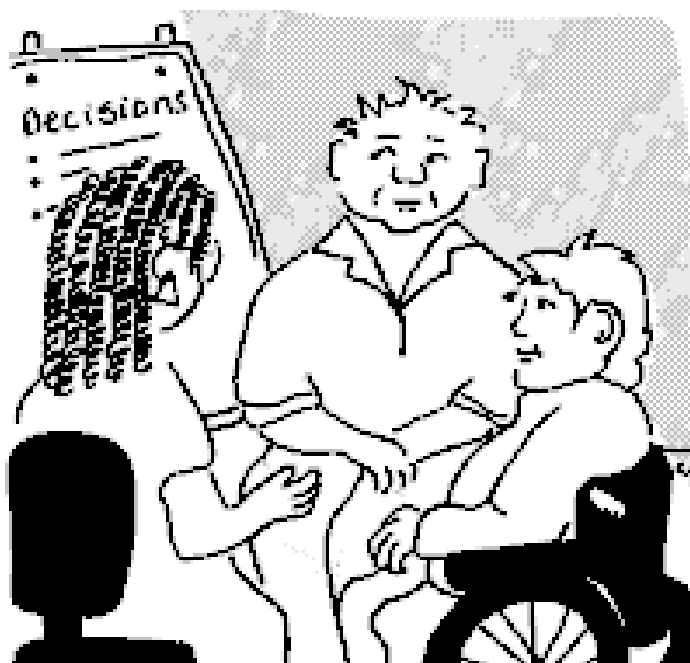


Supporting People



Peer Reviewer Guide 2010

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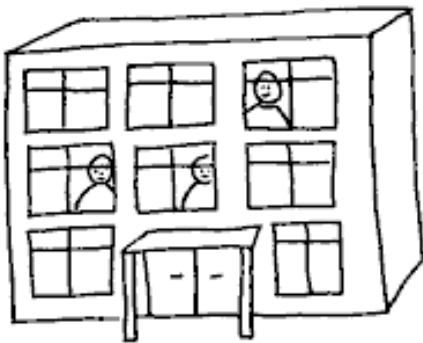
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1. Introduction

What is Supporting People?



On 1 April 2003 the *Supporting People* programme was launched. The programme is committed to providing a better quality of life for vulnerable people to live more independently and maintain their tenancies.

