

## **REPORT**

**By:** Caroline Highwood – Director of Strategic Business Support, Kent Adult Social Services

**To:** Supporting People in Kent Commissioning Body

**2 July 2009**

**Subject:** **Draft Annual Plan 2009/2010 and the final progress report on the Annual Plan for 2008/2009**

**Classification:** **Unrestricted**

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### **For Decision**

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**Summary:** **This report provides information on achievements against the targets for the Annual Plan 2008/2009. It also outlines the relevant targets for the Supporting People Programme for the Annual Plan 2009/2010.**

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## **1.0 Introduction**

1.1 The Annual Plan details the targets required to meet the key strategic objectives of the Programme. The Kent Supporting People Strategy 2005/2010 set out the key strategic objectives and priorities of the Programme.

## **2.0 Annual Plan 2008/2009**

2.1 The updated Annual Plan is attached at Appendix 1. Its key achievements include:

- Local Area Agreement 2 (NI 141). The number workbooks received and the quality of the data has systematically increased. Good progress is being made to delivering the LAA 2 target by March 2011.
- Strategic review of long-term supported accommodation.
- The recommendations of the strategic review of older people's services have been delivered.
- The recommendations of the Audit Commission Inspection have been implemented.

- The project plan, action plan and communication plan for developing the Supporting People Strategy 2010/2015 have been delivered.

2.2 The strategic objectives that have not been met as yet are as follows;

- An alternative approach to full cost recovery for providers has been delivered by benchmarking and tendering as well as the earlier Strategic Relevance questionnaire.
- We are moving towards a finalised revised performance management regime for Home Improvement Agencies.
- We are moving towards a finalised service user charter.
- We are moving towards finalised service user involvement and consultation strategy.

### **3.0 Annual Plan 2009/2010**

3.1 The targets include;

- Developing a new Supporting People Strategy 2010/2015 (incorporating a strategic review of investment).
- Undertaking a pilot for self-directed support
- Implementing the recommendations of the strategic review of long-term supported accommodation.
- A contract monitoring and review regime within a performance management framework.
- Benchmarking all services across service type, client group and geographical location
- The continued improvement in the collection of outcome returns and the implementation of regular evaluation

3.2 A draft Annual Plan for 2009/10 including these targets is attached at Appendix 2.

### **4.0 Service User Consultation**

4.1 Service users have been consulted about the annual plan including the development of the new Supporting People Strategy.

4.2 The service user panel monitors work undertaken and the chair of the panel represents service users at the Core Strategy Development Group.

## **5.0 The Supporting People Equality Impact Assessment**

5.1 The Supporting People Team undertook Equality Impact Assessments as part of the work outlined in the Annual Plan 2008/2009 and will do so for all work set out in the Annual Plan 2009/2010.

## **6.0 Financial Impact Assessment**

6.1 There is no anticipated financial impact of the information given in this report. However, all work carried out as part of the Annual Plan and presented in reports to the Core Strategy Development Group and Commissioning Body will be accompanied by assessments of the financial implications for the Supporting People Programme.

## **7.0 Conclusion**

7.1 The Annual Plan outlines the key targets that the Kent Supporting People Programme is setting in order to achieve its overall strategic objectives. The majority of the targets contained within the Annual Plan 2008/2009 have been achieved. Those that have not will be completed in 2009/2010.

7.2 The Draft Annual Plan 2009/2010 outlines the steps the programme intends to take over the next year.

## **8.0 Recommendation**

It is recommended that the Commissioning Body:

- (i) Note the contents of this report.
- (ii) Agree the Annual Plan 2009/2010.

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**With contributions from**  
**The Supporting People team**

### **Background Information:**

*Kent Five-Year Supporting People Strategy 2005-2010*  
*Annual Plan 2008-09*

*Audit Commission Report of the Inspection of Supporting People Programme in Kent and Action Plan*

