

By: Oliver Mills, Managing Director, Kent Adult Social Services

To: Adult Social Services Policy Overview Committee –
30 May 2008

Subject: **THE SUPPORTING PEOPLE PROGRAMME**

Classification: Unrestricted

Summary: This paper provides an overview of current activity in the Supporting People Programme.

Background

1. (1) This is the third six-monthly update on the Supporting People Programme. The main issues reported to the November meeting concerned governance, the Local Area Agreement (LAA), the Audit Commission Inspection and the current work programme.

(2) Since that time, there have been further developments in the service, consideration has been given to the relationship of the Programme to the new LAA Agreement, and the Audit Commission have announced the result of a full inspection.

The strategic review of long-term supported housing.

2. (1) The strategic review of long-term supported housing complements the strategic review of short-term housing which was completed in March 2007. The essence of the strategic review is to evaluate existing provision by client group, incorporate current needs analysis, and identify any priorities for change/development. The scope of the review as originally outlined to the Commissioning Body in December 2007 in terms of unit numbers and grant spend is outlined below.

Client Group	Unit No.	Grant Spend
Generic	18	£ 131,198,11
Single Homeless	22	£ 63,910,83
People with Mental Health Problems	139	£1,067,761,04
People with Learning Disabilities	346	£4,402,488,60
People with Physical/Sensory Disabilities*	201	£ 413,868,20
TOTAL	726	£6,079,226,78

*34 units of support are provided as Community Alarms and will be exempt from the review.

(2) The strategic review of long-term supported housing has reached the stage of consulting with providers. Service users have already been consulted. There are no recommendations in relation to the review at present. Elected Members will be consulted on the recommendations during this financial year.

(3) Appendix One and Two provide greater detail relating to the content, and jurisdiction of the strategic review, and how it is, and will be managed.

Older Persons Strategic Review

3. (1) The Programme is also working on separating the costs of alarms from housing related support. The Commissioning Body has agreed that a sub-group should be set up to agree what the cost of providing an alarm should be. This will be taken back to the Commissioning Body for ratification in June 2008. A specification has been developed for alarms with providers, and service users. A similar exercise will be undertaken for housing related support for older people.

The Local Area Agreement/Area Based Grant

4. (1) The Local Area Agreement One, Public Service Agreement Two target (regarding the number of people safely “moved on”) has been reached six months in advance of the due date.

(2) The Commissioning Body has agreed the proposed Local Area Agreement (LAA2) targets for the Programme. The Supporting People Programme has managed to ensure that a Supporting People National Indicator 141 is one of the thirty-five performance indicators that forms the LAA2. This relates to the number of vulnerable people achieving independent living. The Programme is set to deliver a 5% stretch in relation to this target. As a multi-agency arrangement it is clearly appropriate that the Programme should be fully engaged within the LAA.

(3) The Programme is also subject to performance monitoring from the Department of Communities and Local Government (CLG), and it is envisaged that this will continue for the foreseeable future, despite the LAA.

(4) The CLG has subsumed the administration grant for the programme into the Area Based Grant. From April 2009 the CLG has also advised that the main grant will be put into Area Based Grant/LAA. The Commissioning Body agreed that the main grant should be aligned with the Local Area Agreement in April 2008. The proposal to align was in order to protect the Programme, particularly while the Kent Partnership Board develop their understanding of the commitments and services covered.

Audit Commission Inspection

5. (1) The Supporting People Programme was the subject of a full inspection in September last year. The inspection result was Good with Promising. This result means that the Audit Commission regards the programme as being in the top quartile of administering authorities.

(2) Elected members can access a copy of the whole report by following this web link;

<http://www.audit-commission.gov.uk/reports/BVIR.asp?CategoryID=&ProdID=5336C9C7-1DCF-46b7-A2A7-BF38E2B7E5A4>

(3) The Supporting People Programme have already made progress in relation to the action plan agreed by an extraordinary meeting of the Core Strategy Development Group, and the Commissioning Body. This was an inclusive and constructive process, making the most of the involvement and role of both bodies within the Programme. The

action plan is attached at Appendix Three and details the response of the Commissioning Body to the inspection report.

(3) The Audit Commission recommended that the five-year Strategy be refreshed. The refreshed strategy will be submitted to the Commissioning Body in June 2008.

(4) The Programme conducts a six-monthly needs assessment. This has showed how the needs of BME and other hard to reach groups will be met.

