

REPORT

By: Angela Slaven - Director of Youth Services and Kent Drug and Alcohol Action Team (KDAAT), Communities

To: Supporting People in Kent Commissioning Body

13 October 2009

Subject: **Developing the Five-Year Strategy 2010 to 2015**

Classification: **Unrestricted**

For Information

Summary: **This report provides a progress report on the development of the Five Year Supporting People Strategy 2010 to 2015.**

1.0 Introduction

1.1 The Kent Supporting People Strategy 2010 to 2015 is due to be agreed by the Commissioning Body in March 2010. The Commissioning Body agreed the project plan, action plan and communication plan for developing the new strategy in March 2009.

1.2 The Supporting People Programme has made a commitment to provide quarterly progress reports to the Core Strategy Development Group and the Commissioning Body.

1.3 There has been national interest within the media and within Parliament (The House of Commons Inquiry into the Supporting People Programme) into the removal of resident scheme managers/wardens from sheltered housing. A Panorama Programme was aired on BBC1 about this topic at the end of August. The programme featured an In Touch scheme in the east of the County. The solicitor who has been spear-heading the challenge to the removal of resident scheme managers/wardens has also been in touch with Kent County Council. The Core Strategy Development Group, and the Commissioning Body will need to consider carefully any potential legislation or guidance that emerges (this is obviously dependent on what action or otherwise government determines it will make, or any judgements which are

handed down via the Courts). This will obviously have implications for the development of the strategy.

2.0 Actions Completed

- Work packages required by different sections of the Supporting People Team agreed.
- Identification of relevant strategy groups and other relevant stakeholders for consultation identified.
- Identification of needs/gaps in services and demand (see Needs Analysis report)
- Supply mapping

3.0 Activities Currently Being Undertaken

3.1 There has been face to face consultation with 26 providers. Other providers have contributed through questionnaires that had been posted on the Kent Supporting People Programme website. Providers had been alerted to the existence of the questionnaires by email and through provider forums and the Supporting People newsletter.

3.2 There has been face to face consultation with 16 groups of service users. Again, providers had been advised that a service user questionnaire had been posted on the Kent Supporting People Programme website and were asked to inform service users. The Supporting People Team received 250 such questionnaires from service users. The Team is currently evaluating the responses.

3.4 The Head of Supporting People accompanied by the Policy and Strategy Officer have commenced consultations with officers and where possible elected members of individual districts and boroughs. Other stakeholders that were consulted included representatives from Primary Care Trusts, Probation and Kent Adult Social Services, Kent Communities Directorate, and the Children's Families and Education Directorate.

3.5 The Programme will be consulting with the Kent Partnership and the Adult Social Services Policy Overview Committee. This additional consultation has been added to the action plan under item 1. The action plan is included as at Appendix 1 (strategy development process).

3.6 The strategic review of investment and the budgetary analysis have commenced.

3.7 The Supporting People team reported on intermediary findings at the consultation conference on 17 September 2009. During the conference the Team consulted further with a wide range of stakeholders. Their contributions

were captured in writing and have been fed back to attendees and will feed into the draft strategy.

3.8 The Supporting People team organised a workshop for members of the Commissioning Body on the 14 July 2009. The initial views expressed at this meeting were captured in writing and have been fed back to attendees.

4.0 Service User Consultation

4.1 Service users have been consulted on how they want to be involved and consultation is on-going. Members of the service user panel did attend the consultation conference.

5.0 Equality Impact Assessment

5.1 An initial screening of the project has been carried out and found that the development plans have no adverse impact on the different groups of service users.

6.0 Financial Impact Assessment

6.1 The financial implications of the development of the strategy relate to expenditure on service users to acknowledge their participation and the relevant consultation events to be held, including the workshop and conference mentioned above.

6.2 The new Five-Year Strategy (and any appropriate transitional arrangements) will be fully costed, as part of the process.

7.0 Conclusion

7.1 The development of the Kent Five-Year Supporting People Strategy as outlined in the action plan agreed by the Commissioning Body is on target.

7.2 The Core Strategy Development Group agreed to recommend the report to the Commissioning Body but asked the Supporting People Team to add an additional work package to the list already developed: Planning commissioning /decommissioning of services and links with providers, landlords and other agencies. This action has now been taken.

8.0 Recommendation

- (i) The Commissioning Body is asked to note the contents of the report.

Claire Martin
Head of Supporting People
Tel: 01622 221179

Ute Vann
Policy & Strategy Officer
Tel: 01622 694825

Background Information:

Kent Supporting People Strategy 2010-2015 Project Plan
Kent Supporting People Strategy 2010-2015 Action Plan
Kent Supporting People Strategy 2010-2015 Communication Plan

Appendix 1: Development of the Five-Year Kent Supporting People Strategy
2010-2015 – Updated Action Plan

Appendix 1 Development of the Five-Year Kent Supporting People Strategy 2010-2015 – Updated Action Plan