**Appendix 1:** Annual Plan 2008-09 Update

**Appendix 2:** Draft Annual Plan 2009-10

**Appendix 1****Five-Year Strategy-Annual Plan 2008-09**

<b>Annual Objective</b>	<b>Task</b>	<b>Measurable Outcome</b>	<b>Action</b>	<b>Progress</b>	<b>Target Date</b>
1. Five Year Strategy	Prepare for the Five Year Strategy 2010-2015, aligning the Kent programme with the national Supporting People Strategy and other CLG strategies emerging 2008-10 and incorporating 6-monthly needs analyses	Produce project plan, action plan and communication plan, incorporating planning for the strategic review of investment and potential redistribution of resources across Kent	Draft plans	<b>Achieved.</b>	Nov 08
		6-monthly updates presented to CSDG and CB	Produce 6-monthly analyses of need incorporating newly collated information and data and data on diversity	<b>Achieved.</b>	Jun 08 Dec 08
	Update Annual Plan 2007-08 Annual Plan 2008-09 Annual Plan 2009-2010	Update and Plans agreed by CSDG and CB	Draft update and plans	<b>Achieved.</b>	Jun 08 Mar 09
		Report presented to the CSDG and CB (potentially resulting in a revised Annual Plan)	Test the Annual Plan against the Audit Commission KLOE for the Supporting People programme	<b>Achieved.</b>	Nov 08
	Ensure that the Kent Eligibility Policy complies with grant conditions	Eligibility Policy reviewed and report presented to the CB	Review the Kent Eligibility Policy	<b>Achieved.</b>	Sept 08
2. Achieve a balanced	Incorporate the requirements of the	Evaluation presented to the CB	Evaluate full cost recovery	<b>In progress.</b> To be rolled forward and	Dec 10

<b>Annual Objective</b>	<b>Task</b>	<b>Measurable Outcome</b>	<b>Action</b>	<b>Progress</b>	<b>Target Date</b>
budget	National SP strategy relating to full cost recovery			incorporated into development of the SP Strategy 2010-2015.	
3. Performance management and governance	Continue collating quarterly performance indicators	Accurate and clear quarterly Management Information and Performance Management reports presented to the CB and CSDG	Collate quarterly Performance Indicators, including data on progress towards LAA 2 ( <i>NI 141, Number of vulnerable people achieving independent living</i> ), including monitoring the effects of the 'Empty Homes Initiative' and Move-On Strategy on achieving the LAA2 target	<b>Achieved and on-going.</b> Move-On Strategy not yet monitored since only presented to CB in Mar 09.	Mar 09
	Carry out an internal review of administration, access to and eligibility for Floating Support services	Reviews undertaken and report presented to CSDG and CB	Set up a project management group and carry out review	<b>Achieved.</b> Floating Support administration reviewed and new system implemented.	Mar 09
4. Carry out a strategic review of long-term accommodation-based housing	Strategically review all long-term accommodation based services	Review carried out and report presented to the Commissioning Body	Carry out review and compile report	<b>Achieved.</b> Report to be presented to CB Sept 09.	Sept 08
		Services meet identified need, in line with the	Review and analyse referral processes and	As above	Sept 08

<b>Annual Objective</b>	<b>Task</b>	<b>Measurable Outcome</b>	<b>Action</b>	<b>Progress</b>	<b>Target Date</b>
		Kent SP Eligibility Criteria	referral routes		
		Identification of gaps in services	Continue collating needs data and identify unmet and future need	As above	Sept 08
			Identify the needs of excluded groups of vulnerable people, in partnership with service users, potential service users and other representative groups	As above	Sept 08
5. Implement the agreed outcomes of the strategic review of Older Persons services	Implement the outcomes of the review	Agreed action plan implemented	Continue implementing the agreed action plan, including the separation of cost of alarms from housing-related support	<b>Achieved.</b>	Mar 09
		Recommissioning of services agreed by the CB	Draft specifications for housing-related support for Older Persons in readiness for new contracts	<b>Achieved.</b> Awareness raising exercise in progress.	Mar 09
6. HIAs	Ensure that uniform service delivery is achieved across all agencies in the county	There will be a seamless service across the county	Continue to develop benchmarking and performance indicators	<b>In progress.</b> Performance indicators agreed by HIAs and monitoring regime	Mar 09

<b>Annual Objective</b>	<b>Task</b>	<b>Measurable Outcome</b>	<b>Action</b>	<b>Progress</b>	<b>Target Date</b>
				to be agreed.	
	Explore likely funding sources for handyperson services to cover the whole of Kent	Report presented to and agreed by CB	Funding sources identified and specifications for the service agreed	<b>Achieved.</b> Funding from CLG secured.	Mar 09
7. Improve service user involvement	Incorporate the requirements of the National SP strategy by drafting a service user charters	Service User Charter agreed, in consultation with service users and providers	Draft Service User Charter	<b>On-going development. Action to be rolled over.</b>	Mar 09
		Continue implementing the 'Experts through Experience' project and use of the Service User Panel and other forums as consultation bodies	Ensure service users have opportunity to influence decision-making and be actively involved in governance, performance management and procurement	<b>Achieved and on-going.</b> Service user representative attending CSDG.	On-going
8. Improve partnership working	Increase the level and quality of multi-agency working with Probation, Health, Housing, districts/boroughs, Adult Services, Children & Families Services, Voluntary Organisations and Local Strategic Partnerships	Regular representation at partnership boards and other fora	Attend appropriate partnership bodies	<b>Achieved and on-going.</b>	On-going
	Incorporate the requirements of the	Provider Charter agreed, in consultation	Draft Provider Charter	<b>Achieved.</b>	Mar 09



