

# Devon Supporting People

## *Programme Work Plan for 2006*



# 1. INTRODUCTION TO DEVON'S SUPPORTING PEOPLE WORK PLAN APPROACH FOR 2006/8

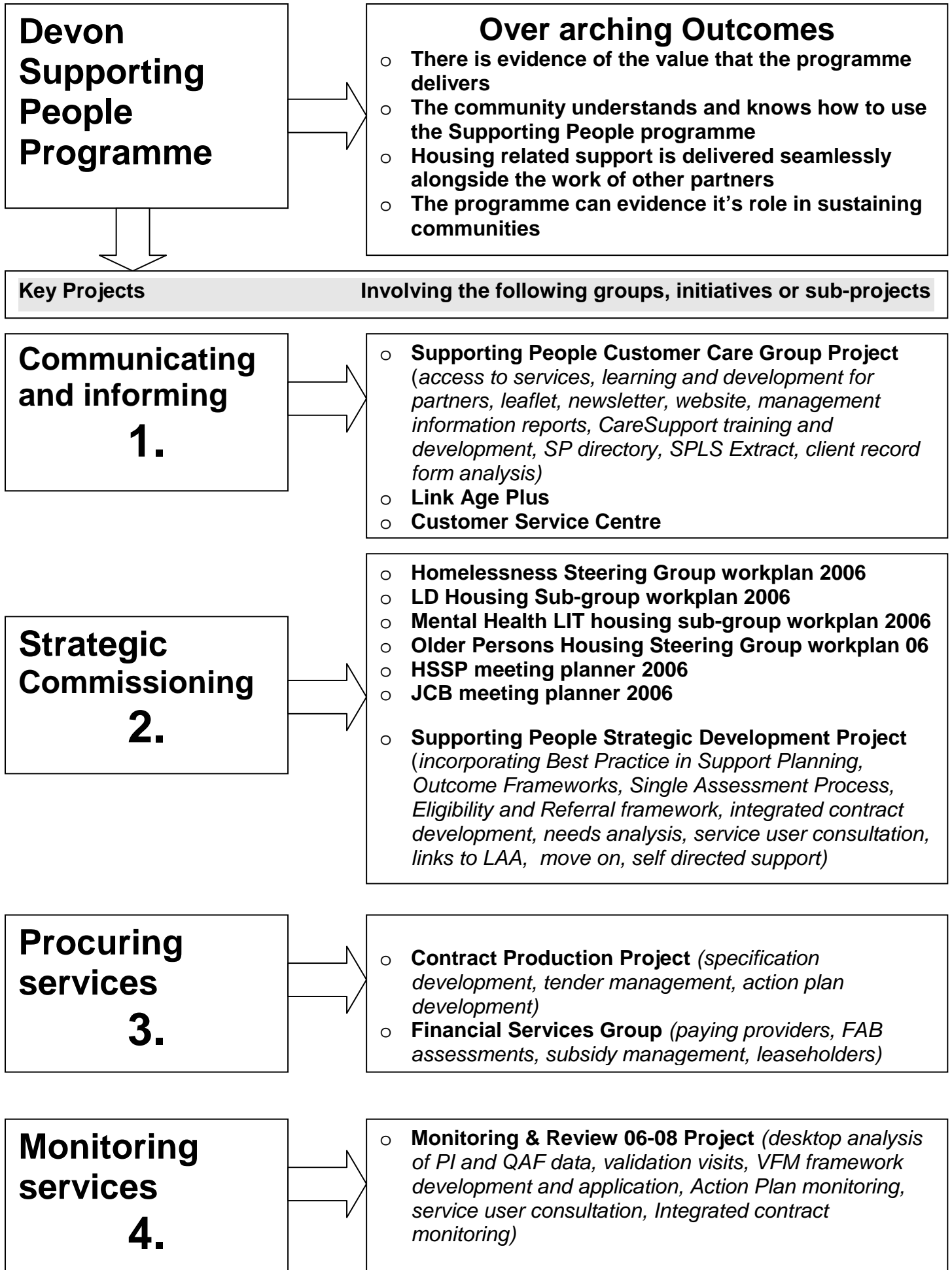
## 1.1 Finding your way around the workplan:

- Opposite is a flowchart style 'overview' showing how the programme outcomes are realised through 4 key projects, supported by a series of groups, initiatives, and sub-projects.
- At the back of this document there are 4 timetabled milestone plans, one for each of the 4 key projects shown opposite. It is through routine reference to these milestone timetables that the workplan's primary purpose is achieved, and effective direction of the programme is maintained.