(5) The development of a county wide move-on strategy in partnership with service providers and other partners has commenced via the Joint Policy and Planning Board (Housing). This will enable the Programme to achieve its LAA2 target by ensuring that service users are able to leave supported housing, and access ordinary housing with floating support.

(6) A suite of performance indicators have been established which allow managers and governance bodies to measure the impact of the programme in terms of the benefits for the service and the wider community. This has led to a genuine engagement of key stakeholders within the Core Strategy Development Group, and the Commissioning Body. The profile of performance management has been generally raised.

(7) The Programme is ensuring that all members of the governance bodies are provided with comprehensive guidance and induction. This is due to be produced in June 2008.

(8) The Programme will be improving access and information, and are exploring mystery shopping initiatives.

Recommendations

6. (1) Members are asked to NOTE and COMMENT on the contents of this report.

Claire Martin
Head of Supporting People
Ex1179

Previous Committee References:

The Supporting People Programme – Report to Adult Services Policy Overview Committee, 16 November 2007, Item B5

The Supporting People Programme - Report to Adult Services Policy Overview Committee, 24 April 2007, ItemB5

Project Plan, Action Plan and Gantt Chart for Strategic Review of Long-term Accommodation-based Services

Project Plan

1. Background

Kent submitted their Five Year Supporting People Strategy to the then Office of the Deputy Prime Minister (ODPM) in April 2005. The strategy highlighted that all commissioning decisions will be made within the financial constraints of the Kent Supporting People budget, in line with Kent's identified priorities and supporting the key strategic aims of the Supporting People partnership. Commissioning decisions will be informed and directed by strategic reviews whose purpose is: to enable a district/borough and county wide view to be taken of the existing service provision, identify the best model for delivery of services to client groups, and from this to plan how these services may be reshaped for the future.

Kent is committed to achieving best value from the services it commissions, and the strategic review of long-term, accommodation-based supported housing will contribute to:

- Services targeted at the needs of local populations
- Improving outcomes for service users
- Ensuring that Supporting People services do not fund services that are statutory responsibilities of other agencies
- Ensuring a positive and effective contribution to the overall objectives of the Kent Five– Year Supporting People Strategy and the targets of strategic partners

Long-term accommodation–based services provide housing related support for service users over a longer term that is delivered in a planned way. They can complement other services that enable individuals with support, care or other needs to live independently in their own homes. Such services provide support to service users whose needs are likely to increase over time or have ongoing and enduring health or learning difficulties. The focus of support services is on the successful maintenance of the individual's housing.

This project plan details the strategic review to be undertaken and the methodology informing the strategic review.

2. Aims and Objectives

The particular objectives of the strategic review of long-term supported accommodation are:

- To commission services which contribute to meeting the overarching objectives of the Five –Year Kent Supporting People Strategy and local and national priorities and targets. Services will be measured against performance criteria to test their contribution to meeting these targets.
- To ensure that services demonstrate Value for Money, are of high quality and remain within a balanced Supporting People budget.
- To plan and commission services that meet locally identified needs within the Kent Eligibility Policy
- To provide the best range of support services for those currently accessing these services and to promote choice and sustainable housing solutions for vulnerable people.
- To arrive at a district and countywide view of existing long–term supported accommodation on a client group basis, refine current knowledge of need and identify the priorities for change/ development

3. Overall Approach

- Desk top research
- Design and apply a task analysis survey questionnaire to map the level and type of support within currently funded provision
- Stakeholder consultation
- Key officers/managers input is detailed with approximate time scales for completion in the action plan (see attached Action Plan)
- There will be quarterly updates on the progress of the project to the Core Strategy Development Group and the Commissioning Body

4. Project Outputs

The project will provide the following key areas of information:

- Mapping of current supply and type of long–term supported accommodation by client group
- Evaluation of the Strategic Relevance Questionnaires re. service objectives and their match with the Supporting People partnership’s cross-cutting agendas and objectives they match
- Evaluation of service accessibility, i.e. who refers and what type of long–term accommodation service users access
- Evaluation of service utilisation and throughput via quarterly PI returns
- Evidenced current and potential future demand
- Refine knowledge of needs
- Statutory stakeholders’ view of the current distribution / service provision

- Other stakeholders' views of current service provision
- Analysis of links between general care and support provision (identification of interdependencies between the two)
- A detailed report and action plan to take forward the outcome of the strategic review (future commissioning, increased/decreased/reconfigured services)

5. Exclusions

The Strategic Review will not include long-term supported accommodation for Older People with Support Needs and Frail Elderly and services consisting of the provision of Community Alarms.