Task	Timescale	Outcome
1. Strategy Development Process		
Formulate Project Plan, Action Plan and Communication Plan	Completed	
Develop product breakdown descriptions detailing tasks to be undertaken for each output/deliverable	Completed	Work packages developed.
Provide quarterly updates of progress to Core Strategy Development Group (CSDG) and Commissioning Body (CB)	On-going	Quarterly written updates on progression
Complete first draft strategy for consultation	Nov 2009	Draft completed
the CSDG and the Commissioning Body	Nov/Dec 2009	Draft presented
Produce final strategy and present to CSDG and CB	Feb/Mar 2010	Strategy agreed
2. Consultation		
Identify and establish contact with relevant strategy groups for consultation purposes, including the service user panel. Identify other relevant stakeholders for consultation.	Completed	<ul style="list-style-type: none"> • Relevant groups identified. • Consultation plan with interview schedules and timetables drafted
Service users (including carers/carer organisations)	Completed	<ul style="list-style-type: none"> • Written consultation summaries produced • Survey designed and carried out
<ul style="list-style-type: none"> • Incorporate service user consultation in all aspects of developing the strategy • Engage the service user panel in directing the consultation of service users • Identify representative service user groups for consultation • Produce written reports on service user consultation • Identify former service users and carry out a survey as to the benefits/ or other experienced of having received Supporting People funded services 		
Service Providers	Completed	Written consultation summaries produced
Consult with as wide a range of providers as possible through the various provider fora and through individual consultations		
Other stakeholders	Mar 2009- February 2010	Written consultation summaries produced
Consult with other stakeholders including districts/boroughs, Adult Social Services, Health, Probation, Communities Directorate, Children Families and Education.	In progress	
Kent Partnership Board, Adult Social Services Policy Over-view Committee.		
3. Budgetary Analysis		
Examine finance and funding:	Feb-May 2009	Forecast established and modelling carried out
<ul style="list-style-type: none"> • Financial resources available • Current spend • Forecasting and financial modelling over the lifetime of the strategy 	In progress	
4. Needs Analysis		
Mapping needs:	Completed	Reports presented as 6-monthly needs analyses to CSDG and CB
<ul style="list-style-type: none"> • Map against client group and local areas • Map against demographic data and establish likely future need • Identify gaps in provision 		

Task	Timescale	Outcome
<u>Measuring demand:</u> <ul style="list-style-type: none"> • Referral rates for floating support • Referral rates for reconnection service/ Outreach and Resettlement • Investigate a mechanism to collate data on referrals to short-term accommodation-based services over a 3-month period • Client Records • Referrals for Single Agency Assessments (east Kent) and Joint Assessment and Referral Processes (west Kent) 	Completed	<ul style="list-style-type: none"> • Referral data collated and statistics compiled. • Analysis of data carried out.
5. Supply Mapping Map current supply, including distribution by client group and district and borough	Completed	Supply identified
6. Definition of Strategic Objectives Define the strategic objectives of the partnership <ul style="list-style-type: none"> • Establish policy/strategic contexts and key drivers of change • Establish linkages to other strategies and cross-cutting objectives (including targets contained within the Local Area Agreement • Evaluate results from consultations 	Mar-Aug 2009 In progress	<ul style="list-style-type: none"> • Contexts mapped • Objectives identified and included in the draft strategy
7. Strategic Review of Investment <u>Market analysis:</u> <ul style="list-style-type: none"> • Service and provider profiles • Current access arrangements • Service performance (service review reports, feedback from contract monitoring process) • examination of full cost recovery • Review outcomes of strategic reviews of Floating Support, short-and long-term services 	Apr-Aug 2009 In progress	Analysis completed and written summary produced
<u>Review of performance:</u> Utilisation and throughput Move Ons Outcomes Other performance indicators Evaluation of all data	May/Jun 2009 In progress	Statistics compiled and evaluated
<u>Review commissioning arrangements</u> Examine current commissioning and procurement arrangements, contracting options for future commissioning and monitoring arrangements for strategy and services	Aug-Sept 2009 In progress	Strategic commissioning and procurement framework developed, including Commissioning and Procurement Strategy
8. Set Commissioning Priorities Evaluate: <ul style="list-style-type: none"> • Current and future trends in provision • Use of resources within changing strategic contexts 	Aug/Sept 2009 In progress	<ul style="list-style-type: none"> • Priorities set within strategic contexts and objectives. • Change/Market Management

Task	Timescale	Outcome
<ul style="list-style-type: none"> • Results from consultation • Establish overall direction of travel re the different client groups • Priorities for change • Planning commissioning/decommissioning of services • Managing change and the market and commissioning proposals 		Plans developed
<p>9. Definition of the Kent Supporting People Vision</p>		
<p>Review the current vision</p>	Sept 2009	Vision revised
<p>10. Diversity</p>		
<p>Analysis of existing service provision</p> <ul style="list-style-type: none"> • in the context of local demographics • in the context of demand • in context of information from relevant agencies, service providers and diverse groups of individuals in communities 	Completed	Analysis carried out
<p>11. Draft Strategy</p>		
<p>Feed consultation outcomes into draft strategy and draw conclusions. The final strategy will provide:</p> <ol style="list-style-type: none"> 1. A revised Kent Supporting People vision and strategic objectives that are aligned to strategic contexts 2. A plan for commissioning services that <ul style="list-style-type: none"> • meet the agreed priorities for change/ development (and based on evidenced need, market analysis and a strategic review of investment) within a cash-limited budget • may require a redistribution/reconfiguration/decommissioning of services 3. Annual Plan 2010-11 	Nov/Dec 2009	Draft Strategy disseminated for consultation
<p>12. Finalisation of the Strategy and Strategic Review of Investment</p> <ul style="list-style-type: none"> • Core Strategy Development Group in February 2010 • Commissioning Body in March 2010 	January/ March 2010	Strategy is agreed and disseminated