<b>Annual Objective</b>	<b>Task</b>	<b>Measurable Outcome</b>	<b>Action</b>	<b>Progress</b>	<b>Target Date</b>
	National SP strategy by drafting a provider charter	with service users and providers			
	Align Supporting People with the Social Care and Health agenda	Production of report on Self Directed Support/Direct Payments / Individualised Budgets that includes risk and impact analyses	Draft report following the publication of the national evaluation of the pilot sites	<b>Achieved and on-going.</b> Steering group for pilot project set up.	Jan 09
9. Improve access and information in relation to the Supporting People programme	Clear and meaningful information is available in ways that are accessible and meet diverse needs	All leaflets, website and other means of information are regularly reviewed, include translation straplines and are available in a number of community languages	Regularly review leaflets, website and use of other media	<b>Achieved and on-going.</b> Leaflets reviewed.	On-going
		Records kept of regular leaflet distribution	Carry out 6-monthly distribution of leaflets to likely public access points	<b>Achieved and on-going.</b>	Jun 08 Dec 08
		Quarterly SP newsletter distributed to services, Elected Members and other stakeholder representatives	Provide information about the programme in regular newsletter	<b>Achieved and on-going.</b>	Jun 08 Sept 08 Dec 08 Mar 09
10. Implement actions arising from the Audit Commission Inspection	Strengthen the strategic approach to Supporting People by providing a refresh on the Five-Year Strategy 2005-10	Refreshed five-year Strategy presented to CSDG and CB	Review the current strategy and produce refresh including identification of future priorities and how the needs of hard to reach	<b>Achieved.</b>	Jun 08

<b>Annual Objective</b>	<b>Task</b>	<b>Measurable Outcome</b>	<b>Action</b>	<b>Progress</b>	<b>Target Date</b>
			groups will be met		
	Strengthen the strategic approach to Supporting People by developing a county-wide Move-On Strategy	Strategy developed and agreed to by the Joint Policy and Planning (Housing) Board and CB	Develop strategy in partnership with stakeholders	<b>Achieved.</b>	Mar 09
	Strengthen the strategic approach to Supporting People by ensuring that all providers comply with the programme's agreed Reconnection Policy	Establish monitoring systems and provide regular report findings to CSDG and CB	Implement and monitor the Reconnection Policy	<b>Achieved and on-going.</b>	Sept 08
	Improve performance management and governance by ensuring all members of the governance body are provided with comprehensive guidance and induction	Induction packs for new members of the CSDG and CB have been produced and are also distributed to Elected Members	Ensure all members of the governance body are provided with comprehensive guidance and induction	<b>Achieved</b>	Jun 08
		Bi-annual reports delivered	Produce twice yearly reports to The Adult Services Policy Overview Committee and deliver the cabinet scrutiny sheet.	<b>Achieved and on-going.</b>	April 08 Nov 08
	Improve service user involvement by careful planning all major public consultation exercises	Communication planning, agreed at CSDG and CB, is a standard part of all consultation exercises	Carefully plan all major public consultation exercises and tailor all events to the needs of the respective client	<b>Achieved and on-going.</b>	On-going

<b>Annual Objective</b>	<b>Task</b>	<b>Measurable Outcome</b>	<b>Action</b>	<b>Progress</b>	<b>Target Date</b>
			groups consulted with		
	Develop and implement a Service User Involvement Strategy which includes clear measurable outcomes in consultation with users and advocates	Strategy agreed by the CB and implemented	Develop a Service User Involvement Strategy	<b>In progress.</b> Rolled over to 2009-10.	Mar 09
	Improve access to and information relating to the Supporting People programme by ensuring that partners provide clear information about the programme	Undertake mystery shopping and address shortfalls identified	Undertake mystery shopping exercises of all telephone and frontline access points and identify any shortfalls	<b>Achieved and on-going.</b> Mystery shopping exercises have commenced.	Mar 09
		All documents are printed with relevant translation straplines	Ensure all documents are printed with relevant translation straplines	<b>Achieved.</b>	On-going
	Ensure that provider frontline staff provide consistent and informed approach to programme	Frontline staff are fully informed about the programme	Supporting People to utilise induction pack for new staff and provide other information / training as required	<b>Achieved and on-going.</b>	Nov 08 and on-going

