

Actions	Outcomes	Start Date	End Date	Resource	Supporting People Strategy Sept 2007	Audit Commission Inspection May 2006	HCC Corporate Promises, LAA, Health Targets, District Borough Council and Probation Targets	KLoE	Evidence	Traffic Light	Comments	
1.0 Governance and Partnerships												
1.1 Review of Governance arrangements												
1.1.1	Revise Memorandum of Understanding (MoU) for Commissioning Body	Clear decision making process and	01-Jul-07	30-Nov-07	CB Partners Lead Officer SP	Page 48 - CB has agreed how organisations can be best represented on it , in particular, it will look at how best to ensure the most effective arrangement and participation of Members (councillors) and officers and is considering the establishment of members reference	R1 - Strengthening the leadership and accountability of the SP programme with clearer focus and direction.	Maximising Efficiency savings	1.2 & 1.3	November CB agreed to establish Members Overview Group, Officer lead CB Programme development Group, Service User Reference Group and Provider Forums to provide basis for governance arrangement for the whole programme. First meeting of Members Overview Group where delegated decision making and role of each group will be finalised. Between January and April 08 current meeting structure will continue. See CB paper and minutes November CB. COMPLETED	GREEN	Mark Janes
1.1.2	Revise MoU for PDG											
1.1.3	Revise Terms of Reference for Provider Forums and Provider Reps.											
1.1.4	Involve elected Members in Supporting People Programme, to improve strategic importance and political oversight of the programme Performance and resources Panel HCC Adult Care and Health Panel HCC Adult Care and Health Scrutiny HCC Cabinet HCC District Borough Council Committee Meetings Primary Care Trust Board Probation Board	Clarity of Member involvement at CB and regular reporting to administration and scrutiny	01-Nov-06	30-Sep-08	Senior Officers of County Council and Partners	Page 49 - Decision-making arrangements Page 50 - Commissioning and Procurement Page 52 - Performance Monitoring and Service Reviews	R1/R5 - Develop better planning based on clearer objectives and strong strategy	Helping people feel safe and secure. Maximising opportunities for Children and Young People. Supporting the independence of the growing number of Older people	1 & 2	Cabinet report 23rd July 07. Scrutiny 11th October 07. Performance and Resources Panel 12th September 07 Adult Care and Health Panel 18th October 07	GREEN	Mark Janes
1.2 Service User involvement												
1.2.1	Develop Service User Strategy	Strategy to shape service user involvement throughout the programme	01-Jan-07	30-Nov-07	Lead Officer Strategy Officers Contracting Officers	Page 47 Service User and Carer Involvement	R1 / R2 - Strengthen user involvement in consultation with service users by:- developing more effective user involvement methodologies; and involving service users in strategy developing	Helping people feel safe and secure. Maximising opportunities for all children and young people. Supporting the independence of the growing number of older people		Strategy discussed at PDG in November 07 CB highlighting need for service users reference group as part of review in Oct 07. Meeting with service users to discuss creation of service users group in Dec 07	AMBER	Mark Janes
1.2.2	Develop a process to ensure Service users are involved in Hertfordshire Supporting People Programme Strategy to include:- ✓ Service users comments fed into strategy ✓ Service user easy-to-read version of strategy produced following adoption of strategy by partners ✓ New strategy communicated to service users	Service users shape strategy development. Service users have central role in establishing quality of services	01-Jan-07	30-Nov-07	Providers networks Strategy Officers Lead Officer CB Partners Communication Unit				6.1, 6.2, 6.3	Strategy discussed at PDG in November 07 CB reiterated need for service users reference group as part of review of governance in Oct 08	AMBER	
1.2.3	Develop mechanism for Service users involved in Contract/Service Reviews	Mechanisms in place to ensure service users can communicate with administering authority	01-Jul-07	30-Nov-07	Strategy Officers Contracting Officers	Page 49 - Decision-making arrangements Page 50 - Commissioning and Procurement Page 52 - Performance Monitoring and Service Reviews	R2	Helping people feel safe and secure. Maximising opportunities for all children and young people. Supporting the independence of the growing number of older people		Having your say forms and interviews now part of contract/service review process As at 30th November 379 Having Your Say Forms returned - 240 processed. Overall high level of service satisfaction recorded COMPLETED	GREEN	
1.2.4	Develop mechanism for Service users involved in developing communication and feedback mechanisms		01-Jan-07	30-Nov-07	Strategy Officers Contracting Officers					To be discussed in Dec 07 during development of service user reference group	AMBER	
1.2.5	Develop service users reference group for PDG and CD		01-Sep-07	31-Jul-08	Lead Officer Strategy Officers Contracting Officers					To be discussed in Dec 07 during development of service user reference group	AMBER	

