

Annex A

Action Plan in response to the inspection of the York Supporting People Programme

	Issue	Proposed Action	Timescale	Result
1	Plan how the underspend for 2003/4 and resources unlocked from the 2004/5 budget can best be utilised for benefit of the vulnerable people of York.	A report will be brought back to the CB once the final settlement of the SP grant for York is known	By April 2005	<p>Achieved Agreed in Jan 05 workshop to look at pilot services.</p> <p>Bids reported July 05 and contracts awarded for 18 months Oct 05</p> <p>Rest used to enable SP funds to be reduced where services ineligible in phases thus not putting vulnerable people at risk</p>
2	Ensure that a framework for delivering the five year strategy is developed, resourced and adhered to	A project plan is in place to complete the 5 year strategy in time for submission	Submission by April 2005	<p>Achieved Strategy developed and submitted April 05</p>
3	Implement effective arrangements for involving users, carers and advocacy groups including 'hard to reach' groups who do not currently receive or are underprovided for in relation to housing related support	Key target groups will be HIV/Aids, people with drug dependency, refugees, people from Black & Minority Ethnic groups, - for whom we will work with partner and neighbouring authorities to develop constructive links with user and advocacy groups. All service groups to be mapped to	March 2005	<p>Partly achieved Service groups and links mapped. Some gaps – no links yet with refugees (York is not a dispersal city) and limited links with BME groups</p>

Annex A

Action Plan in response to the inspection of the York Supporting People Programme

		<p>show how links will be made and maintained.</p> <p>Information provision will be improved by the development of the Council website, and the development of a services directory</p>		<p>Website developed</p> <p>Service directory (with NYCC) published summer 05.</p> <p>SP to host a stall at June 2007 Council event for BME communities</p>
4	<p>In relation to the governance of the programme:</p> <p>a) develop protocols and procedures to resolve disputes should they arise between partners; and</p> <p>b) review the membership of the Core Strategy Group to ensure it has adequate representation from all stakeholders, including external service providers.</p> <p>c) Update the terms of reference for the group to reflect its current purpose and relationship with the commissioning body</p>	<p>a) This will be the subject of a separate report to the C.B on a memorandum of understanding</p> <p>b) CSG has agreed to invite representatives from 2 provider forums. The SP Providers forum is looking at the method of selection and resource within providers.</p> <p>c) Useful guidance has recently been received which can be used to clarify the relationship which will then be reported to the CB</p>	<p>January 2005</p> <p>December 2004</p> <p>January 2005</p>	<p>Achieved</p> <p>Memorandum of Understanding agreed March 05 (Updated arch 2007)</p> <p>Providers selected representatives January 05 and attended CSG from March 05</p> <p>TOR updated March 05</p>

Annex A

Action Plan in response to the inspection of the York Supporting People Programme

				Further review 2007 – proposals to extend membership to strategic leads and to User reps
5	Establish a local interpretation of which activities are eligible for Supporting People funding, involving service providers and user representatives.	This will be the subject of a further report to the CB following consultation with local stakeholders	January 2005	Achieved Completed for SP strategy
6	<p>In relation to the service review programme:</p> <p>a) amend the approach to service reviews to ensure that services which are suspected of providing activities ineligible for grant funding, not strategically relevant, high cost or at risk are targeted for early review</p> <p>b) the commissioning body should ensure that the service review timetable is resourced and adhered to, and that services are re-configured, as necessary, to ensure that funded services are eligible and provide value for money</p> <p>c) establish in agreement with service providers a quality assurance mechanism to ensure reviews are</p>	<p>a) The service review programme will be amended from the start of 2005 (see reports on service reviews and eligibility criteria on this agenda)</p> <p>b) The CB will be receiving updates on progress against the review timetable. A bid has been made for ODPM funding to supplement our resources through the “Value Improvement” programme with service reviews highlighted as the key issue.</p> <p>c) A Quality Assurance Framework (QAF) is being implemented by the CSG in negotiation with</p>	<p>January 2005</p> <p>Ongoing (result of the bid to ODPM to be announced on 19th November)</p> <p>January – April 2005 for</p>	<p>Achieved</p> <p>PLD services brought forward</p> <p>Service reviews completed by March 2006. Additional staffing financed through admin grant under spends</p> <p>Review process</p>

Annex A

Action Plan in response to the inspection of the York Supporting People Programme

	consistent and a means of dealing with appeals or disputes that may arise following a service review	provider and following ODPM guidance. A dispute resolution process needs to be agreed.	the dispute resolution agreement to be finalised	reported to CB Feb 05
7	Comply with ODPM guidance and grant conditions regulations by making payments to service providers in advance	This will require a waiver to the Council's Financial Regulations. It will also generate a lot of work on I.T. and admin. Systems, contract variation and housing benefit links.	By April 2005	Not achieved Waiver requested but ODPM advised Head of Finance that it was not a requirement. Providers advised with option to request review of payment arrangements if this caused hardship
8	Develop and deliver services with partners in response to identified need that plugs the gaps in housing related support provision for client groups who are currently not provided for.	The gaps in provision will be set out in the 5 year strategy based on the information we currently have available. This, together with information being built up from service reviews will be brought to the CB to inform decisions on priorities for future commissioning of services.	By November 2005	Partially achieved Pilot services targeted at groups identified as priority within strategy. Commissioning plan further developed 2006/7 in line with retraction plan
9	Tackle the barriers that are put in place by service provider exclusion policies and the 'silting up' of accommodation based services through shortages of move on accommodation.	This has been identified as an issue for some customer groups – e.g. offenders and people with drug dependency. Contract reviews will examine exclusion policies and	By November 2005	Delayed Second round of Service Reviews (from April 2006)

Annex A

Action Plan in response to the inspection of the York Supporting People Programme

		challenge the rationale for them. There will also be work with the provider forum on acceptable principles for exclusion policies. The 5 year strategy should help inform the CB about areas where move on arrangements are not working well.		beginning to explore issues more robustly)
10	<p>Improve planning and performance management by:</p> <p>a) introducing an overarching short to medium term plan which allows the commissioning body to oversee the development and delivery of the programme</p> <p>b) finalising risk appraisal and contingency planning for the Supporting People services in York with an emphasis on the potential for service failure. These plans must be linked to the corporate programme of risk management, should be clearly recorded and agreed by the commissioning body</p> <p>c) considering how performance indicators and other statistical information provided by all the partners can be used to evidence the impact that the Supporting people programme is having in York</p>	<p>a) This will need to be in place for 2005/6 so that the CB can take a more active role in guiding and performance managing the SP programme</p> <p>b) The inspection has called for a more formal system of risk management to be put in place. In the first instance this will be discussed at the CSG.</p> <p>c) This can be considered initially as part of the 5 year Strategy</p>	<p>January to April 2005</p> <p>To be completed by April 2005</p> <p>April 2005</p>	<p>Mainly achieved</p> <p>Overarching work plan provided or CB and CSG for 2005/6</p> <p>Risk log agreed by and reported to CSG</p> <p>Delayed – first PI report May 06</p>

Action Plan in response to the inspection of the York Supporting People Programme

11	Report the findings of this report to the council, commissioning body, staff, partners, providers, stakeholders and users setting out proposals for addressing these recommendations and all other weaknesses in this report within 12 months.	There will need to be communications plan to achieve this. A newsletter has now been set up for stakeholders and reports are going to the council's Executive Members in December 2004.	Already underway	Achieved
----	--	---	------------------	-----------------