## Appendix 2

## Five-Year Strategy-Annual Plan 2009-10 (Draft)

<b>Annual Objective</b>	<b>Task</b>	<b>Measurable Outcome</b>	<b>Action</b>	<b>Related to 5-Year Objective</b>	<b>Target Date</b>
1. Five Year Strategy	Update Annual Plan 2008-09 Annual Plan 2009-10 Annual Plan 2009-10 Update	Update and Plans agreed by CSDG and CB	Draft update and plans	1,2,3,4,5,6	Jun 09 Mar 10
	Develop a new Five Year Strategy 2010-2015, aligning the Kent programme with the national Supporting People Strategy and other CLG strategies emerging 2009-10 and incorporating 6-monthly needs analyses	Provide regular update reports to CSDG and CB Deliver final strategy 2010-15	<ul style="list-style-type: none"> <li>• Consult with stakeholders including service providers and service users</li> <li>• Carry out a strategic review of investment</li> <li>• Analyse performance data, current supply and need</li> <li>• Review governance arrangements, eligibility and reconnection policies in the light of funding through the area based grant</li> <li>• Draft strategy</li> </ul>	1,2,3,4,5,6	Mar 10
		6-monthly needs analyses presented to CSDG and CB	Produce 6-monthly analyses of need incorporating newly collated information and data and data on diversity	1,2,3,4,5,6	Jun 09 Dec 09

<b>Annual Objective</b>	<b>Task</b>	<b>Measurable Outcome</b>	<b>Action</b>	<b>Related to 5-Year Objective</b>	<b>Target Date</b>
	Align Supporting People with the Social Care and Health agenda	Production of report on the Kent pilot sites for self directed support/individualised Budgets that includes risk and impact analyses	<ul style="list-style-type: none"> <li>• Set up steering group and agree pilot sites</li> <li>• Implement pilot</li> <li>• Monitor and evaluate provision of self directed support</li> </ul>	3, 5, 6	Mar 10
2. Long-term strategic review of long-term supported accommodation	Carry out long-term strategic review	Report with recommendations and action plan presented to CSDG and CB	Draft report and action plan	1,2,3,5,6	Sept 10
	Implement the outcomes of the review	Agreed action plan implemented	In consultation with relevant stakeholders, i.e. Adult Social Services, Health, Local Authorities, agree: <ul style="list-style-type: none"> <li>• Decommissioning schedules</li> <li>• Re-review identified services</li> </ul>	1,2,3,5,6	Mar 10
		Ensure that long-term supported housing is included in choice based lettings (CBL)	Work with districts/boroughs and providers to monitor use of CBL in accessing long-term supported accommodation	1,5,6	Mar 10
3. Achieve a	Incorporate the	Evaluation included in	Evaluate full cost	2,6	Mar 10

<b>Annual Objective</b>	<b>Task</b>	<b>Measurable Outcome</b>	<b>Action</b>	<b>Related to 5-Year Objective</b>	<b>Target Date</b>
balanced budget	requirements of the National SP strategy relating to full cost recovery	the Five Year Strategy 2010-2015	recovery		
4. Performance management and governance	Continue collating quarterly performance indicators	Accurate and clear quarterly Management Information and Performance Management reports presented to the CB	Collate quarterly Performance Indicators, including data on progress towards LAA 2 ( <i>NI 141, Number of vulnerable people achieving independent living</i> ), including monitoring Move-On Strategy on achieving the LAA2 target	1, 2, 4, 6	Mar 10
	Carry out a review of complaints, safeguarding and incident procedures	Reviews undertaken and existing procedures updated/amended	Undertake reviews	1,4,5,6	Mar 10
	A benchmarked cost for the delivery of housing related support will be derived to be applied across relevant services	All services have been benchmarked and benchmarked cost is applied across relevant services	Benchmark cost for the delivery of housing-related support across relevant services	2,6	Mar 10
	Embed risk-based contract monitoring	Risk-based contracts monitoring implemented	Agree risk criteria and agree procedure to schedule contract monitoring based on risk	2,6	Mar 10
	Continue improving outcome returns and implement regular	Outcome returns collated and evaluated and outcome-based	Collate outcome returns and evaluate them	1,2,3,4,5,6	Mar 10

