

Supporting People Governance: Achieving Excellence

Domini Gunn

SP Inspection & Assessment

Co-ordinator

Process

- Supporting People: Housing inspectorate with HMIP & CSCI
- Provider inspections: Housing inspectorate
- 2 judgements
 - How good is the service? Star rating 0 - 3
 - Prospects for improvement? Poor/ uncertain/ promising/ excellent
- Local context
- Published reports

Inspection assessment key lines of enquiry:

- **Governance & partnerships**
- **Grant compliance, strategy & needs**
- **Delivery arrangements**
- **Commissioning & performance**
- ***Value for Money***
- **Service user involvement**
- ***Access to services and information***
- ***Diversity***
- **Outcomes for service users**

11 October 2005

Press Conference



Bradford

Supporting

people

Refreshing the national vision
**Actions to address key lines
of enquiry**

Governance arrangements

Corporate commitment

- Evidence of effective engagement including demonstrable understanding of diverse range and needs of vulnerable groups/ individuals.
- Links established for programme with LSP & other local & regional partnerships.
- Local Area Agreements as the delivery vehicle for housing related support [\[1\]](#).

[\[1\]](#) Approach to Local Area Agreements covered at 3.3

Excellence in corporate commitment

- There is a clear understanding of the council's role as the ALA and the opportunities and responsibilities the programme presents.
- This can be evidenced through shared/ agreed targets & monitored outcomes across services for vulnerable people including those for the relevant LAA streams.
- Elected members are well informed and can demonstrate their involvement and understanding.

Commissioning Body

- Commissioning Body (CB) or equivalent
- Provides strategic steer & overview.
- Key partners engaged at a senior level including demonstrable understanding of diverse needs of vulnerable groups/ individuals (incl young people)
- Work is progressing on shared outcomes for the programme that link into partner priorities

Excellent CB

- All of the key partners – health, probation, the ALA consistently attend with senior representation.
- Terms of reference, risk management, voting arrangements and conflict of interest resolution protocols are in place and **operating effectively**.
- **Evidence** of decision making in relation to strategy, wider strategic links, procurement, joint commissioning, VFM and performance management (including PSAs & PIs).
- **Evidence** of performance monitoring that is leading to delivery improvements and
- **Tangible outcomes for service users including issues around safeguarding.**

Core Strategy Group

- Where not in place need to demonstrate alternative arrangements for partnership approach and delivery.
- The role of the CSG in the delivery of the programme is agreed and understood.
- Appropriate range of stakeholders represented with consistent attendance

Excellent CSG

- CSG is formed from relevant partner organisations, has a clear role as the body that develops operational guidance and carries out work commissioned by the CB.
- **Full & sustained participation** from wider housing, social care, health and criminal justice partnerships.
- Providers and service users effectively engaged.
- Joint commissioning of services & improved VFM.
- Reports to & is accountable to the CB.
- **Evidence of outcomes for service users.**

Accountable Officer

- The AO is a senior officer with responsibilities as outlined in ODPM guidance
- High profile, championing role within the authority and in the wider partnerships.
- Conflicts of interest resolved.

Excellent Accountable Officer

- Clarity of role as the programme champion with responsibility for overseeing the programme and monitoring performance.
- Ensures and promotes links into other relevant strategies and initiatives incl those of district councils.
- Identifies opportunities to effectively promote and extend the impact of the programme including additional funding opportunities.
- Reports progress/problems to CB and commissions work from CSG.

Health, Housing, Social Care and Probation/ Criminal Justice wider partnership

- Probation/ criminal justice (incl DAT/ YOT) Housing (including ASB) social care and health operational staff are engaged in the programme and understand its relevance to their service delivery areas.
- Young people and adult protection is given a high priority incl access to effective complaints processes
- MAPPA arrangements work effectively.
- Supporting People is being effectively used to support avoidable admissions to hospital, timely discharge, independent living and contribute to reductions in re-offending.

Excellent Partnership working

- Service planners, strategists and those responsible for delivery understand and are actively involved in the strategic direction and delivery of the programme.
- Multi Agency Public Protection Agreement (MAPPA) is in place and effective for high risk offenders.
- The adult & child protection committees are representative with sound operational shared procedures for safeguarding vulnerable people
- Protocols in place for hospital discharge and preventative initiatives are operating effectively.

Service Providers

- Regular briefings provided.
- Provider forum established and operating effectively.
- Small providers receive support.
- Level playing field established between internal & external providers.
- Expertise accessed by ALA incl issues around needs.
- Providers are able to identify programme delivery improvements as a result of consultation processes.

Excellent Provider partnership

- Recognition of partnership role with providers.
- Forum is provider led with support and input from the ALA and wider partnership as needed.
- Channels of communication in place to CB, CSG and other partners.
- Improvements in programme and service delivery can be evidenced.
- Monitoring arrangements in place to ensure that all providers are able to access support and information.

Voluntary & Community Sector (VCS)

- Understanding & recognition of contribution (£1b) and engagement including carer and advocacy groups.
- Clarity around guidance for working with the VCS
- Support & guidance in emerging contracting and procurement approaches
- Expertise recognised & valued

Excellence in working with CVS

- Role valued, understood and nurtured in spirit of partnership.
- Evidence of engagement and outcomes that benefit service users and enhance market diversity.
- Clear approach to procurement & contracting for the sector.
- Skills & expertise of the sector accessed & valued

