

Devon Small Scale Provider Forum Meeting

Date:- 16.06.08

Time:- 10.00

Venue:- Step By Step, Dawlish

Those attending:-

Wendy Mason...Step One Services....chair

Linda Williams...Normanlea Society

Ian Greenaway...ILG

Jan Navran...Exeter

Gary Bowld....Step By Step

Helen Scott

Penny Wilkinson...Headway

Bridie Caldwell...Caraston Hall

Apologies:-

Mike Armstrong

The minutes of the last meeting were read and agreed.

Matters arising:-

Reach standards as highlighted by Stephen Spratling, are being used by some providers.

The eleven questions are more suited to the more able Service Users.

It was felt that Supporting People still need to listen more to providers and support workers in the matter of questionnaires for Service Users.

Brokerage was discussed again and some present are trying the system though it is not, as yet, being used in all areas. However, it entails a great deal of work in preparing a tender before even meeting the prospective Service User. It is very difficult to break down costs without knowing the individual concerned and a potential to review costs needs to be built into the subsequent contract. It is often the case that, until work has started with a new Service User, the costs are difficult to estimate. Lack of feedback after short- listing leaves providers waiting and 'in the dark'.

Obviously, a lot of investment has been made in setting up the brokerage system and there are group seminars to help providers understand this. It was suggested that we invite someone from DCC to come and talk to us about this and Ian Lancaster has agreed to come.

The meeting expressed great concern over the de-personalisation of the referral system. Providers deal with real people and not numbers.

It appears that Care Managers are not familiar yet with the process.

The meeting then discussed Social Service reviews. It appears that Care Managers are making arbitrary cuts in services to individuals where the Service User has not been

involved in a review. This has been done in phone calls without face to face discussions of the issues. Therefore, the reviews do not reflect the concerns of the Service User or the provider.

Enabling contracts can be stopped at extremely short notice. This creates problems with staffing. Social Services seem to be unaware that providers have to run viable businesses.

Everyone agreed that the aim of providers is to give the very best service. Some of the many overheads are training/insurance/sickness/holidays/travel and meetings. Margins have been eroded and the service needs to be properly funded in order to achieve 'best practice'.

Electronic Monitoring was then discussed. It was felt that this would be impossible to apply to Support and Enabling.

Bridie Caldwell offered to provide an alternative venue at Caraston Hall, Exeter for our meetings. It was suggested that we could perhaps alternate with Dawlish.

Alison Meeke from Teignbridge Social Services has agreed to attend our meeting on 13th October.

We plan to ask her about the discrepancies in Social Service 'take up' around the county/the lack of understanding by Social Services of the Supporting People criteria/the amount of unpaid work done by providers.

If you have any further questions for her please email linwooldridge@btinternet.com and please try to attend the meeting.

[Also, if you have any items which you would like to add to agendas at any meeting]

The meeting closed at 11.45.

Next meeting:- Wednesday 6th August at 10a.m. at Step By Step, Dawlish. Ian Lancaster from the Brokerage team will be attending. He will confirm if Graham Varley, his colleague, can also attend.

Please try to let us know if you are unable to attend.