6. Stakeholder Analysis

Stakeholder	Interest / stake	Importance
Commissioning Body	Key Interest-Agreement	High
Core Strategy Development Group	Key Interest-consultation/input and agreement	High
Elected Members	Key Interest-representing the interests of their electorate	High
Supporting People Team	Key Interest-Input	High
Statutory Stakeholders	Key interest-Input	High
Service Users	Input and consultation	High
Providers	Input and consultation	High

7. Technical Development

Throughout the project lifetime the principles of best practice will be incorporated into the work. This will be reflected in a library of case studies which identify examples of good practice and best value and which other providers could adhere to in order to ensure they are delivering the best possible service to service users.

8. Intellectual Property Rights

There are a number of key strategy documents that inform the project. The following is not an exhaustive list and will be added to:

- Kent Supporting People Annual Plan and Business Plan
- Kent Supporting People Five -Year Strategy
- Housing and Homelessness Strategies
- Housing Needs Surveys
- Valuing People

9. Project Management

The Policy and Strategy Section of the Supporting People Team will undertake the overall project management of the strategic review.

10. Reporting Procedures

Reporting procedures will follow the communication plan and include:

- Regular updates will be given to the Head of the Supporting People Team
- A briefing will be given at the monthly Supporting People meetings
- Updates will be provided at meetings of the Core Strategy Development Group and the Commissioning Body
- The final report and any recommendations will be agreed by the Core Strategy Development Group and the Commissioning Body
- Regular updates on progress in the quarterly Supporting People newsletter

12. Programme Support

Support will be sought from the Supporting People Team.

13. Action Plan

A detailed action plan for the project with relevant time scales and named officer responsibility or groups is attached to the Project Plan.

Strategic Review of Long -Term Supported Accommodation - Action Plan & Gantt Chart

Task	Lead Responsibility	Timescale	Expected Outcomes
<u>1. Strategic Review Development Process</u>			
Identify relevant strategy groups and other relevant stakeholders for consultation	Jo/ Ute	Sept 2007	Stakeholders identified
Formulate Project Plan and Action Plan and Communication Plan	Ute	Dec 2007	Plans drafted and agreed by CB
Provide regular updates of progress to the Core Strategy Development Group and the Commissioning Body	Jo/ Ute	On - going	Quarterly updates on progression
Complete draft report for consultation and present to Core Strategy Development Group	Jo/ Ute	Aug 2008	Draft completed
Produce final report and present to Commissioning Body	Jo/ Ute	Sept 2008	Strategic review completed
<u>2. Strategic Relevance within Localities</u>			
Establish baseline district/ borough supply data	Ute	Oct 2007	Baseline supply data established
Evaluate quarterly PI returns for quarters 16, 17 and 18, to establish <ul style="list-style-type: none"> • Utilisation • Throughput • Cost per unit and QAF scores 	Jo/ Ute	Dec 2007	Establish utilisation and any throughput over time
Design and apply a Task Analysis Survey Questionnaire <ul style="list-style-type: none"> • Select service users within schemes for application of the questionnaire • Collate data • Evaluate data to analyse level and type of support provided in current provision 	Jo / Ute	Jan-Feb 2008	Questionnaire designed and applied and data collated and analysed
Obtain information, and evaluate information obtained, about <ul style="list-style-type: none"> • service users and service profiling • provider profile • service objectives 	Jo/Ute	Oct 2007	Information Obtained and evaluation completed