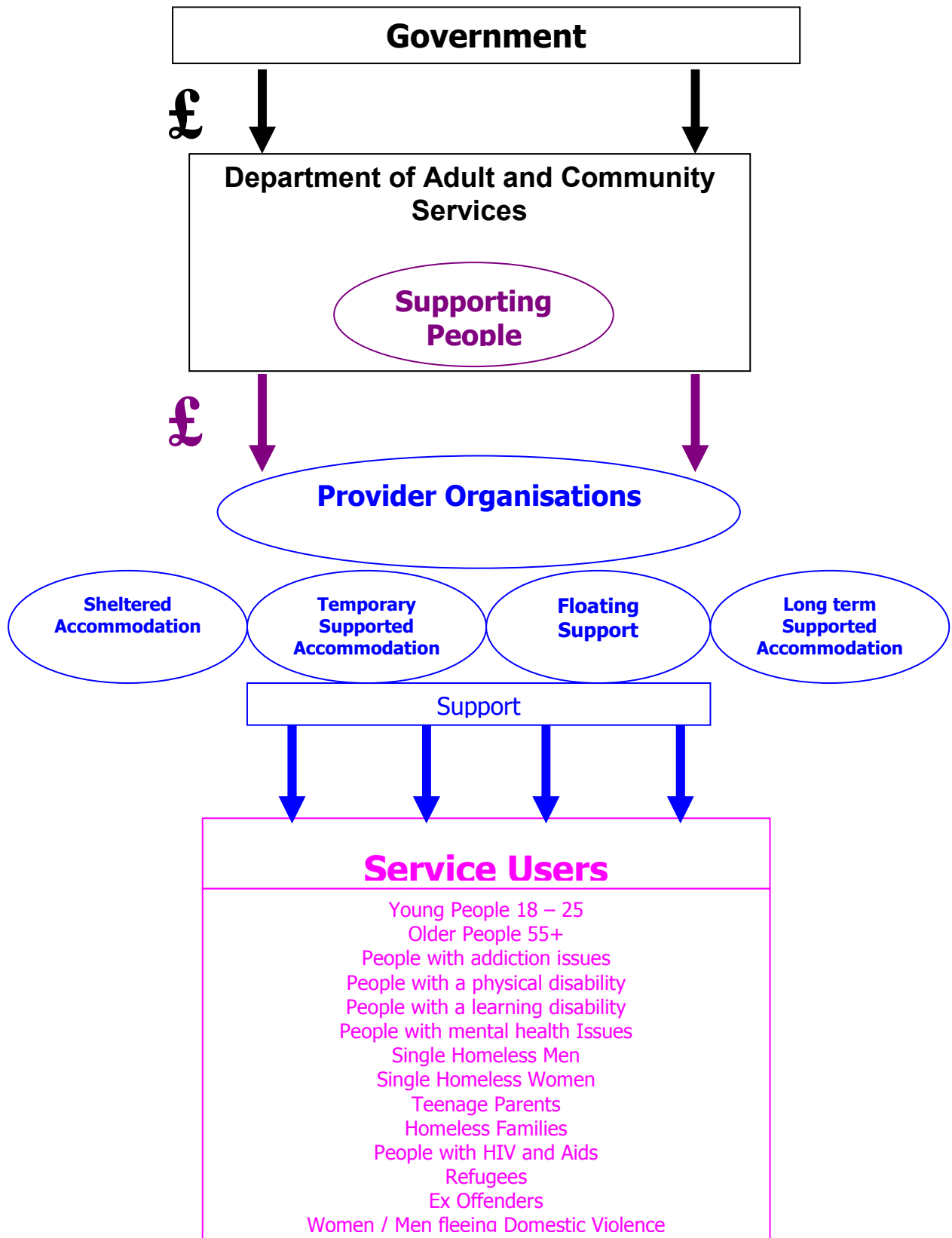


The programme provides housing related support to prevent problems that can often lead to hospitalisation, institutional care or homelessness and can help the smooth transition to independent living for those leaving an institutionalised environment.

Supporting People in Bradford gets £19.2 million Government funding a year which pays 58 providers to deliver over 304 services across Bradford. The services provide housing related support to help vulnerable people live more independently. In Bradford approximately 11500 people each year are supported through the Supporting People programme.



Supporting People Flow Chart



2. What is peer reviewing?



Supporting People, as part of their Contract Management process, need to know how well the services they fund are performing. They do this through a variety of methods, one of which is peer reviewing.

Peer reviewing involves current or former service users gathering evidence about a Supporting People-funded service which is not their own, including asking the opinions of existing service users about their experience of receiving that service. They then make recommendations to Supporting People.

Why do Bradford Supporting People team want peer reviewers to be involved?

The aim of achieving better services for service users can only be achieved if service users are well informed and able to contribute in meaningful ways.

One way for service users to contribute to improving the services that people receive is for peers to talk to each other about what they think about the quality of the service they receive.

As a peer you will have experienced living in supported housing or receiving floating support and therefore you will have knowledge of what you would expect if you were using the service that you are going out to visit.

This will make it easier for you to identify both good parts of a service and also areas where the service could be improved. You will also be able to talk to the service users within that service more easily than someone who has never experienced living in supported accommodation as you have been there yourselves.



Aim

For service users and carers to be involved in checking the quality of services funded by Supporting People by interviewing service users

This will help the Supporting People team:

- To have a better understanding of how services are provided
- To develop a deeper insight into living conditions experienced by people in Supporting People funded services.
- To ensure service users are receiving appropriate, good quality support.

3. What is my role as a peer reviewer?



Every year Supporting People look at all the services they fund to check the quality of those services. When Supporting People review a service they go and visit that service to talk to staff and service users to find out how the service is run. This visit is called a validation visit. It will be during these validation visits that peer reviewers will come along with Supporting People staff. You and another peer reviewer will meet with service users of that service to chat to them about what they think of the service.

Your role is to find out from the people that use the service what they think about the service. For example:



- Do they like the service and why do they like it?
- What would they change if they could make it better?
- Does the provider do what they say they will do?