## 1.2 The primary function of this workplan is to enable Devon's governing structures and key partners of the programme to be aware of the high level objectives that have been prioritised, and to be able to routinely appraise the progress being made towards completing that work. The areas of work that are currently prioritised within the 4 key projects have been derived through:

- All work previously done by the Supporting People Team towards developing priorities and workplans for the programme.
- Recommendations from the Audit Commission about improvements needed to Devon's programme.
- Completion of an Equality Impact Needs Analysis during January 2006, which informed the Team of actions that were immediately needed to achieve greater equality.

## 1.3 In addition to this workplan, there are separate guidance's relating to each of the workplan's four key projects shown opposite. The guidance documents provide greater detail about specific targets that have been set, and greater detail about the processes being used to achieve these targets.



## **2 PROGRAMME GOALS FOR 2006/8**

During the 2006/8 period, Devon Supporting People Programme will:

- 2.1 Double the numbers of service users participating in consultation exercises that involve housing related support from 150, to 300.
- 2.2 Host 6 partnership events for providers, that result in good evidence of consultation and involvement taking place on the subjects of contracts, action plans, reporting and service specification development.
- 2.3 Add a further 203 household units of support to the homelessness sector, whilst achieving a reduction in average annual cost from £7,370 per unit (2005), to £4,916 per unit.
- 2.4 Add a further 9 household units of support to the learning disability sector, whilst achieving a reduction in average annual cost from £11,640 per unit (2005), to £8,315 per unit.
- 2.5 Add a further 12 household units of support to the mental health sector, whilst achieving a reduction in average annual cost from £6,657 per unit (2005), to £5,163 per unit.
- 2.6 To continue contracting for all of Devon's older persons sector household units of support, without seeking any reduction in average annual cost of £648 per unit.
- 2.7 Visit a service from each of Devon's providers, and validate a 50% improvement in the overall level of quality across the programme.
- 2.8 Increase the number of jointly commissioned services from one service in the Older Persons Sector, to one service in each of the four sectors.

### 3 INTRODUCTION TO THE VISION FOR EACH KEY PROJECT

#### 3.1 COMMUNICATING AND INFORMING

***The overall aims and objectives for this key project are that the programme will develop the community's access to Supporting People services, and will continue to improve and formalise expectations for customer care.***

***The outcomes this project will deliver are:***

- Service users, carers and referring organisations have a consistent, reliable and effective means to identify, contact, and access services.
- A better quality and range of information about each of Devon's services is available by the year end.
- Throughout the year improved reports are available to commissioners, providers and the public.

Within the Supporting People Team a Customer Care Group delivers a sub-project that spans a range of interrelated activities. At the heart of these activities is improved use of the Supporting People Local System (SPLS) to achieve greater access to management information. This involves increasing the range of data collected and held, resulting in improved use of the national Supporting People directory, improved detail in local reporting, and better responses to requests from the public for information. Improved use of the Client Record Form data will compliment the above improvements, and deliver a greater depth of understanding to the community about who the programme serves, and overall patterns of service user take up of provision.

Working in partnership with the Supporting People Team, the initiatives of Link Age Plus, Care Direct and the Customer Service Centre will help establish improved, streamlined pathways for customers.

Throughout 2006 a Supporting People Team Customer Care Group delivers a series of tasks to milestones shown in part three of this pack.