Task	Lead Responsibility	Timescale	Expected Outcomes
Analyse service accessibility examining <ul style="list-style-type: none"> • Referrals (referral processes and referral routes/ access arrangements) • Eligibility criteria (including exclusion policies) 	Jo/Ute	On - going	Information obtained and evaluated
Analyse need <ul style="list-style-type: none"> • Update current knowledge • Refine knowledge of need through identification of unmet need • Identify gaps in supply (as well as oversupply) 	Jo/Ute	On - going	Evidenced current and potential future need
Map any move-on arrangements	Jo/Ute	On - going	Evidenced any arrangements
3. Consultation			
Incorporate service user consultation into the strategic review process <ul style="list-style-type: none"> • Carry out consultation with a proportion of service users in long - term accommodation based housing (if required, in conjunction with advocates) • Provide feedback to service users in appropriate formats • Analyse results with regard to scoping the review 	Jo/ Ute	Oct-Dec 2007	Consultation carried out and analysed, and incorporated into final report
Incorporate provider consultation into the strategic review process <ul style="list-style-type: none"> • Establish strategic relevance and priorities (including compliance with Kent Eligibility Policy) • Identify access arrangements and referral systems • Identify any move-on arrangements • Identify unmet needs • Identify any other funding sources, e.g. health, Social Services 	Jo/ Ute	Jan-Feb 2008	Consultation completed and incorporated into final report
Incorporate consultation with district/ borough housing departments and other relevant stakeholders (e. g. Health, Adult Social Services, Elected Members in the strategic review process: <ul style="list-style-type: none"> • Establish strategic relevance and priorities • Identify access arrangements and referral systems • Identify unmet need • Identify funding sources other than Supporting People grant monies 	Jo/ Ute	Feb-Jun 2008	Consultation completed and incorporated into final report

Task	Lead Responsibility	Timescale	Expected Outcomes
<p>4. Final Report</p> <p>Feed consultation outcomes into final report and draw conclusions. Aggregate the district/ borough conclusions and produce a countywide strategic context. The final report will provide:</p> <ul style="list-style-type: none"> • A district and countywide view of existing long - term accommodation based services • Evaluation of models of support provision • Evaluation of current provision meeting local / national targets • Evaluation of current provision being compatible with Grant Conditions and the Kent Eligibility Policy • Identification of needs gaps • Identification of priorities for change / development • Impact assessment for any proposed changes 	Jo/ Ute	Jun-Jul 2008	Completed analysis of strategic relevance of existing services
<p>5. Contracting</p> <p>Provide the contracts department with the final agreed requirements for the size and scale of the necessary services to form the basis of negotiations with regard to potentially reconfiguring existing services and tendering for potentially new services.</p>	Contracts & Performance & Review Sections	Sept 2007- Mar 2009	Completed implementation of strategic review

Gantt Chart

Task	2007					2008								
	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Identify strategic groups for consultation														
Formulate project and action plan														
Establish baseline supply data from Districts and Boroughs														
Evaluate quarterly PI returns (16,17 & 18) Utilisation, throughput, cost per unit, QAF grades														
Design, apply & evaluate task analysis questionnaire to: map level and type of support within current provision														
Gather & evaluate information about: Service users and service profiling, provider profiles & service objectives														
Analyse service accessibility by looking at referral processes/routes & access and eligibility criteria including exclusion policies														
Update current knowledge, refine knowledge through unmet need & identify under & over supply														
Map any move - on arrangements														
Map general care and support arrangements & analyse interdependencies between the two														
Provide regular updates to the Commissioning Body														
Incorporate Service User consultation in to the process using group meetings & analyse results														
Incorporate provider consultation in to the process using individual interviews and analyse results														
Incorporate other stakeholder consultation in to the process using individual meetings and analyse results														

Draft report for consultation															
Draft report presented to Core Strategy Development Group															
Final report to Commissioning Body															

Draft Communication Plan

Supporting People is a partnership of local government, Probation, Health, service users and support agencies. Good communication is vital to the operation and delivery of services as well as their review. As part of its Annual Plan, the Supporting People Team is undertaking a strategic review of long-term accommodation-based supported housing in Kent.

Purpose of the Document

The purpose of the document is

- To structure, facilitate, regulate and ensure good project communications
- To define all parties with an interest in the project and the means and frequency of communication between them and the project
- This document forms part of the project plan for the strategic review of all long-term supported accommodation in Kent

Roles and Responsibilities

The key stakeholders in the project are:

Stakeholder	Interest/Stake
Commissioning Body	Agreeing the final report and recommendations arising from it
Core Strategy Development Group	Ensuring the progress of the project, analysing information and making recommendation
Elected Members, County Council and Districts/Boroughs	Representing the interests of their constituents
Statutory Services, e.g. Adult Social Services, Health, Local Housing Authorities	Commissioners and providers of services
Other Agencies, e.g. advice agencies	Providing potential service users with advice, signposting services
Service Providers	Providers of support services
Service Users	Recipients of services

The Policy and Strategy Officer in consultation with the Head of Supporting People will manage the project. They will:

