



SUPPORTING PEOPLE NEWS



Issue 15

Autumn 2007

Service User / Carer Involvement

We place a very high priority on involving users and carers in shaping our services. We are developing our strategy for involvement to introduce a more systematic approach to how users and carers interact with the Supporting People Team. We have also produced a new "Having your Say" questionnaire for use in Service Reviews. An outline strategy has been considered by the Programme Development Group in October, and will

be considered by Commissioning Body in January

We are arranging a pilot Service User Reference Group on 14th December, to bring together service users with a range of support needs. Service users feedback from this group to Commissioning Body will help us use the best ways to involve people in different areas such as making plans for the future, tendering contracts, and producing

information for service users.

Please encourage service users and carers to contact us, either as individuals or as members of service user groups, by contacting Geoff Sharpe on: - 01707 280767, to register interest or find out more information. Although places are limited for the 14th December, we are keen to set up more events in 2008, based on people's preferred ways to engage with us.

Diversity

Supporting People is continually striving to develop systems and processes which ensure that services are in place to meet the range of diverse community and individual needs. So that providers are also adequately equipped to engage in this process, Supporting People arranged for a diversity training day which took place on 28th November 2007 at the Ramada Jarvis Hotel in Hatfield. The applications

for this training day was greatly oversubscribed and many applicants were unable to obtain a place. Therefore, we will be running this diversity training day again in early 2008 and those who were unfortunate not to get a place in November will be contacted accordingly.

Supporting People will also be providing ongoing information to providers on diversity issues as they arise.

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Value for Money

Supporting People is currently in the process of a programme of visits to providers with the new comprehensive and robust Value for Money (VFM) review. The new VFM

Process & Procedure and Eligibility Criteria/Policy, which was adopted in March 2007 by the Commissioning Body, in consultation with partners and providers, will ensure that resources are effectively

targeted at priorities. This process will also provide valuable information to reviewing our benchmarking position for 2008.

In July 2007, we informed you that we were commissioning a new I.T. system called SPOCC (Supporting People Oxford Computer Consultants).

Stage 1 of the system has now been implemented on target and went live at the end of October 2007. Stage 2a of the system, which is a web based public facing portal, is due to go live during January 2008. This function will give the public online access to view services provided and provide appropriate signposting to those services.

The final stage, 2b, will be a secondary element to the web

based portal, but this will be a secure area.

This facility will help both the Supporting People team and



Providers maintain accurate data whilst reducing their respective workloads.

Once providers have been given access to the system they will have the facility to:-

- Enter performance indicators online

- Download tenant and subsidy schedules
- Save and print schedules or import data into spreadsheets for further analysis
- Update client and schedule information
- Notify the LA of clients joining or leaving a service

As this is a secure website, providers will only have access to their own data.

This final stage will be available to providers from April 2008 and guidance on how to use the system along with secure logon information will be delivered during February and March 2008.

Supporting People has now produced and distributed a new leaflet which has been developed in consultation with a range of people including service users, carers and provider reps on the Programme Development Group. The leaflet provides general information about Supporting People for service users, carers and other members of the public. This leaflet should now be with you

and we strongly encourage that they are made available to new service users as part of a 'welcome' pack.

**New
Supporting
People Leaflet**

If you require further copies of the Supporting People leaflets please order by visiting: - www.hertsdirect.org/acs and select the link on the right hand side of the screen called Adult Care Services Publications.