## 3.2 STRATEGIC COMMISSIONING

***The overall aims and objectives for this key project are to complete the strategic commissioning processes already underway, whilst simultaneously strengthening the groups and processes that achieve partnership consensus for strategic commissioning. Other aims and objectives include the gathering and analysis of new information needed to update the current strategy, and to use this to review priorities for future commissioning.***

***The outcomes this project will deliver are:***

- Service users have better access to higher quality support wherever they live in Devon.
- Opportunities for aligning or even joining together the combined purchasing power of partners are identified, and resulting economies are used to improve and expand provisions.
- Public funds are used to purchase housing related support that delivers the best outcomes achievable, within the affordable budget.
- Planning and decision making involves providers, service users and carers.

This key project delivers greater integration of, and improvement to services, resulting from key partners working more closely together when jointly addressing cross-cutting issues.

Generally, the groups and sub-projects working to support delivery of this key project are already well established multi-agency groups. All of the housing steering groups are working to structured workplans for 2006, which contribute to meeting planners for the HSSP and JCB.

Within the Supporting People Team, a Supporting People Strategic Development Project acts as a subproject to drive emerging areas of essential improvement, such as best practice in support planning, outcome frameworks for housing related support, single assessment process, eligibility and referral framework, integrated contract development, needs analysis, strategic level service user consultation, and linkage to the Local Area Agreements. This sub-project also has a role in predicting issues that are most likely to become the next areas requiring essential improvement, such as move on through short term provisions, and personalised budgets/self directed support.

The flowchart overview in part two of this pack shows the multi agency groups that throughout 2006 deliver a series of tasks set to milestones detailed in part three of this pack.

### 3.3 PROCURING SERVICES

***The overall aims and objectives for this key project are that the programme will consult and involve stakeholders over the introduction of steady state contracts, whilst simultaneously producing and implementing them for each of the four sectors of the programme.***

***The outcomes this project will deliver are:***

- Service users have a higher quality service because of Action Plan targets set within steady state contracts.
- Tender evaluation processes ensure that service users end up with the best quality providers delivering services to them.
- Service users who are not entitled to housing benefit, have fair opportunities to receive support that they can afford.

This work will involve adapting Devon County Council's procurement to best fit the wider partnership agenda, such as the need for integrated or jointly commissioned provisions.

Within the Supporting People Team a Contract Production sub-project co-ordinates specification development, tender management, and action plan development for each of the sectors within the programme. As this sub-project traverses each sector of the programme, membership adapts to achieve the most appropriate make up.

As part of the Supporting People Team, a Financial Services Group ensures continuity of payment for providers, and develops improved co-ordination of fairer charging assessments, subsidy management, and arrangements for leaseholders.

Throughout 2006 members from Supporting People and Procurement and Contracts deliver a series of tasks to milestones shown in part three of this pack.

### 3.4 MONITORING SERVICES

***The overall aims and objectives for this key project are for the programme to establish clear reporting and performance expectations and targets for the year, and to work across the provider and commissioning partnership to achieve these by the year end.***

***The outcomes this project will deliver are:***

- Service user views about the service they receive are gathered in confidence, and contribute to improvements.
- Devon's commissioners and providers are able to evidence the value that the programme delivers to the community
- Supporting People management information is reported alongside and even within, the management information reports of partners.

Within the Supporting People Team, a Monitoring & Review 2006/08 sub-project performs desktop analysis of Performance Indicators and Quality Assessment Framework data, and arranges validation visits to services where reality checks and service user consultations take place. The sub-project develops Value For Money frameworks to help benchmark services in partnership with providers, and routinely analyses the progress providers are making towards achievement of Action Plans within Supporting People and Integrated contracts.

Throughout 2006 members from Supporting People and Procurement and Contracts deliver a series of tasks to milestones shown in part three of this pack.