- Inform the Core Strategy Development Group and Commissioning Body of the progress of the project and any risks and issues
- Take steps to ensure that the views of a wide range of stakeholders including Elected Members, statutory and voluntary agencies are sought and that sufficient opportunity is given to contribute to the strategic review

- Ensure that service providers' views are taken into account
- Maximise service user involvement through building on existing user involvement structures thereby ensuring that their views are taken into account
- Provide written feedback to all agencies involved in consultation
- Maintain the communication plan

Communication Plan: Completed by Ute Vann, Policy and Strategy Officer Initiated: December 2007

Stakeholders	Key Information Requirements	Method and Frequency	Information Provider	Feedback Channel
Commissioning Body	<ul style="list-style-type: none"> • Project start up information, Project Plan, Action Plan, Communication Plan, • Update Reports • Final Report with options appraisal and recommendations 	<ul style="list-style-type: none"> • Formal agreement to initiation December 2007 • Written quarterly reports December 2007, March and June 2008 • Final Report September 2008 	Strategy and Policy Officer with input from the Supporting People Team	<ul style="list-style-type: none"> • Formally by Commissioning Board meeting • Informally by email and in writing
Core Strategy Development group	<ul style="list-style-type: none"> • Project start up information, Project Plan, Action Plan, Communication Plan • Update Reports • Final Report with options appraisal and recommendations 	<ul style="list-style-type: none"> • Initial information November 2007 • Written quarterly reports November 2007, February and May 2008 • Final Report August 2008 	Strategy and Policy Officer with input from the Supporting People Team	<ul style="list-style-type: none"> • Formally by CSDG meeting • Informally by email and in writing
Elected members, Kent County Council	<ul style="list-style-type: none"> • Background on project • Progress on project 	<ul style="list-style-type: none"> • Six monthly reports to the KASS Policy Overview Committee 	Head of Supporting People with input from Strategy and Policy	<ul style="list-style-type: none"> • Formally in writing • Formally by meetings

Stakeholders	Key Information Requirements	Method and Frequency	Information Provider	Feedback Channel
	<ul style="list-style-type: none"> • General information including baseline supply of long-term supported accommodation. • Any impact on overall Supporting People programme and Kent County Council's strategic agenda • Advance notice of recommendations 	<ul style="list-style-type: none"> • Briefings at Members' meetings as required • Presentations as required • Quarterly Supporting People Newsletter • Publishing of plans on the Supporting People website • Written communication as required 	Officer	(direct contact) <ul style="list-style-type: none"> • Informally by email
Elected Members, District/Borough Councils	<ul style="list-style-type: none"> • Background on project • Progress on project • General information including baseline supply of long-term supported accommodation. • Any impact on overall Supporting People programme and the district/borough 	<ul style="list-style-type: none"> • Briefings at Members' meetings as advised by districts/boroughs • Presentations as required • Quarterly Supporting People Newsletter • Publishing of plans on the Supporting People website • Written communication as 	Head of Supporting People with input from Strategy and Policy Officer	<ul style="list-style-type: none"> • Formally in writing • Formally by meetings (direct contact) • Informally by email

Stakeholders	Key Information Requirements	Method and Frequency	Information Provider	Feedback Channel
	strategic agendas <ul style="list-style-type: none"> • Advance notice of recommendations 	required		
Statutory Services, e.g. Adult Social Services, Health, Local Housing Authorities	<ul style="list-style-type: none"> • Project start up information, Project Plan, Action Plan, Communication Plan, • Update Reports • Final Report with options appraisal and recommendations • General information including baseline supply of long-term accommodation-based services. • Any impact on overall Supporting People programme and Kent County Council's strategic agenda • Advance notice of recommendations 	<ul style="list-style-type: none"> • Quarterly written reports through the Commissioning Body and Core Strategy Development Group meetings • Quarterly Supporting People Newsletter • Publishing of plans on the Supporting People website • Individual meetings with representatives of the different agencies • For KASS, update reports to PDRB / SMT 	Strategy and Policy Officer with input from the Supporting People Team	<ul style="list-style-type: none"> • Formally in writing • Formally by individual meetings (direct contact) • Informally by email