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1.2.6	Develop mechanism for involvement of service users in service remodelling, procurement and tendering	Services shaped by service users	01-Sep-07	30-Nov-07	Lead Officer Strategy Officers Contracting Officers					Referenced in procurement strategy. Specification development around YP service and support Floating support specification COMPLETED	GREEN	
1.3	Performance Framework											
1.3.1	Develop a performance framework for the programme so that CB can ensure the delivery of the five year strategy	Strategy implemented	01-Sep-07	30-Nov-07	Lead Officer	Hertfordshire Supporting People Strategy	R1 / R4 / R5	Maximising efficiency savings	1.0, 3.0, 4.0	CB agreed format Oct 07. First report to Nov 07 CB COMPLETED. CB happy with format and overall - COMPLETED	GREEN	Mark Janes
2.0	Strategy Development and Implementation											
2.1	Hertfordshire Supporting People Programme Strategy											
2.1.1	Production of draft strategy	New strategy and implementation plan in place	01-Jan-07	30-Sep-07	CB Partners Accountable Officer Lead Officer	Hertfordshire Supporting People Strategy	R5 - Formally updating and agreeing a new version of the five year strategy that allows clear strategic relevance assessments and suitable reconfiguration of the programme	Helping people feel safe and secure. Maximising opportunities for Children and Young People. Supporting the independence of the growing number of Older people. Strategy now informing refresh of Homeless strategies in District and Borough councils	2.2	COMPLETED	GREEN	Mark Janes
2.1.2	Consultation on draft strategy										GREEN	
2.1.3	Adoption of the strategy by partners										GREEN	
2.2	Procurement Strategy											
2.2.1	Develop a procurement strategy which communicates to providers and partners the processes of procurement that the programme will follow	Providers and partners are aware of the procurement strategy of the programme, processes to follow and timescales	01-Sep-07	31-Dec-07	Lead Officer Contracts Unit HCC Partners	Page 50 - Commissioning and Procurement	R1 / R5	Helping people feel safe and secure. Maximising opportunities for all children and young people. Supporting the independence of the growing number of older people	4	Procurement policy to go to Dec CB for agreement	GREEN	Mark Janes
2.2.2	<ul style="list-style-type: none"> ✓ Competitive tendering ✓ Single tender process ✓ Re-modelling ✓ Contract/service monitoring ✓ Client group timescales in-line with strategy 											
2.3	Contract/Service reviews / Value for Money - (retraction)											
2.3.1	Develop a process to ensure that all services offer service users a quality service which enables them to meet their outcomes and that the programme grant is targeted and maximised in its impact across the county	New contracts awarded which meet strategic aims of the programme and enable service users to achieve their outcomes	01-Jan-07	31-Mar-08	SP Team Contracts Unit HCC Commissioning Partners	Hertfordshire supporting People Strategy	R4 / R5		4.0 & 5.0	All providers programmed for contract review Sept - Feb 08 - currently on schedule, as at end of November 54 completed. One identified as 'red' remainder services of good standard. 240 Having Your Say forms fully processed. 79% of services users who receive support from scheme manager or warden - very satisfied. Of those in general provision 54% very satisfied 33% satisfied. Budget strategy to incorporate VFM retraction, inflation and investment - going to December CB. Initial value for money returned May 2007 completed. Service / contract reviews programmed Oct - Feb, VFM log monitoring progress Decision to issue Steady State Contract now being made - x6 to be issued to date	AMBER	Mark Janes. Karen Robinson Barry Fearon
2.3.2	<ul style="list-style-type: none"> ✓ Develop retraction plan ✓ Service users involved in service reviews ✓ Service reviews and VFM agreed ✓ Cost exercise completed ✓ Service reviews completed ✓ Retraction agreed with Social Care Plan Commissioners ✓ Monies identified for reinvestment ✓ New contracts issued 											

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2.4 Safeguarding Adults and Children												
2.4.1	Implement processes to ensure that service users are protected											
2.4.2	<ul style="list-style-type: none"> ✓ Lead Officer to join Hertfordshire's 'Safeguarding Adults' Committee ✓ Implement Hertfordshire's Safeguarding Adults and Safeguarding Children's policies with Hertfordshire's providers ✓ Follow Hertfordshire's 'Serious Concerns about Establishment's' policy where appropriate ✓ Incorporate safeguarding adults and children policies into service review methodology SP team and Principle Officer Safeguarding Adults to monitor implementation 	Services are provided free from abuse and ensure dignity and respect are at the centre of service delivery	01-Aug-07	28-Feb-08	Principal Officer Safeguarding Adults Principal Officer Safeguarding Children Strategy Officers Contracts Officers	Page 12 - Helping people feel safe and secure	R3 / R4	Helping people feel safe and secure	9.0 Outcome for Service Users	Lead Officer now part of Safeguarding Adults Committee. Project plan in place to ensure implementation of new safeguarding procedure for providers in Hertfordshire. Part of monitoring arrangements. Half day training day on 6th November for providers. SP team raising awareness of Social Care teams regarding SP involvement in Safeguarding adults. SP team trained 31st October 07 COMPLETED	GREEN	Mark Janes Alan Hadwin Louise Gotch
