

SUMMARY OF SUPPORTING PEOPLE REVIEW AND CONTRACT MONITORING

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Review Officer

Last Review Date

Current Review Date

Provider Name

Review visit dates

Provider Address

Postcode

Contact Person

Review methods used (select from list)

Telephone Number

Email address

Contract Type (select from list)

Services Grouped for Review	Contracted Units	Contract Start Date
Gannicox - L1	2	05/04/2003
Gannicox - L2	2	05/04/2003
Gannicox - L3	1	05/04/2003
Gannicox - L4	1	05/04/2003
Gannicox - BM	1	08/02/2006
Gannicox - RH	1	05/04/2003
Gannicox - RH	1	05/04/2003

Description of Service

If 'other' please specify

Date QAF sent 14/11/07

Date draft report sent to provider 13/06/08

Date QAF returned 05/02/08

Date of feedback from provider

STRATEGIC RELEVANCE (Please see Strategic Relevance Sheet for more details)

SUPPORTING PEOPLE FIVE-YEAR STRATEGY	Yes	MENTAL HEALTH STRATEGY	0
CRIME REDUCTION STRATEGY	0	DOMESTIC VIOLENCE	0
HOMELESSNESS	0	VALUING PEOPLE STRATEGY	Yes
DRUG AND ALCOHOL STRATEGY	0	TEENAGE PARENTS	0
STRATEGY FOR OLDER PEOPLE	0		

QUALITY DECISION

(Please see Instructions sheet for full explanation of each Level - details of the review can be found on the QAF Sheets)

	Level Achieved		Level Achieved
1 Needs & Risk Assessment	B	4 Protection from Abuse	B
2 Support Planning	B	5 Fair Access, Diversity & Inclusion	C
3 Security, Health & Safety	B	6 Complaints	B

PERFORMANCE MONITORING (Please see Instructions sheet for full explanation of each indicator)

Key Performance Indicators as calculated from provider returns (See Performance Sheet for more details)

Quarter 2 07-08		Quarter 1 07-08	
Availability	Standard Achieved	Availability	Standard Achieved
Utilization	Standard Achieved	Utilization	Standard Achieved
Staffing	Standard Achieved	Staffing	Standard Achieved
Quarter 4 06-07		Quarter 3 06-07	
Availability	Standard Achieved	Availability	Standard Achieved
Utilization	Standard Achieved	Utilization	Standard Achieved
Staffing	Standard Achieved	Staffing	Standard Achieved

Key Performance Indicators as validated (See KPI Sheet for more details)

Availability	Standard Achieved
Utilisation	Standard Achieved
Staffing	Action Required
Throughput	Action Required

ELIGIBILITY CRITERIA (Please see Eligibility Criteria for definitions and further review details)

Ancillary Percentage	Action Required
Allocations	Standard Achieved
Accessibility	Standard Achieved

FINANCIAL VALIDATION

Accounting	Standard Achieved
SP Eligible Costs	Action Required

Staffing

Salary arrangements	Action Required
Staff Costs	Action Required

REQUIREMENTS

Number of Actions outstanding from last Review	0
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Number of Requirements from current Review	10
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AWARD

This Review has gained a Bronze **Award**

COMMISSIONING MANAGER'S RECOMMENDATION (select from list)

PARTNERSHIP BOARD DECISION (select from list)

Date



Requirements

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This sheet brings together all the required actions that have been mentioned in other parts of this report.

If further assistance or advice is required on any of the aspects of the requirements please contact the Supporting People Review Team who will try to assist you.

Actions outstanding from last Review

Last review Date

1-Jan-06

Any Actions outstanding?

