

North Wales Regional Provider Forum



1:00pm – 3:30pm, 30th April, 2015

Conwy Business Centre, Llandudno Junction

Provider Representatives Present:

Rob Loudon (Clwyd Alyn HA)	RCC Provider Rep – Long term services
Lynne Evans (North Wales HA)	RCC Provider Rep – Short term services
Mary Harrison (Anheddau)	RCC Provider Rep – Long term services

Provider Representatives Apologies:

Elwen Roberts (De Gwynedd Domestic Abuse)	RCC Provider Rep – Short term services
Sian Elen Thomas (GISDA)	RCC Provider Rep – Deputy

RCC Representatives Present:

Cara Lynam	NW Regional Development Coordinator
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Providers Present:

Name	Organisation
Alison Hamlington	Welsh Women's Aid
Anna Baker	ARCH
Ceri Twist	Cartrefi Conwy
David Lackner-Smith	Sanctuary Trust
Debbie Davies	Clwyd Alyn HA
Eirwen Khan	Nacro
Emma Wood	Hafan Cymru
Linda Rogers	ARCH
Oliver Townsend	Cymorth Cymru
Phil Williams	Y Gelli
Robert Taylor	Local Solutions
Sandra Meredith	BPCNW
Selina Davies	Cartrefi Ni
Tricia Jones (Chair)	Hafan Cymru
Wendy Hughes	Digartref Ynys Môn

Providers Apologies:

Name	Organisation
Chloe Marshall	Nacro
Jane Thomas	Mencap
Jayne Cardo	NDDAS
Kath Dobie	Shelter Cymru
Lynne Thackery	NDDAS
Shan Thomas	The Wallich

Agenda Item	Action
Update on Cymorth Cymru	
Rob offered an update from a meeting he attended yesterday. Both chairs attended from Housing and Cymorth. He reported that RCC representatives struggle to get heard. Rob relayed that	

across all counties including North Wales that no one seems to know who is responsible for making decisions (RCC or Local Authority). There is still a degree of ambiguity over the RCC's role. The Memorandum of understanding still may be a long way off. The RCC can at best scrutinise the Local Authority's decision making. It could be a long way off before RCC can impact in North Wales e.g. the budget spends.

Rob fed back some information on the underspend. Alison was under the impression that RCC could have a say on underspend, working with Local Authorities and providers. Lynne, LA try not to have an underspend. Forum discussed

In summary, there is no county where the RCC is working perfectly. There will be further thinking on a national RCC meeting with Local Authorities to discuss how the RCC is working and how they can influence on local decisions.

Rob fed back some information on the Financial Conduct Authority in regards to Consumer Credit Authorisation. Practices that fall under the authority FCA now deals with CCA. Providers will need to register if they do certain things with service users e.g. credit brokerage, debt collecting, debt advice. If your Support Workers offer advice, they may need to adhere to FCA regulations. This may also apply to negotiating with creditors, collect rents i.e. top-ups.

The forum discussed potential risks – if Support Workers offer advice and it goes wrong, could Service User's bring cases against providers. National Housing Association England, did a good paper, presentation which is worth a look.

Training may apply. Further information needed.

Unsure if Supporting People know about this. Unsure if this could impact on smaller providers.

Oliver gave an update on legislation. He informed the forum of Housing Partnership events; one to be held in Llanrwst on Tuesday, free. The week after is the Prisoner Pathway and rehabilitation changes.

On 18th May at the Senedd, there will be a launch to protect the Supporting People budget.

On 17th June there is the post-election briefing, which will look at changes to things like austerity, which will be held in Cardiff.

Legislation update, code of guidance consultation. Renting homes bill.

