

Supporting People Forum

**Minutes for meeting
6/12/2006
Avenue house**

Present:

KB= Kevin Bryant
BG=Bernice Davis
SW=Stephanie White
DB=David Blitz
HB=Heather Bates

1. Kevin Welcomes & introduces.

2. Core Strategy Group

Most of work at present is focusing on January's audit.
How Supporting People meeting is strategic needs.
Bernice – feed back re: the inspectorate Group and how this is likely to work.

Kevin directs minutes from last meeting – requests any feed back if applicable.

KB: Minutes of meetings should be going on Website as soon as possible to ensure all can access. Practioners Group working on CSG minutes etc. will be put on site too.

Minutes – Page 2. Request removal of abbreviations.

3. Modernising access to Supporting People service.

Set up 3 access points, went live on 27/11/06

KB: Focus has been on how to provide access and information. Have created a Self Referral access form. Two page forms was looked at by Practioners Group last month, will be piloted over next 6 months, beginning January 2007.

Access points will use this information to pass on referral to most appropriate service. During pilot scheme will look at ways to making access points aware of vacancies.

BD: Working on time scales for responding to referrals, looking at 14 Days. So response should be made within 14 days of referral being received.

KB: Creating standard letters which providers will be able to use if they so wish. Stephanie White – asks what the access points are.

KB:

1. Hornsey Housing Trust
2. Barnet Homes
3. Barnet Housing Support Service

These are the three access points which referrals are to be made too, and to be passed onto providers.

BD: Looking at ways of managing vacancies. Looking at working with Supporting People Team around setting up a central information point. Initially may have to e-mail vacancies.

KB: Providers can then use the form to refer back to the access points when Stephanie White needs to move on.

KB: Audit commission – problem areas.

1. Stephanie White involvement.
2. Relationships with providers.
3. Limitations as a result of size.

SW: Suggests that we should receive a breakdown of each piece of work, summary of it and reasoning for.

KB: Practitioners Group will be looking at this for the January meeting and action plan. Hoping to have this by Forum in February.

4. **Barnet Supporting People Website – Provider Area**

Launched 27th November 2006

DB talked providers through the new Website and what can be accessed. If changes or amendments needed contact Supporting People team.

HB – Raised idea of having discussion page / forum on website – asks for provider feedback.

More leaflets etc. can be sent out if providers contact Supporting People team.

5. **QAF – Core Objective / Child Protection.**

Added from 1st April 2007, but won't be asking for information until Quarter 3. Reasoning behind this is new legislation following Victoria Climbié case. Although incident in a Supporting People Service in another borough.

Haringey developed the QAF – it has gone to CSG and CB and they have agreed. Supporting People– Specialist initial training – providers can access training and Barnet multi - agency procedures to be made available.

There will be QAF surgeries.

Helen Elliot Safeguarding Children Development Officer, will speak at February forum.

Policies, reporting protocols will be put on site.

Mirrors C1.4

6. **Value for money**

Draft methodology drawn up, looked at by CSG and CB previous focused meeting on cost.

Have now included: SW - Satisfaction
Outcomes
Service quality
Service delivery

Will enable providers to better understand how Supporting People team view service.
Will also enable them how to differentiate between services.

Model should be fair, transparent, and useful and guide future Improvement.

7. **Service Performance**

Heather feedback.