2.5 Move On												
2.5.1	<ul style="list-style-type: none"> ✓ Review Move-on by district ✓ Look at what is in place - local housing panels, referral groups etc ✓ Benchmark and highlight good practice ✓ Look at the recent homeless link protocol highlighted by CLG ✓ Assist in the planning of consistent protocols and plans for the county 	Service users enabled to move on in a structured and planned way	01-Aug-07	01-Apr-09	Supporting People Team District Councils Providers	Whole Strategy - Homelessness	R3 / R4	Helping people feel safe and secure. This issue to be linked to homelessness strategy renewal.	9.0 Outcome for Service Users	Project plan for move-on being developed. CB agreed way forward in November 2007, SP team to convene half day workshop with district and Borough Council staff to review move-on arrangements for January 08 and finalise project plan.	GREEN	Mark Janes Louise Gotch District Councils
2.6 Access to Service												
2.6.2	Develop service gateways to ensure that service users can access Supporting People service											
2.6.3	<ul style="list-style-type: none"> ✓ Developing website ✓ Produced leaflet and poster campaign ✓ Carried out mystery shopping exercises ✓ Produce and implement guidance for front-line access points and Social Care teams so that service users can access services ✓ Produce communication strategy for the programme 	Service users will have clear signposting to all relevant services	01-Jan-07	30-Apr-08	Strategy Officers Commissioning Body Partners Communications Unit HCC	Hertfordshire Supporting People strategy	R3	Helping people feel safe and secure. maximising the opportunities for all children and young people. Supporting the independence of the growing number of older people.	7.0.	Bi-monthly review of website information. Provider/partner portion of website to be developed during Autumn 07. October 07 leaflet, poster and fairer charging leaflet distributed. Schedule now in place for SP Officers to visit partner access points. Mystery shopping exercise carried out in August 07. Communication strategy now in place. COMPLETED	GREEN	Mark Janes
2.6.4	Directory of services provided to be refreshed and published by SPOCCNET											
2.6.5	To establish effectiveness of actions in 2.6.2 and 2.6.3 via Mystery shopping repeat analysis of Having Your Say Service Reviews Report to CB											
										Green		
										Not started	Not Started	

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3.0 Finance and Administration											
3.1 Financial Planning & Budget Control											
3.1.1 Profile budgets and target budgets to meet future demands	Budgets are correctly targeted to meet client need	01-Jan-07	31-Mar-08	Lead Officer CB HCC Finance Dept.	Page 55 - Financial Planning	R1	Maximising efficiency savings	3.0 & 5.0	This is an amber action due to link with service and contract review. The budget strategy working group to review current financial modelling of programme in light of 'retraction' - 12th November. Report to CB December 07	AMBER	Mark Janes
3.1.2 Monitor budgets to ensure balance											
3.1.3 ✓ Regular reporting to CB as part of performance reporting ✓ Maintenance of robust finance system											
3.2 SPOCC (I.T. System)											
3.2.1 Procure and implement new IT system to support the programme	Increased efficiency for the Supporting People programme Improved provider interface Improved management information reporting	01-Jan-07	31-Mar-08	Lead Officer Finance Department Corporate I.T. Dept.	Page 52 & 55	R1	Maximising efficiency savings	3.0.	Option appraisal paper produced in June 07 System procured in July System went live 22nd October November CLG upload was produced through SPOCC. November payment run from JONK matched SPOCC and December payment run has now gone from SPOCC.	GREEN	Barry Fearon
3.2.2 ✓ Undertake option appraisal ✓ Procured new system ✓ Stage 1 - system go-live ✓ Payment run from SPOCC Nov 07 ✓ Stage 2 web based portal to be implemented from Feb 08											
3.2.3 Maximising the utilisation of SPOCC to streamline business processes ✓ Staff training ✓ Reviewing existing business processes by mapping against SPOCC ✓ Changing business processes		01-Jul-07	31-Dec-08								
3.3 Workforce Development											
3.3.1 Provide systems which identify and address the key skills and knowledge required by supporting people staff in order to carry out their role	Staff have necessary skills to carry out the work of the programme	01-Jan-07	31-Aug-08	Lead Officer Supervisors Workforce Development	Hertfordshire Supporting People strategy	R1	Maximising efficiency savings	3.0.	Performance contracts in place for all SP staff Training logs in place for all SP staff SP team diversity training delivered in December 07	GREEN	Mark Janes Barry Fearon Karen Robinson