Total Number

If Yes, please list

Section	Timescale	Comments

Actions from current Review

Total Number

11

Section	No	Recommendation	Timescale
Key Performance Indicators	1	On the 2008/09 KPI workbook ensure the capacity of the service is showing as 8 on the contract page.	6 months
Key Performance Indicators	2	Remove the part time support workers from the KPI workbook and reduce the 4 co-workers hours to 176 per week.	By next KPI Return
Health and Safety	3	It is recommended that risk assessments are carried out in relation to children living with adults with learning disabilities to include issues such as behaviours, supervision etc	1 month
Health and Safety	4	It is recommended that health and safety and emergency procedures are put into a format such as Widget that is appropriate for the client group.	3 months
Protection from Abuse	5	It is recommended that information on how to report is put into widget format in order for a service user to better understand how they may report abuse confidentially.	3 months
Protection from Abuse	6	It is recommended that all staff attend the adult protection from abuse training provided free by GCC.	3 months

Complaints	7	It is recommended that the complaints procedure includes contact details for the Supporting People Team (GCC) in order to provide an alternative avenue for complaint.	1 month
Complaints	8	It is recommended that the complaints procedure is put into widget format and is available in and around the property.	3 months
Fair Access	9	It is recommended that an equalities impact assessment is carried out on the Resident Admissions Criteria in order to identify areas for improvement and to re-draft the policy according to the results of the assessment.	3 months
Fair Access	10	It is recommended that an equalities impact assessment is completed (or repeated) on the recruitment process in order to highlight this area of the policy which could be considered discriminatory.	3 months
Fair Access	11	It is recommended that staff are recruited in the appropriate way.	3 months
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STRATEGIC RELEVANCE

SUPPORTING PEOPLE FIVE-YEAR STRATEGY

Comply with the Supporting People Five-Year Strategy targets

CRIME REDUCTION STRATEGY

Reduce the number of people re-offending due to drug misuse

Reduce re-offending and protect the public from serious harm

Establish effective offender management to reduce offending

To assess the housing needs of people with drug and alcohol problems

To address homelessness and offending behaviour of people with drug and alcohol problems appropriately

HOMELESSNESS

Address homelessness prevention and to secure both accommodation and support for homeless people

Sustain tenancies and achieve successful independent living

Reduce the number of families living in bed and breakfast accommodation

DRUG AND ALCOHOL STRATEGY

Reduce the harm that drugs cause to society including communities, individuals and their families

Secure reductions in the proportions of young people using illegal drugs in the previous year and last month

Reduce anti-social behaviour around drug use

To increase the number of persons seeking support each year who are suffering the effects of alcohol misuse

STRATEGY FOR OLDER PEOPLE

Reduce preventable hospital admissions through preventative services

Actively promote health and well being including positive mental health

Tackle health inequalities across service boundaries involving older people and their carers

Older people to remain in their own home for as long as possible

Ensure appropriate accommodation to enable older people to live independently and prevent hospital admissions

Reduce delayed discharge from hospital

Support older people by providing a co-ordinated service approach to assessing needs

Tackle age discrimination and ensure older people are treated with respect and dignity

MENTAL HEALTH STRATEGY

- Identify that stable and appropriate housing are critical for people to work and take part in community life
- Recognise the need to provide a range of safe and supported housing for women service users, with or without children
- Provide community based service to reduce the number of hospital admissions
- Tackle health inequalities and promote social inclusion
- Enhance community support that will enable people to be supported in their own home
- Promote early discharge from hospital
- Promote social inclusion

DOMESTIC VIOLENCE

- Tackle domestic violence through prevention, protection and justice and support
- Ensure that all those approaching providers experiencing domestic violence are offered prompt, sensitive and confidential advice
- Develop housing services to effectively handle cases of domestic violence

VALUING PEOPLE STRATEGY

- Four key principles: legal and civil rights, independence, choice and inclusion
- Increase the number of people with learning disabilities helped to live at home
- Reduce admissions to residential care
- Increase the number of direct payments made
- Create better quality and choice of housing to all
- Improve the quality, range and flexibility of support services to vulnerable people
- Provide appropriate accommodation suitable for the households needs
- Ensure appropriate support is provided as necessary for individual circumstances

Yes
Yes
Yes
Yes
Yes

TEENAGE PARENTS

- Reduce social isolation by supporting their participation into education, training and education

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