<b>Annual Objective</b>	<b>Task</b>	<b>Measurable Outcome</b>	<b>Action</b>	<b>Related to 5-Year Objective</b>	<b>Target Date</b>
	evaluation as a means to measure effectiveness and impact of services and inform future commissioning of services	commissioning implemented			
5. Implement the agreed outcomes of the strategic review of Older Persons services	Implement the outcomes of the review	Agreed action plan implemented	Continue implementing the agreed action plan, including the separation of cost of alarms from housing-related support	1,2,3,5,6	Mar 10 and on-going
		Recommissioning of services agreed by the CB	Specifications for housing-related support agreed	1,2,3	Jun 10
6. HIAs	Implement a performance management regime that is appropriate for Supporting People	There will be a seamless service across the county that is applied consistently by all providers	Continue to develop benchmarking and performance indicators	1,2,3,5,6	Mar 10
7. Improve service user involvement	Incorporate the requirements of the National SP strategy by drafting a service user charter	Service User Charter agreed, in consultation with service users and providers and signed off by the CB	Draft Service User Charter	1,6	Mar 10
	Develop and implement a Service User Involvement Strategy which includes clear measurable outcomes in consultation	Strategy agreed by the CB and implemented	Develop a Service User Involvement Strategy	3,5,6	Mar 10

<b>Annual Objective</b>	<b>Task</b>	<b>Measurable Outcome</b>	<b>Action</b>	<b>Related to 5-Year Objective</b>	<b>Target Date</b>
	with users and advocates				
	Continue improving the use of the Service User Panel and other service user forums as consultation bodies	<ul style="list-style-type: none"> <li>• Communication planning, agreed at CSDG and CB, is a standard part of all consultation exercises</li> <li>• Service user representation at CSDG</li> <li>• Regular meeting of the service user panel</li> </ul>	<ul style="list-style-type: none"> <li>• Carefully plan all major public consultation exercises and tailor all events to the needs of the respective client groups consulted with</li> <li>• Regular involvement of the service user panel in the governance of the programme</li> </ul>	3,5,6	On-going
8. Improve partnership working	Increase the level and quality of multi-agency working with Probation, Health, Housing, districts/boroughs, Social Services, Voluntary Organisations and Local Strategic Partnerships	Regular representation at partnership boards and other fora	Attend appropriate partnership bodies	3,4,5,6	On-going
	Promote the provider charter and monitor its application	Produce annual report for the CB	Monitor the provider charter and review on an annual basis	1,6	Mar 10
9. Improve access and information in relation to the Supporting	Clear and meaningful information is available in ways that are accessible and meet diverse needs	All leaflets, website and other means of information have been reviewed, include translation straplines	Regularly review leaflets, website and use of other media	1,2,3,4,5,6	On-going



<b>Annual Objective</b>	<b>Task</b>	<b>Measurable Outcome</b>	<b>Action</b>	<b>Related to 5-Year Objective</b>	<b>Target Date</b>
People programme		and are available in a number of community languages			
		Records kept of regular leaflet distribution	Carry out 6-monthly distribution of leaflets to likely public access points	1,2,3,4,5,6	Jun 09 Dec 09
		Quarterly SP newsletter distributed to services, Elected Members and other stakeholders	Provide information about the programme in regular newsletter	1,2,3,4,5,6	Jul 09 Oct 09 Jan 10 Apr 10
		Bi-annual update reports on the SP Programme delivered	Produce twice yearly reports about the SP programme to The Adult Services Policy Overview Committee and deliver the cabinet scrutiny sheet.	6	Nov 09 Apr 10
	Improve service user involvement by careful planning all major public consultation exercises	Communication planning, agreed at CSDG and CB, is a standard part of all consultation exercises	Carefully plan all major public consultation exercises and tailor all events to the needs of the respective client groups consulted with	3,5,6	On-going
	Improve access to and information relating to the Supporting People programme by ensuring that partners provide clear information about the	<ul style="list-style-type: none"> <li>Quarterly evaluation of exercises and addressing of identified shortfalls</li> <li>Produce report for CB</li> </ul>	Undertake quarterly mystery shopping exercises of all telephone and frontline access points and identify any	1,2,3,4,5,6	Mar 10

<b>Annual Objective</b>	<b>Task</b>	<b>Measurable Outcome</b>	<b>Action</b>	<b>Related to 5-Year Objective</b>	<b>Target Date</b>
	programme		shortfalls		
		All documents are printed with relevant translation straplines	Ensure all documents are printed with relevant translation straplines	1,2,3,4,5,6	On-going
	Ensure that provider frontline staff provide consistent and informed approach to programme	Frontline staff are fully informed about the programme	SP induction packs utilised for new staff and provide other information / training as required	1,2,3,4,5,6	On-going