You will be fully supported and trained so that you feel confident in asking these questions, and at the back of the book is a guide to the kind of questions you might want to ask when you are out.

Once you have talked to the people who use the service and you have got an idea of whether they think the service is good, you may have some ideas from the discussions around ways in which the provider could make some improvements to the service. You will then discuss these ideas with a member of the Supporting People staff who are on the visit with you to decide what recommendations you would like to make.

What will happen to my Recommendations?

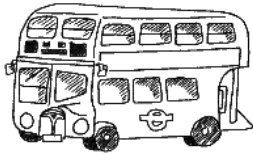
These recommendations and comments will then be added to the report that will go to the provider when they are finally assessed on the quality of their service. The report will ask the provider to complete the recommendations that have been suggested by the peer reviewers or feedback as to why the recommendation could not be met. Therefore the recommendations that you make will improve the services that you visit and as a result improve the lives of the people that use those services both now and in the future.

4. Practical Arrangements



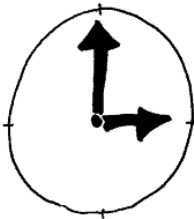
How will you find out about the visits?

The Supporting People Officer will let you know when we would like you to attend a visit with us.



How will you get there and back?

The Supporting People officer will arrange this with you when we talk to you about the visit.



How long will you stay there?

The Supporting People Officer will discuss this with you when we arrange the visit but it should normally last no longer than 2 hours.



Who pays the expenses?

Bradford Metropolitan District Council Supporting People Team will pay for travel and meal expenses and will also provide a £10 voucher for each half day you carry out a peer review as per our Reward and Recognition Policy.

When will expenses be paid?

They will be paid by arrangement with each individual and each individual will be expected to sign a form when they receive their expenses.

5. Peer Review Guidelines

What is the process of carrying out a peer review?

1. Staff will contact you to invite you to come along to peer review a service and make arrangements for the visits
2. Normally two peers will attend on each visit.
3. You will have a meeting with a member of the Supporting People team before you go along to the service to go over the order of the day and make arrangements for which peer reviewer will be doing what.
4. Supporting People will find out the names of the staff members who you will be visiting at the project.
5. Once you have planned and are ready to carry out your review you will go to the service. You will be introduced to the staff of the service and given a tour of the service – this is where you can make any visual observations.
6. After the tour of the scheme you will be introduced to a group of service users.
7. Staff from the provider service will explain who you are and why you are there to the service users you are going to speak to and explain about issues of confidentiality and a code of conduct for the session.
8. If both peer reviewers have been CRB checked and it is appropriate to do so, the staff members can leave the meeting if the peer reviewers feel confident enough to lead a discussion themselves.
9. The Service User Involvement Officer or another member of staff who is not carrying out the review will attend the session to support you when necessary.
10. You will then ask the service users questions about their service to find out their views. One of you will take notes and one will ask the questions. This will be agreed at the meeting at the start of the day.
11. After you have met with service users and finished your observations you will again meet with a member of the Supporting People team to discuss your findings, to talk about any safeguarding issues that may have been raised and to make any recommendations you think would improve the service.
12. These findings will then be typed up by you or a staff member if assistance is required so it can be added to the final report for that service.

13. You will then be sent a copy of the final report so you can see what happened.

How will you gather evidence?



Visual – taking a tour of the service

Looking around the scheme / project e.g. Is the environment welcoming, inviting, user friendly, accessible, clean, tidy, suitable for its purpose – look at notice board and other signs around the building.

Observation – watching and listening

Watching and listening to how workers and service users interact e.g. relationships between workers and service users –how do staff speak to / about service users? Are workers respectful, friendly, approachable etc.



Listening to Service Users

Speaking and asking questions to service users directly and noting their reply.

During the group discussion with service users you will be introduced by a member of staff. It will then be your opportunity to introduce yourself and explain why you are there.

An example of this could be:

Hi my name is Jo. I am a peer reviewer for the Supporting People team. I live in supported housing like this service here so I know what it is like to get this kind of support and what you should be getting. I'm here to ask you some questions to find out about how good you think this support service is and to find out if any improvements can be made to make it better. I will then take the information you give to make recommendations to Supporting People so the service you get is what you want.