Rob to send to Cara

Cara to add to next RCC agenda and look into this further

Oliver to feedback to Auriol – Cymorth

<p>A brief update on Chris Price's budget cuts paper and concerns surrounding it.</p> <p>Oliver mentioned the campaign to protect the Supporting People budget. "Let's keep on supporting people". First part of the launch to raise awareness at events in Cardiff. House boards are being used in the promotion.</p> <p>Lynne, North Wales Housing has boards and can drop one off in Gwynedd and Wrexham.</p> <p>Providers can share these boards. Oliver will let providers know when they'll be coming up from Cardiff.</p> <p>There are some areas where data is lacking, SPNAB and Cymorth are looking at getting this data. This will help support arguments for decision making on funding.</p> <p>Emma discussed changes to current outcomes. Providers to email Emma for any information on Outcomes.</p> <p>Oliver fed back on the 'Vigilance and Values group' – as well as other on-going projects.</p> <p>Cymorth met with DWP last week and have been invited to sit on a group where they can feed in concerns. This will depend on the upcoming election results. The hope is to feed in on DWP decisions regarding vulnerable people. If providers have any questions, contact Cymorth.</p>	
Regional Collaborative Committee Update	
<p>Cara informed the group that an RCC meeting was held on 13th March and workshop for mitigating cuts 17th April. Information is to go into the Draft Strategy on 8th May.</p> <p>Update on Older Persons Task and Finish group. The Questionnaire is due in now.</p> <p>Will be setting up a Learn Disability group. Annual review to be created between October 13th 2015 and March 15th 2016 and is due in June 2016. Will be getting member feedback on the RCC. The chair of the RCC agrees we need a North Wales Vision and Values.</p> <p>Rob wanted to discuss mitigating cuts and the need for Intel from providers on this issue. What is the impact of cuts to date? What could be future impacts with more cuts? What ideas do we have to mitigate cuts? Rob discussed current impacts at Clwyd Alyn. There are fears of salary cuts, staffing issues, knock on impacts on quality of support. There are fears of potential unknown future impacts, a fear of becoming like Social Services e.g. gate keeping</p>	

of funds, delays, scarcity of service, and only dealing with emergency/complex issues.

The forum discussed impacts.

Rob relayed foreseen damages regarding staff e.g. increased sickness rates, more disciplinary actions, missing meetings, failing in the service, and missed supervisions (which could lead to higher/missed risks).

Rob voiced concerns of long term sustainability in relation to 10% cuts, but with a need to keep up a full service. Rob asked about fairness across the board. Looking at 3rd sector to LA services, we want to know where the cuts are made. The RCC could ask if Supporting People is taking the same kind of hit i.e. is it fair. A report is due to be released which may answer some of these questions, and could be possibly be used to see if providers are receiving a fair deal.

Phil asked about the cuts knock on effects on health. Oliver mentioned a Quantitative data study, (SPNAB- ALE Database Swansea University), which looks at health markers. The study counts and records service user encounters with health services. It is designed to look at Supporting People service users and their impact on health services. This will hopefully help to show a reduction in demand on health services by service users over time, (over the course of their support).

The forum discussed ideas for mitigation.

The letter to Welsh Government discouraging further cuts. This letter has not yet been drafted.

Lynne stated that providers are doing damage control to meet cuts as we go. Mergers can sometimes cost more, and can impact on funding. Savings are only marginable.

Wendy suggested at looking at other pots of money. Staff may need to look at funding options and prepping tenders etc. Rob suggested looking at efficiencies. Principally looking at supporting more people with less staff.

Ideas raised were group work, phone support, skype support, Surgeries in rural locations. SP could help by minimising bureaucracies/ eligibilities. Less form filling. Lower expectations. Regarding ex-service user's, we could do with a less administrative burden. The surgery's in hard to reach areas would be more cost effective and seem to be a preferred option. Cymorth could also relay this to AM's.

The role of the RCC Reps

Emma distributed the definition of the role to the forum.

Rob to put pilots for 'Mental Health floating support surgeries' on next RCC agenda for May 8th, (potentially 2 pilots east and west). This could be a good proposal for the underspend and would be open to all providers. The details of the proposal would be need to be discussed at the next forum e.g. logistics, location, monitoring, and how to rate success/need.

<p>Contract Consistency</p> <p>In Denbighshire with new contracts the PMR's are recorded monthly. Some are still quarterly, this was discussed.</p> <p>Rob stated that some of the information requested to be recorded can seem unnecessary. Some of the requirements can be overzealous and time consuming. Providers need to be raising these issues with their Local Authorities. The RCC should be utilised if providers feel they're not getting anywhere. An update on the consistency is on the next RCC agenda. Providers to give all ambiguities to RCC, who can then raise. This could also support with the pilot. There is an RCC Landlord Reps Meeting this year, and a Provider Rep Election next year.</p>	<p>Providers to raise Contract Consistency issues with RCC</p>
<p>AOB</p>	
<p>Emma mentioned the Denbighshire and Conwy open day suggested and agreed on at the last Supporting People Sub-regional Providers Forum. Emma discussed the open day with the forum and what is hoped to be achieved.</p> <p>Emma also mentioned that the forum raised the question of where were the Single Pathway referrals coming from and going to.</p>	
<p>Date of next regional provider forums</p>	
<ul style="list-style-type: none"> • 3rd September 2015, 1.00-3.30, Conwy Business Centre • 5th November 2015, 1.00-3.30, Conwy Business Centre <p>Please email owenbrown@cymorthcymru.org.uk to confirm attendance.</p>	