

SOCIAL CARE & HOUSING SCRUTINY COMMITTEE
 REPORT BY HEAD OF STRATEGIC HOUSING SERVICES 27 JANUARY 2004
 AUDIT COMMISSION INSPECTION OF SUPPORTING PEOPLE PROGRAMME IN HEREFORDSHIRE - **APPENDIX B**
Herefordshire Supporting People programme Improvement Plan.

This document sets out where and how action can be taken to further improve the performance and achievements of the Supporting People programme in Herefordshire.

The plan has been jointly agreed by the Directorate Management Team within the Council, responsible for the Supporting People Team and by the Commissioning Body of the Herefordshire Supporting People Partnership, responsible for the implementation of the whole Supporting People programme.

	Area for Improvement:	Agreed Outcomes:	Target Date(s) for Implementation:	Actioned and Monitored by:
1.	Communication with Service Users and Tenants.	<ul style="list-style-type: none"> i. To place SP Service Directory on the Council website and develop a keyword search facility for the Directory to facilitate ease of use. ii. Develop and implement a common platform of service user information leaflets with neighbouring authorities (Shropshire / Worcestershire / Telford & Wrekin) iii. Develop basic information standards for providers, to include clear accessible information for new service users. iv. Work in partnership with Enabling Team and service commissioners to extend current user & carer consultation, focussing on service improvement and future capital / revenue development. 	<p>November '03 – on Council site February '04 - with virtual search function</p> <p>November '03 - Common M & R documents in use across H & W. March '04 - Extended to T&W / Shrops'</p> <p>March '04 - Developed following consultation with Provider Forum 18/02/04 April '04 - Implemented with issue of 'steady state' contracts</p> <p>November '03 - Workshops initiated with ALD clients/ carers. Development worker started consultation with users of dementia service. March '04 run monthly workshops for various client groups, utilising</p>	<p>SP Lead Officer SP Lead Officer (Report to Jan 04 CB)</p> <p>SP Lead Officer SP Lead Officer (Report to April 04 CB)</p> <p>SP Lead Officer SP Lead Officer (Report to April 04 CB)</p> <p>SP Lead Officer (Report to CB via quarterly report)</p>

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			service user review feedback	
2.	Delivering the aims of the 2003/04 Shadow Strategy	<ul style="list-style-type: none"> i. Review the 36 action points to develop a more streamlined Delivery Plan ii. Set delivery targets (Capital targets such as 'bid submission', 'start on site', 'completion' and 'handover' / Revenue targets such as 'Service bid completed', 'staff recruitment', 'nominations' 'start of first tenancies') iii. Commissioning plans agreed by Commissioning Body iv. Quarterly review of Delivery Plan in partnership with service commissioners and Strategic Housing Enabling Team to be reported to Commissioning Body v. Half Yearly report to Housing and Social Care Scrutiny Committee 	<p>October '03 – draft revision produced February '04 – Present revised report to all partners</p> <p>January '04 – in line with ADP capital bid announcements</p> <p>January '04 - in line with ADP capital bid announcements</p> <p>January '04 – in line with agreed Commissioning Body meeting schedule</p> <p>To fit with Scrutiny Committee schedule</p>	<p>CB – circulated to DMT & Members CB</p> <p>Chair of CB – Head of Strategic Housing</p> <p>SP Lead Officer CB to agree Jan '04</p> <p>CB</p> <p>CB & DMT</p>
3.	Communication with partners	<ul style="list-style-type: none"> i. Agree Terms of Reference for the Commissioning Body to ensure that there is an effective decision-making and conflict resolution process ii. Map and formalise reporting procedures from the Commissioning Body to key groups within the Council, PCT and Probation Service (DMT / CXMT / PCT Board / LITs / Partnership Boards etc iii. Map and formalise reporting protocol to external partners such as the Provider Forum, RSL Forum etc 	<p>November '03 – Terms of Reference agreed. Amended by Commissioning Body to include shadow board for greater governance</p> <p>January '04 – Outcomes of Commissioning Body meetings to be circulated to relevant groups</p> <p>January '04 – Outcomes of Commissioning Body meetings to</p>	<p>CB</p> <p>CB</p> <p>SP Lead Officer</p>

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3. (Cont')		<ul style="list-style-type: none"> iv. Utilise existing Strategic Housing newsletter to promote the Supporting People programme with all partners v. Administering Authority to reinforce need for greater input to the local Supporting People programme by West Mercia Probation Service vi. Supporting People team to initiate workshops with staff from Probation Service in Herefordshire vii. Implement ICT and security protocols to finalise the transfer of confidential data via electronic means to providers 	<p>be circulated to relevant groups</p> <p>January '04 – Supporting People page in Strategic Housing Newsletter</p> <p>November '04 – Revised representation by West Mercia Probation at the Commissioning Body</p> <p>January '04 – initiate meetings / workshops</p> <p>November '03 – Testing encryption software with selected provider January '04 – implement electronic transfer of data</p>	<p>SP Lead Officer</p> <p>Chair of CB</p> <p>SP Lead Officer</p> <p>SP Team</p> <p>SP Team</p>
4.	Ensure ongoing resources to maintain an effective Supporting People programme	<ul style="list-style-type: none"> i. Complete establishment of 'steady state' Supporting People function within the Strategic Housing Division ii. Prepare for the ongoing reduction in 04/05 and possible withdrawal of the Supporting People Administration Grant in April '06 iii. Commissioning Body to negotiate greater investment by the PCT and Probation Service in the local Supporting People programme 	<p>December '03 – All staff will be in place by end of year</p> <p>December '04 & December '06 – Commissioning Body to raise matter for consideration in partner's budget setting process</p> <p>December '03, December '04 & December '06 –raise matter for consideration in partner's budget setting process</p>	<p>Head of Strategic Housing</p> <p>DMT</p> <p>CB / DMT</p>
5.	Leadership of the Supporting People programme	<ul style="list-style-type: none"> i. Commissioning Body will develop and sponsor a Supporting People Improvement Plan to increase the scope and effectiveness of the local Supporting People programme 	<p>November '03</p>	<p>CB</p>

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		<p>ii. Commissioning Body will agree Local Performance Indicators (LPIs) linked to existing and new locally set targets for providers</p> <p>iii. Commissioning Body, in partnership with the Social Care & Strategic Housing Directorate Management Team, to set performance indicators to monitor the management of the Supporting People programme</p> <p>iv. Map which existing Key Performance Indicators or Local Performance Agreement targets for Housing, Social Care or Finance can be linked to the local Supporting People programme</p> <p>v. Extend Business Analysis Practice to encompass all Supporting People Business Activities</p>	<p>January '04</p> <p>January '04</p> <p>January '04</p> <p>March '04</p>	<p>CB</p> <p>CB / DMT</p> <p>SP Team</p> <p>SP Team / CB to agree in April '04</p>
6.	Making the link between Housing Benefit and the 'steady state' Supporting People programme	<p>i. Agree and implement an information sharing protocol with the Housing Benefit Team</p> <p>ii. Agree and implement effective data protection protocols that conform with the Data Protection Act and the Council's information security policies</p>	<p>February '03 – Information sharing protocol agreed and implemented with Housing Benefit</p> <p>November '03 – revise data fields in protocol</p> <p>February '03 – Data security protocols agreed and implemented</p> <p>November '03 – Set up a formal agreement for Housing Benefit team to report weekly to the Supporting People team</p>	<p>SP Team</p> <p>SP Team</p> <p>SP Team</p> <p>SP Team / Housing Benefit Manager</p>