Anything you tell us will be confidential and anonymous so we won't use any of your names. The only time we would tell a member of staff any personal information is if we thought you were at risk.

This isn't a test and we're not trying to find any faults, this is just your opportunity to tell it like it is.

One of us will be taking notes while one of us asks questions so we don't miss anything you tell us.

You can then begin to ask them questions (see appendix 2 for template questions).

Remember:

When you are talking to service users you can ask questions in different ways



Closed questions

These are questions likely to get a yes / no answer.

E.g. Do you like living here? Do you have a key worker? Do service users have a support plan?

Open questions

These are questions, which usually get draw out a longer answer.

E.g. what do you think your support worker does well?
How do you think your service could be improved?



Supplementary questions

These are additional questions, which can be used to gain further information.

6. What is a good support service?

Below sets out what we expect a good service to look like/ do ...

Organisation

- Policies and rules are clear e.g. on evictions
- Services adopt the speak out charter
- Emphasis on people not paperwork

Service User Involvement

- Good service user involvement e.g. resident meetings, service users interviewing potential staff
- Listen to every person's views
- Listen to and act on tenants views of the service
- Have a suggestions / complaints box
- Get a say on food
- Able to develop your own house rules
- Involved in decision making

Support

- Empathetic and understanding staff
- Choice of support worker
- Personalised support for individuals needs – linked in to other services. Make sure support is individual.
- Flexible support
- Accessible for different needs
- Move on support – Have a follow up review afterwards.
- Support access to training, education, life-skills
- Support access to social and leisure activities
- Support to access health services
- Staff with appropriate knowledge and experience
- Support provided is consistent and there is a continuity of support
- Have knowledge and information about other services/organisations

Communication

- Clear and appropriate and given the right information when you move in
- Information – news letters about the service and other services
- Good communication between staff and service users
- Service users receive regular feedback

Environment

- Safe environment
- Accessible
- Good health and safety regulations
- Clean and well kept communal areas
- Appropriate location

Very Short Term / Emergency Services

- Access out of hours/ 24 hours
- Less paperwork (minimum amount)
- Access to free phone
- Staff understand issues
- Move on support – swift

Short Term Accommodation Based Services (Up To 2 Years)

- More move on support
- Rehabilitation / resettlement
- Clear appropriate information about moving on

Continuing support after move on

1. Follow ups / reviews once you have moved on
2. Personalised support meeting individual needs
3. Support in training, education, life skills – cooking, budgeting
4. Access to leisure and social activities

5. Support with any other issues eg. Drug and alcohol, anger management, self harm
6. Family liaison

Floating Support

- Well trained staff
- Reliability
- Have a contact number
- Staff are flexible – times they can visit
- Support is flexible to meet the needs of the individual e.g. can have more or More or less support as needed
- Know what to do out of hours
- Understanding, caring and empathetic staff
- Well informed about area, issues, other services and organisations
- Good at signposting to other services / organisations
- Honest about what they can and can't do. Length of support etc

Long Term Permanent

- Encouragement and support to access education, training, social and leisure activities
- Support to live independently as possible
- Feel safe and secure
- 24 hour cover
- Access to pull cords and pendants – swift/friendly response
- Have a say in how project is run

7. Code of conduct

As Peer Reviewers we need to:

- Find out as much as we can about the quality of a service through observation and asking people questions.
- Be observant. Check out the environment and what happens from arriving at a service to leaving it.
- Give an introduction – who we are and why we are here. Explain that we are peer reviewers from similar services in similar situations.
- Be friendly and help people feel at ease – smile, chat, relaxed body language, check in that people are ok with what we are doing.
- Ask people relevant and appropriate questions and support and encourage people to answer them.
- Listen attentively and actively.
- Try and keep people to the point / topic.
- Be non judgemental and respect people's differences
- Keep an open mind
- Respect people's confidentiality – workers and staff

Remember

- We are not there to test people or interrogate them (even staff!!).
- We are not there to talk all about our own services / experiences.
- A peer review should provide an opportunity to meet with staff and service users separately and tour the building.
- Remember we don't ask to view people's flats / rooms but it is worth going and having a look if we are offered.