# 1. Communicating and informing

WORK PACKAGE	TASK NAME	MILESTONES	OWNER
DEVELOP THE COMMUNITY'S ACCESS TO SUPPORTING PEOPLE SERVICES	REVISE LEAFLET, IMPROVE LOCAL WEBSITE	COMPLETE IMPROVEMENTS SEP 2006	CUSTOMER CARE GROUP
	UPDATE DATA ON CARE SUPPORT AND SUPPORTING PEOPLE DIRECTORY USING SP4'S	HOMELESSNESS: MAY 2006 LEARNING DIS & MENTAL HEALTH :NOV 2006 OLDER PERSONS: FEBRUARY 2007	
	PRODUCE AND CIRCULATE MANAGEMENT INFORMATION REPORTS	HSSP: MAY, SEP & NOV 2006 JCB: JUNE, SEP, & DEC 2006	
	FORMALISE MOVE TOWARDS CAREDIRECT/CUSTOMER SERVICE CENTRE	PROJECT REINIT IN PLACE 01/07/06	
FORMALISING EXPECTATIONS FOR CUSTOMER CARE	CIRCULATE DCC STANDARDS, AND PERFORM PROVIDER SATISFACTION SURVEY	COMPLETE SURVEY 01/08/06	VL/NK
	DELIVER 'ACCESS TO S.P SERVICES' FAMILIARISATION PACKAGE TO HOUSING STEERING GROUPS, CITIZEN'S ADVICE BUREAUS AND HOUSING ADVICE TEAMS	ALL DELIVERY COMPLETE BY 31/03/07	CUSTOMER CARE GROUP
	ESTABLISH CARE & SUPPORT COMMUNICATION PROTOCOL BETWEEN PROVIDERS, SOCIAL SERVICES, DPT AND HOUSING	MENTAL HEALTH CONFERENCE 25TH APRIL 06; FIRST DRAFT OF COMMUNICATION PROTOCOL COMPLETE BY 15/06/06	AM/MS

## 2. Strategic Commissioning

WORK PACKAGE	TASK NAME	MILESTONES	OWNER
<b>COMPLETING STRATEGIC COMMISSIONING PROCESSES THAT HAVE ALREADY BEGUN</b>	COMPLETE OPTIONS APPRAISAL AND TENDER PROCESS (HOMELESSNESS)	LET CONTRACTS BY JAN 07	LS/MS
	AGREE USE OF UNCOMMITTED FUNDS	REPORT AGREED BY JCB SEP 06	AM/MS/KO
	REMODELLING OF OLDER PERSONS SERVICE ACROSS THE 8 DISTRICTS	ALL DISTRICTS COMPLETED BY 31/11/06, REPORT PUBLISHED DEC 06	AM/MS/X3SRDO
	DELIVER 'BEST PRACTICE IN HOUSING RELATED SUPPORT PLANNING' WORKSHOPS FOR EACH SECTOR, AND PUBLISH BEST PRACTICE FRAMEWORK AS A RESOURCE TOOL.	TOOLKIT PUBLISHED BY JULY 06 (MH & LD SECTORS) DEC 06 FOR HOMELESS & OP SECTORS.	MS/VL/NK/X3SRDO
<b>STRENGTHENING THE GROUPS AND PROCESSES THAT ACHIEVE CONSENSUS FOR STRATEGIC COMMISSIONING</b>	COMPLETE WORKPLANS FOR EACH HOUSING STEERING GROUP (HSG)	ALL HSG WORKPLANS COMPLETED BY (Homelessness) 31/04/06; (LD & MH) 30/06/06; (Older Persons) 30.08.06	X3SRDO & HSG Chairs
	REVISE HSG MEMBERSHIP AND UPDATE TOR TO REFLECT LINKS NEEDED OVER CRITICAL ISSUES	UPDATED TOR TO HSSP 5TH SEP 06	AM/MS/X3SRDO & HSG Chairs
	COMPLETE AND AGREE RISK AND CONTINGENCY MITIGATION PLANS	EMAIL CONSULTATION DURING JUNE 2006, REPORT TO HSSP SEPT 06	MS
<b>GATHERING AND ANALYSING NEW INFORMATION FOR FUTURE COMMISSIONING</b>	REVISE NEEDS ANALYSIS FOR GAP AREAS IN CURRENT PROVISION	REPORT COMPLETED BY 31/03/07	AM/MS/X3SRDO
	COMPLETE TASKS IN ACTION PLANS ARISING FROM EQUALITY IMPACT NEEDS ASSESSMENT	ALL TASKS COMPLETE SEP 06	MS/VL/NK/X3SRDO
	ANNUAL STRATEGY UPDATE	COMPLETE SEP 06	AM
	INVESTIGATE AND DEVELOP APPROACHES TO ACHIEVE SELF DIRECTED SUPPORT	REPORT TO JCB 18/09/06	MS/EM

