

REPORT

By: Caroline Highwood - Director of Resources, Kent Adult Social Services

To: Supporting People in Kent Commissioning Body

26 June 2008

Subject: Supporting People in Kent Draft Induction

Classification: Unrestricted

For Information

Summary: This report provides a proposed index for new induction manual for the Supporting People Programme in Kent.

1.0 Introduction

Following their inspection in September 2007, the Audit Commission published its findings and recommendations to improve the Kent Supporting People programme. At its last meeting in March, the Commissioning Body approved an action plan to deliver these recommendations.

2.0 Implementing the recommendations

The Audit Commission identified two key areas of improvement

- Improve performance management and governance of the programme by
 - ensuring that all members of the governing bodies are provided with comprehensive guidance and induction
 - Continuing to involve the wider body of elected members in the development of the programme
- Improve access and information in relation to the Supporting People programme by
 - Ensuring frontline staff employed by the partners provide a consistent and informed approach

It was agreed by the Commissioning Body that an induction pack to the programme should be developed to be circulated to elected members, partners and front line staff, particularly when new to their role. The manual should be made available in hard copy and electronic versions posted on the Supporting People in Kent website.

3.0 Induction Manual

A copy of the proposed index for the manual is attached at Appendix 1. Italicised notes are included for discussion purposes only and to elucidate further on the subject that each title will cover. These notes will not appear in the final version.

It is intended that the manual consist of no more than one page per subject area named in the index. Its aim is to provide an introduction to the programme to those with little or no previous experience of the field. The manual will be written to Crystal Mark Plain English standards and will not require any previous knowledge of housing or social care. Members of the Core Strategy Development Group are involved in shaping and writing the manual and in their last meeting suggested some alterations to the index, which are reflected in the version attached.

Members of the Commissioning Body are invited to suggest any further topics or suggestions to the index and assist the team in writing the manual.

4.0 Recommendation

The Commissioning Body is asked to

- (i) note the contents of the report.
- (ii) comment on the contents of the draft induction manual index
- (iii) assist the team by approving the corresponding text for each index item

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Background Documents:
Audit Commission Recommendations Action Plan

Appendix 1 Draft Index for proposed Supporting People Induction Manual

Appendix 1 Draft Index for Proposed Supporting People Induction Manual

	Supporting People Programme Induction
1	Welcome Letter by Commissioning Body Chair
2	A Programme of Partnership – <i>(Logos page)</i>
3	What is the Supporting People Programme? <i>(Strategic aims/origins, role of CLG)</i>
4	Who is the programme for? <i>(Include client groups)</i>
5	What difference does the programme make anyway? <i>(case histories.)</i>
6	Who is eligible for a Supporting People service? <i>(Eligibility criteria)</i>
7	What Supporting People services are there in Kent? <i>(Floating Support Accommodation-based, HIAs Comm alarms Household units d/b/ client groups service type)</i>
8	How is the Programme Structured <i>(Family Tree of the programme,)</i>
9	How are Elected Members involved in the programme? <i>(Commissioning Body, Adult Services Overview Committee, newsletters)</i>
10	What are the governance arrangements of the programme? <i>(Explain roles CB and CSDG)</i>
11	What are the terms of reference for the governing bodies? <i>(TOR/MOU)</i>
12	What are the priorities of the Supporting People programme in Kent? <i>(Executive Summary of Five Year Strategy)</i>
13	What local partners have an interest in the Supporting People programme? <i>(Breadth of programme, agencies and partners involved)</i>
14	How does the Programme contribute to the Local Area Agreement? <i>(Describe National Indicator and contributions to other indicators)</i>
15	How is the performance of the programme monitored? <i>(Contract and quality monitoring, KPI & reporting to CLG, outcomes framework)</i>
16	How does Supporting People fit into the regional and national picture? <i>(Contributions to local and national themes e.g. independence, crime reduction, Safer and Stronger Communities)</i>
17	What is the Supporting People team and what does it do? <i>(Functions, Structure chart in Appendix)</i>
18	How does the Supporting People team plan its work? <i>(work plan/ Annual Plan)</i>
19	How can people access Supporting People services in Kent? <i>(Accommodation, Floating support HIAs SP directory, National directory)</i>
20	How does Supporting People involve Service Users in the programme <i>(Mission Statement, Service User Involvement Workers, M & R consultation)</i>
21	What should I do if I have concerns about a Supporting People service? <i>(Quality monitoring MROs complaints process)</i>
22	How are Providers' views represented in the programme? <i>(East and West Forums, Provider Executive Board, representation on CSDG)</i>
23	What does the programme expect of its providers? <i>(Workbooks, outcomes, client records, subsidy, QAF)</i>
24	What is being done to make services better? <i>(Quality monitoring, provider incentives, gradings, IGPG, Audit Commission Inspection)</i>
25	Where can I find out more about the programme? <i>(links to kent.gov.uk/supportingpeople, spKweb, communities.gov.uk Newsletters, tendering opportunities, contracts newsletters, forums)</i>