The Supporting People Team is responsible for:

- Preparing paperwork for the visits
- Preparing Peer Reviewers for the visits by agreeing times, dates and questions before the visit
- Preparing Peer Reviewers for the visits by making sure they understand what they are asking in the questions
- Supporting the Peer Reviewers and encouraging them to give each other feedback.
- Providing opportunities to develop knowledge, skills and experience

The team agrees that Supporting People have the responsibility for the Reviews.

What happens if someone tells you something really bad?

- Tell the service user you have to pass on that information to the Supporting People Officer who is with you
- The Supporting People Officer will talk to the service user and deal with the issue

Ownership of information

- Supporting People owns all the information gathered during the day.
- Any notes you make will go into the review visit file.
- You should not keep any separate or personal notes

Golden Rules

- Explain who you are right at the start – you may need to repeat this if someone comes in late
- Don't worry too much about asking all the questions, it's more important to listen to the answers
- If an answer to a question makes you want to ask other questions, then you should ask them
- Always listen to one service user at a time and let him/her finish speaking
- Don't talk about yourself except to help the service user feel at ease
- Always be clear who you're asking the question to
- Make sure you look at people when they are answering your question
- There's no right or wrong answer – remember you are asking about someone's opinion/experience of a service

As a peer reviewer/review officer I agree to do my best to use the qualities and skills listed above to the best of my ability

I have read and understood this document and I agree with the aims, guidelines and practical arrangements

Signed (Peer Reviewer)

Signed (Supporting People Officer):

Date:



Supporting People

8. Example Forms

Peer Review Assessment Forms

Name of Peer Reviewer:

Date:

Name of service being reviewed:

Address of Service:

SP staff in attendance:

Which staff members did you meet?

1. Name:

Position:

2. Name:

Position:

3. Name:

Position:

How many service users did you meet?

Observation sheet for accommodation based services

Name of peer reviewer:
 Service:
 Locations observed:
 Date of visit:

| | |
|----------------------------------|--|
| <p>Living Environment</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Good location <input type="checkbox"/> Well maintained gardens and exterior <input type="checkbox"/> Good standard of accommodation? Is it clean and tidy? Well maintained? <input type="checkbox"/> Are there any communal areas? Lounge – is it inviting? Is the furniture comfy? Kitchen –is it functional? Laundry/ Shower rooms – are they accessible? <input type="checkbox"/> Is it warm? Well lit? <input type="checkbox"/> Is the project accessible – wheel chair access? Lifts? <input type="checkbox"/> Are there any facilities? Piano? Computers? Gym? |
| <p>Health and Safety</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Were rules and guidelines clearly displayed? <input type="checkbox"/> CCTV cameras? Smoke alarms? Fire exits clearly displayed? Safety chains? Security lighting? Locks on windows? <input type="checkbox"/> In sheltered accommodation are sockets easily accessible? |
| <p>Communication</p> | <p>Written Communication</p> <ul style="list-style-type: none"> <input type="checkbox"/> Check notice boards – are they up to date. How is information displayed? <input type="checkbox"/> Newsletters? <input type="checkbox"/> Welcome packs? <input type="checkbox"/> Handbook? <input type="checkbox"/> What formats are they available in? What languages are they available in? <p>Verbal Communication</p> <p>Does the communication between workers and service users seem friendly and positive?</p> |
| <p>Support</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Were workers friendly and welcoming? <input type="checkbox"/> Staff interactions with service users? Did they seem positive |

| | |
|---------------------------------|--|
| | <ul style="list-style-type: none"> <input type="checkbox"/> Check notice boards – is there any information about social activities or training or other services? <input type="checkbox"/> Is it clearly displayed when workers / scheme managers are on duty and what to do if support is needed out of hours? <input type="checkbox"/> Where are the staff? Busy with service users or drinking coffee in the office? |
| Service User Involvement | <p>Check the notice boards – are there any ways for service users to make suggestions, complaints, get involved in making decisions – residents meetings? Resident reps?</p> |

Do you have any comments about your observations of the service?

Can you suggest any improvements from your observations?