### 3. Procuring Services

WORK PACKAGE	TASK NAME	MILESTONES	OWNER
<b>CONSULTING OVER INTRODUCTION OF STEADY STATE CONTRACTS</b>	PROVIDER CONSULTATION EVENTS OVER STEADY STATE ACTION PLANS	LD & MH MAY 2006 OCTOBER 2006	OP MS/ x3 SRDO
	DOCUMENTING INTER-DEPARTMENTAL PROCESSES FOR SHARED CONTRACT PRODUCTION INITIATIVES	ALL KEY PROCESSES DOCUMENTED BY APRIL 2006	MS/VL/NK/X3SRDO
	PRE-TENDER MEET THE BUYER EVENTS	HOMELESSNESS 17TH MAY 06	MS/VL/NK/X3SRDO
<b>PRODUCING &amp; IMPLEMENTING STEADY STATE CONTRACTS</b>	ISSUE AND AMEND DRAFT STEADY STATE CONTRACTS FOR LD & MH SECTORS	ALL CONTRACTS SIGNED BY 31 ST AUGUST 2006	MS/VL/NK/X3SRDO
	ISSUE AND AMEND DRAFT STEADY STATE CONTRACTS FOR OP SECTOR	ALLCONTRACTS SIGNED BY 31ST DEC 2006	MS/VL/NK/X3SRDO
<b>ADAPTING DCC PROCUREMENT TO WIDER PARTNERSHIP USE</b>	ESTABLISH FRAMEWORK FOR INTERGRATED CONTRACT PROCUREMENT IN ALL FOUR SECTORS	GUIDANCE PUBLISHED BY OCTOBER 2006	AM/MS/ x3 SRDO

## 4. Monitoring Services

WORK PACKAGE	TASK NAME	MILESTONES	TEAM MEMBERS
<b>SETTING &amp; COMMUNICATING TARGETS &amp; EXPECTATIONS FOR YEAR</b>	CREATE AND AGREE CRITERIA FOR AREA EFFECIENCY STATEMENT CONTENTS	COMPLETE APRIL 2006	AM/MS/KO
	2006 REPORTING EXPECTATION LETTERS WRITTEN AND CIRCULATED TO ALL PROVIDERS	DISPATCHED BY APRIL 28TH 06	MS
	GUIDANCE DOCUMENT 'MONITORING & REVIEW 2006/8' WRITTEN & SUBMITTED TO HSSP & JCB	REPORT TO HSSP 16TH MAY JCB 12TH JUNE	MS
	TARGETS AND OUTCOMES NEEDED FOR YEAR FINALISED AND REPORTED TO HSSP & JCB	REPORT TO HSSP 16TH MAY JCB 12TH JUNE	AM/MS
<b>WORKING WITH PROVIDERS AND WITHIN THE S.P TEAM TO ACHIEVE TARGETS</b>			
	S.P TEAM HOST QUARTERLY REPORTING DROP IN WORKSHOPS FOR PROVIDERS DURING 2006	8TH MAY, 3RD JULY & 2ND OCTOBER 2006	MS/VL/NK/X3SRDO
	MID YEAR REVIEW OF ALL TARGETS, AND IF NEEDED, REMEDIAL ACTION PLAN SUBMITTED TO JCB	REPORT TO HSSP 28TH NOV JCB 11TH DEC	AM/MS/ x3 SRDO
<b>END OF YEAR REVIEW</b>	END OF YEAR REPORT ON TARGET ACHIEVEMENT & DRAFT 2007 TARGET PLAN SUBMITTED TO JCB	REPORT TO HSSP & JCB JAN & MARCH 07	AM/MS
	COMPLETE AREA EFFECIENCY STATEMENT	COMPLETE AND SUBMIT MARCH 07	AM/MS/KO