Stakeholders	Key Information Requirements	Method and Frequency	Information Provider	Feedback Channel
Service Providers and Other Agencies	<ul style="list-style-type: none"> • Project start up information, Project Plan, Action Plan, Communication Plan, • Update Reports • Final Report with options appraisal and recommendations • General information including baseline supply of long-term accommodation-based services. • Views of Service users on individual schemes • Advance notice of recommendations 	<ul style="list-style-type: none"> • Quarterly written reports through the Core Strategy Development Group meetings • Quarterly Supporting People Newsletter • Publishing of plans on the Supporting People website • Quarterly meetings of Inclusive Forum • Presentation at Executive Board of Inclusive Forum • Individual meetings with representatives of the different agencies 	Policy and Strategy Officer with input from the Supporting People Team	<ul style="list-style-type: none"> • Formally in writing • Formally by individual meetings (direct contact) • Formally by meetings of Inclusive Forum and Executive Board • Formally by Task Analysis Survey • Informally by email
Service Users	<ul style="list-style-type: none"> • Project Plan, Action Plan, Communication Plan, • Update Reports • Final Report with 	<ul style="list-style-type: none"> • Plain English briefing note to be prepared by the SP team for use by all parties when engaging with service users 	Policy and Strategy Officer with input from the Supporting People Team	<ul style="list-style-type: none"> • Formally in writing • Formally by individual meetings (direct contact) • Formally by meetings

Stakeholders	Key Information Requirements	Method and Frequency	Information Provider	Feedback Channel
	<p>options appraisal and recommendations</p> <ul style="list-style-type: none"> • Written information on the purpose of consultation with service users • Advance notice of recommendations 	<ul style="list-style-type: none"> • Quarterly Supporting People Newsletter • Publishing of plans on the Supporting People website • Letters preceding consultation in individual schemes • Briefings at the Service user Panel • Final report in easy to read format sent to service users participating in the consultation 		<p>of Service User Panel</p> <ul style="list-style-type: none"> • Informally by email

Working with the Press

All additional information to the press will be provided via Kent County Council press office whose point of contact is the Head of Supporting People, Claire Martin.

Partners in the Supporting people programme are requested not to issue press statements regarding the strategic review of long-term services without consulting with the Head of Supporting People, Claire Martin.

**Action Plan from Extraordinary Meeting of the Core Strategy Development Group Meeting
15 January 2008 – Amended following CSDG 12 February 2008**

Recommendation 1	Aim	Action	Lead SP Officer	Target Date
Strengthen the strategic approach to Supporting People by:	Further needs assessments of needs of Gypsy and Travellers, BME groups, refugees and people living with HIV/Aids	Continuing to enhance work through the County wide Gypsy and Travellers group which Supporting People attends and the Director of Resources chairs.	Ute Vann	21 April 08
	Refreshing the Five-Year Strategy to identify future priorities and show how the needs of BME and other hard to reach groups will be met:	Focus groups need to be instigated to ensure that all the relevant agencies are identified	Jo Pannell	March 08
		Supporting People will produce a Strategy map on how all the relevant Strategies link with each other	Jo Pannell	June 08
	Ensuring that the revised Five-Year Strategy fully reflects the priorities and needs of the partners and key stakeholders, including the new PCTs and service users	A consultation event will be held on the Five-Year Strategy refresh – plenty of notice will be given to our key stakeholders and partners prior to the event to ensure maximum attendance. Key people who have the ability to make decisions will be invited (possibly elected members?)	Jo Pannell	Nov 08
	Developing a county wide move-on strategy in partnership with service providers and other partners.	JPPB sub group to develop and market a County wide move-on Strategy	Ute Vann	June 08
		The issues involved with the private sector will be mapped out in a one-off meeting	Jo Pannell	Sept 08

Recommendation 2	Aim	Action	Lead SP Officer	Target Date
Improve performance management and governance of the programme by:	Establishing a suite of performance indicators which allow managers and governance bodies to measure the impact of the programme in terms of benefits for the service user and the wider community	Quantitative measures are needed to show levels and areas of social inclusion and Qualitative need to show numbers of people receiving a service.	Mel Anthony	June 08
		Questionnaires and surveys used to test client satisfaction levels with their service will be fed into performance management reports	Kevin Prior/ Melanie Anthony	June 08
		A programme of training sessions will be offered to providers to complete the Outcomes returns to St Andrews	Mel Anthony	December 08
	Giving performance management a higher profile within governance meeting agendas	Performance management reports now appear first on the agenda of Core Strategy Development Group and Commissioning Body	Mel Anthony	COMPLETE
	Ensuring that all members of the governance bodies are provided with comprehensive guidance and induction	Induction packs for new members of the CSDG and CB will be produced	Mel Anthony	June 08
		The Supporting People Team will be available to talk through any issues that remain unclear	Claire Martin	On going
	Continuing to involve the wider body of elected members in the development of the programme	The induction packs will be sent to all portfolio holders and will be on the website to down load	Mel Anthony	September 08
		Six monthly reports will be presented to The Adult Services Policy Overview Committee	Claire Martin	April 08 Nov 08
	Ensuring that all plans clearly set out the expected impact and outcome of each proposed action	A glossary will be inserted at the front of all future CSDG and CB papers	Mel Anthony	COMPLETE