Name of peer reviewer:
 Service:
 Locations observed:
 Date of visit:

Sample Questions to ask at sheltered accommodation

Please use the questions below to help you with your discussions. If you are taking notes, please add in any additional questions that are asked in the spaces provided.

| Subject | Questions | Answers |
|---------|--|---------|
| Support | <p><input type="checkbox"/> Do you have a support plan?</p> <p><input type="checkbox"/> Is the support you get written down in a support plan?</p> <p><input type="checkbox"/> If so, do you get a copy of it? Are you allowed a copy of it if you want?</p> <p><input type="checkbox"/> Do you feel that your views are listened to when you are getting support?</p> <p><input type="checkbox"/> Do you feel you have enough involvement in your support plan?</p> | |

| | | |
|--|--|--|
| | <ul style="list-style-type: none"> <input type="checkbox"/> Do you have a scheme manager? How often are they on site? <input type="checkbox"/> What do they do? <input type="checkbox"/> Are they easy to contact and approachable? At all hours? How do you contact them? <input type="checkbox"/> What do you do if you need support out of hours? <input type="checkbox"/> Who would help you if you needed help filling out a form e.g. benefits? Finding a doctor? Do you feel listened to? Can you say what you think or feel? <input type="checkbox"/> Do staff treat you fairly with respect and trust and dignity? Do they respect your confidentiality? <input type="checkbox"/> Are there any social / leisure activities you can get involved in? Who organises them? How do you find out about them? | |
|--|--|--|

| | | |
|----------------------|---|--|
| <p>Communication</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Do you know how to make a complaint about your housing support service? <input type="checkbox"/> If you're not happy with something what do you do? If you didn't get a response what would you do next? <input type="checkbox"/> Are you encouraged to make complaints? If so, how? <input type="checkbox"/> How comfortable would you feel about making a complaint? <input type="checkbox"/> Do you think your complaint would be dealt with in a positive manner? <input type="checkbox"/> Do you think that the information you get given from your support service is easy to understand? If it's not easy to understand, what would make it | |
|----------------------|---|--|

| | | |
|---------------------------------|--|--|
| | <p>easier?</p> <ul style="list-style-type: none"> <input type="checkbox"/> How do you find out what's happening on the scheme? <input type="checkbox"/> Do you have a welcome pack / handbook? Is it easy to understand? Available in different formats/ languages? <input type="checkbox"/> What do you do if you're not happy with something / want to make a complaint? If you get no response? | |
| <p>Service User Involvement</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Has your support service made any changes after suggestions from people? <input type="checkbox"/> How do you get told about these changes or if changes can't be made? <input type="checkbox"/> Have any activities you have done with your support helped you become more confident or given you new skills? | |

| | | |
|--------------------------|--|--|
| | <ul style="list-style-type: none"> <input type="checkbox"/> If so, what activities and how has it made you feel? <input type="checkbox"/> Do you get involved in how your support service or project is run? <input type="checkbox"/> How? <input type="checkbox"/> Do you get asked what you think of the service? How? <input type="checkbox"/> Does the service ask for suggestions or ideas for improvements? Do they feedback? Do they act on it? <input type="checkbox"/> Do staff take residents suggestions seriously and act on them? | |
| <p>Health and Safety</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Do you feel safe living here? <input type="checkbox"/> Have you been supplied with any safety aids / adaptations you need? | |

| | | |
|--------------------|--|--|
| Living Environment | <input type="checkbox"/> How long have you lived here? <input type="checkbox"/> Do you like living here? What do you like about it? <input type="checkbox"/> Is there anything you feel could be improved? <input type="checkbox"/> Would you recommend living here to a friend? Why? | |
|--------------------|--|--|

Do you have any comments about your discussion with service users?

Are there any safeguarding issues you need to raise?

Can you suggest any improvements from your discussions?

How do you rate the quality of this service?

Supporting People

Peer Review Summary Sheet

Name of Peer reviewers:

- 1.
- 2.

Date:

Service:

Service Address:

| |
|---|
| Summary of Key Points from Peer review visits |
| |
| Key Recommendations |
| |

Signed:

Peer Reviewer 1: _____ **Date:** _____

Peer reviewer 2: _____ **Date:** _____

SP Staff Member: _____ **Date:** _____