial breakdown and deliverable activity at next meeting. Social Enterprise work for RSL's is being developed.</p> <p>Recruitment of relief handy person and technical staff continues however CRB checks, which take between six and eight weeks to be returned, are causing delays.</p> <p>Ian Parker drew attention to the additional financial information that was included in the quarter three report. Activity for raising charitable funds has increased but is challenging due to the current economic climate and key workers often have to approach several charitable organisations to fund a single client, which has additional time implications.</p> <p>Francis Philippa said that the Board should be considering the implications if particular funding streams become less lucrative and should be sourcing alternative funding routes and considering financial training needs for key workers.</p> <p>Ian Parker stated the management information is taking increasingly more time for DCR staff and felt that Devon's HIA performance is more closely scrutinised outside of the County than other HIA services.</p> <p>Francis Philippa informed the SMDB that the FEMIS system is due to be upgraded in consultation with the sector. Streamlining the monitoring and reporting process should make it more efficient.</p> <p>Ian Parker reported that John Denness has now completed the technical procedure process. Tenders are submitted to a central office to streamline the process which has been implemented in all Districts apart from West and Mid Devon. The tenders are scanned and electronically sent to the relevant District Council for grants to be administered. Feedback from District Councils suggests concern regarding the procedure. Meryl Spencer explained that District Councils require the original tender documents for audit purposes.</p> <p>It is also the responsibility of the Provider to chase any tenders that are submitted late.</p>	<p>Action: SP to include these objectives in the Finance work package.</p> <p>Action: DCR to return the original tender documents to the relevant District Council once the tender has been completed.</p> <p>Action: DCR to revise the technical procedure manual to reflect this action and circulate to District leads.</p>
<p>5. CLG Handy Persons Funding Update.</p> <p>Francis Philippa said that CLG have made £33 million available through the 'Lifetime Homes, Lifetime Neighbourhoods' strategy. He revealed that the Part A monies for enhancing handy persons service is assured and advised Supporting People to be ready to administer the £150k funds as it should be on line from April.</p> <p>Part B is for commissioning new innovative services and Francis predicted that between 10 and 20 bids will be successful out of a possible 170 enhanced bids. The successful authorities should be informed near the end of April.</p> <p>Francis continued that CLG will be looking for developing monitoring and evaluating processes that will analysis the impact of an injection of resource in terms of outcomes and outputs. This will be an important aspect to develop for future bidding opportunities</p>	<p>Action: Relevant work package group to consider the implications of additional funding and develop work package where necessary.</p>

<p>as well as effective evidencing of the links between major strategic outcomes and minor interventions. From 2009/10 the SP grant will no longer be ring fenced and will be administered through the Local Area Agreement.</p>	
<p>7. Review of Current Actions for the SMDB SMDB members and other partners will commence work on the ten work packages identified from the review process.</p>	
<p>8. Risk Log</p> <p>New risks to be added to the risk log included:</p> <ul style="list-style-type: none"> ▪ Due to the current economic climate charitable funds are more difficult to obtain; this in turn has a knock on effect by forcing the case worker to spend more time on sourcing alternative funding. ▪ Due to the current economic climate there is increasing inability for clients to pay for works to be done. ▪ Due to the current economic climate there are decreasing amounts of available contracting firms to carry out works. ▪ Pre-empted CLG budget cuts. ▪ Data quality flag so that DMG's do not draw wrong conclusions. 	
<p>9. A.O.B There was none.</p>	