Recommendation 3	Aim	Action	Lead SP Officer	Target Date
Improve the approach to Value for Money by:	Working with other SP partnerships to develop further benchmarking and ensure more in-depth and meaningful comparative analysis	Kent will continue to work with its cross – authority partners to improve upon the benchmarking work already done together	Kevin Prior	June 08
		Benchmarking amongst providers against cost and quality will become part of performance reporting	Mel Anthony	June 08
	Ensuring that the financial impact of all decisions taken in relation to the programme is clearly set out in Commissioning Body reports	Financial impact assessment is a standard item on all reports to Commissioning Body	Mel Anthony	COMPLETE
	Developing robust performance reports which clearly draw attention to costs and efficiency savings	This will be incorporated within the Five-Year Strategy	Jo Pannell	March 09
		Report template to be amended	Mel Anthony	June 08

Recommendation 4	Aim	Action	Lead SP Officer	Target Date
Service user involvement by:	Developing a service user involvement strategy which includes clear measurable outcomes in consultation with users and advocates	The strategy is to be redeveloped	Jo Pannell	Sept 08
		Partners will support and assist the Supporting People Team to use existing service user consultation groups to reach a wide and varied target audience, appropriate to the task in hand.	Jo Pannell	Sept 08
		The Supporting People Team will have exact questions they wish to ask service users	Jo Pannell	Sept 08
	Carefully planning all major public consultation exercises	Communication planning, agreed at CSDG and CB is a standard part of all consultation exercises	Claire Martin	Ongoing
		The Supporting People Team will tailor all events to the needs of the respective client groups being consulted with and ensure clarity about what we want to know	Claire Martin	Ongoing
	Ensuring that service users have an opportunity to influence decision making and participate in governance, performance management and procurement	Partners will support and assist the Supporting People Team to use existing service user consultation groups to reach a wide and varied target audience, appropriate to the task in hand	Jo Pannell	Sept 08
		The Supporting People Team will use existing mechanisms, local forums and house meetings	Jo Pannell	Sept 08

Recommendation 5	Aim	Action	Lead SP Officer	Target Date
Improve access and information in relation to the Supporting People programme by:	Ensuring that no providers apply restrictive access and referral arrangements and that all comply with the Programme's agreed reconnection policy	The county reconnection policy will be monitored and findings reported to CSDG and CB.	Ute Vann	Nov 08
		Contract monitoring will include an examination of compliance	Kevin Prior	Nov 08
	Ensuring that frontline staff employed by the partners provide a consistent and informed approach to the Programme	Partners will support the Programme by utilising the Supporting People packs for induction of new staff	Mel Anthony	September 08
		Partners will continue to utilise local Monitoring and Review (M & R) Officer as a training resource.	M & R Officers	Ongoing
		Partners will alert the team of any shortfall of knowledge they discover during the course of their work	M & R Officers	Ongoing
	Undertaking mystery shopping of all telephone and frontline access points to the programme across the county and taking steps to address any shortfalls in performance	Programme will enlist the help of other Supporting People partnerships to mutually test frontline access points	Mel Anthony	May 08
		Providers to test their own reception areas and access points for information and knowledge among staff of the Supporting People programme in Kent	M & R Officers	June 08
	Ensuring that all documents are printed with the relevant translation straplines	All leaflets now include the translation straplines	Ute Vann	COMPLETE
	Providing clear information to providers about financial incentives available to encourage improvement	Revise handbooks, webpages	Kevin Prior	September 08
	Making hard copies of the local services directory available at all key access points	Produce publicity material detailing availability of service directory details on the web site e.g. coasters	Mel Anthony	May 08