

Annex B
Supporting People Strategy Action Plan

Progress on action plan

Action area	Action planned	Progress
Needs assessment and strategic relevance for each customer group completed	<p>Specification for needs assessment drawn up</p> <p>Sign up from all named strategic leads</p> <p>Level 5 information on priority groups by 2006</p> <p>Other groups to level 5 (suitable for specifying service requirements) by 2010</p>	<p>Specification outlined in 2006/7 work plan.</p> <p>Needs information gathered through strategic review elements of service reviews</p> <p>Updated assessments now in place for: mental health (priority group), homelessness (including information on complex needs – priority group). Drug user assessment still not complete but some progress.</p> <p>Unlikely to achieve Level 5 for all services within original planned timescales</p>
Commissioning new services and utilising balances	<p>New ,or changed services in place</p> <p>Balance utilised</p>	<p>Pilot schemes commissioned from balances in October 2005 for 18 months.</p> <p>Pilot schemes reviewed and agreement to continue funding made April 2007.</p> <p>Balances utilised by these new services</p>

		and by the phased introduction of the retraction plan for ineligible services
Service re-engineering	<p>Process for service change agreed by 2006</p> <p>Services changed according to agreed process 2006-10</p>	<p>Service reviews identify need for change. Changes negotiated with providers. Appeals procedure in place.</p> <p>Services requiring decommissioning to be agreed by CB, and new servcies to be commissioned to be agreed by CB</p> <p>Changes identified through 1st service reviews now in place. Proposals for change all agreed with providers.</p> <p>Retraction plan agreed by CB March 2006.</p> <p>Decommissioning procedure to be in place by May 2007</p>
Commissioning plan needed	Commissioning plan in place by June 2006 for priority groups	<p>Commissioning Plan agreed by June 2006</p> <p>Reviewed and revised January 2007</p>
Assessing Value for Money of all services	<p>Completion of 3 year service review programme by March 2006</p> <p>Improvement areas for process agreed and implemented</p>	<p>Completed on time, and improvement areas agreed with all relevant providers. Services required to change to be reviewed again within a year.</p>

	Continuing review of service review process	CB agreed revised procedure August 2006 2 nd round of service reviews now under way using new procedures, with greater links to strategic partners for customer groups
Assessment gateway to be considered to ensure that customers can access the services they need	Feasibility study required	Not pursued. A number of customer groups already have accommodation panels, which provide a gateway to services
Engaging BME communities to understand housing support needs	Project group set up Brief agreed and work undertaken to improve engagement	Agreed not feasible to undertake solely for SP – needs co-ordinating to reduce risk of overburdening communities. CYC event June 2007. Research to be commissioned following this event
Performance monitoring to be developed to allow partnership to monitor the programme	Approach to be agreed and implemented on performance monitoring and reporting	Performance reports received quarterly by CSG To review 2007, once National framework is agreed.
Develop an Outcome based approach for schemes	Agree outcomes for schemes with providers Monitor outcomes	Pilot under way – roll out delayed to take account of new national framework: National framework for short term schemes due to commence June 2007, Long term schemes due to start July 2007
Outcomes in individual support plans	Support plans are outcome based	Pilot on outcomes in line with regional model Rollout delayed to take account of

		national framework
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