3.3.2 ✓ HCC's Performance Management Development process in place ✓ Implement a Workforce development Log											
3.4 Team Structure											
3.4.1 Review configuration of the supporting people team	To provide effective leadership and administration of the programme	01-Jul-07	31-Mar-08	Lead Officer HCC HR CB	Hertfordshire Supporting People strategy	R1	Maximising efficiency savings	3.0.	Initial conversations with personnel and UNISON began October 07 Formal consultation in progress to 21st January 08	GREEN	Mark Janes
3.4.2 Implement new supporting people structure		01-Oct-07	30-Jun-08							GREEN	Mark Janes

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4.0 Diversity												
4.1	Develop systems and practice to ensure that services and systems are able to meet the range of diverse community and individual needs											
4.2	<ul style="list-style-type: none"> ✓ Supporting People to incorporate diversities action plan ✓ Mapping of diversity in Hertfordshire ✓ Monitoring of P.I. data ✓ Service reviews ✓ Investigate providers ability to meet diverse needs ✓ Impact assessments carried out where appropriate ✓ Publication of Supporting People identifies appropriate cultural support ✓ Engagement with Black and ethnic minorities and other diverse service users groups to influence the development of services 	Service users from Black and Ethnic minorities, sensory needs and disabilities have their needs met.	01-Jan-07	30-Sep-08	SP Team Black and Minority Ethnic Worker Commissioning Managers Partners and Providers	Hertfordshire Supporting People strategy	R2, R3	Helping people feel safe and secure. Maximising opportunities for all children and young people. Supporting the independence of the growing number of older people. Linked to refresh homelessness strategy in Districts	6, 8 & 9	Diversity Action Plan produced and awaiting PDG/CB input and approval. Diversity toolkit developed and awaiting launch at forthcoming conference. Two half day diversity conferences to be run for providers in Nov 07 and Feb 08. Half day diversity workshop in Dec 07 for all SP staff. Log of good practice examples now being published on SP website following first conference with providers in addition to diversity toolkit.	GREEN	Mark Janes
5.0 Reshaping Services / Strategic Policies												
5.1	Develop services to offer vulnerable people the opportunity to improve their quality of life by providing a stable environment which enables greater independence by a process of contracting for and remodelling of services	Service users report that services are effective in meeting their needs	01-Jan-07	31-Mar-12	SP Team Partners other commissioners	Hertfordshire Supporting People strategy	Whole audit report	Helping people feel safe and secure. Maximising opportunities for all children and young people. Supporting the independence of the growing number of older people	7	See sections below: -	GREEN	Mark Janes
5.2 Young People												
5.2.1	<ul style="list-style-type: none"> Developing services that enable young people to prevent homelessness and sustain their independence ✓ Crisis intervention - crash pad scheme ✓ Young Persons floating support ✓ Supported accommodation with 24 hr cover ✓ Supported lodgings ✓ Joint housing protocols ✓ Phoenix Project 	Ensure vulnerable young people have a stable environment to achieve their potential LAA target	01-Jan-07	01-Jun-08	SP Team Specialist Project worker Herts Business Service CSF Commissioners District Partners	Page 25 - Young People	R4, R2 & R5	Maximising the opportunities for all Children and young people.	9	Tender process running to timescale	GREEN	Laura fortune
5.3 Floating Support												
5.3.1	Develop services focused on the prevention of homelessness which are not tied to a particular building to meet short and long term need delivered in any housing tenure	Support in place that meet the needs of people who currently have difficulty accessing housing related support across the county	01-Mar-07	01-Jun-08	SP Team Herts Business Service District Partners	Page 43 - Other vulnerable people and housing support Page 46 Meeting diverse needs Other service user groups	R2, R4	Helping people feel safe and secure	9 & 8	Tender process running to timescale and plan	GREEN	Mike Petter Karen Robinson
5.4 St Albans												
5.4.1	<ul style="list-style-type: none"> To develop a floating support specialist service for service users who have difficulties with substance misuse in the St Albans area ✓ Decommission accommodation based service ✓ Procure floating support 	To provide 20 service users with housing related support to sustain and enable rehabilitation and prevent homelessness	01-Mar-07	01-Apr-08	SP Team Herts Business Service St Albans District Council	Page 31 - Homeless People Page 34 - Substance abuse Page 37 - Offenders and those at risk of offending	R1/R4	Helping people feel safe and secure	9 & 8	tender process running to timescale.	GREEN	Louise Gotch

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5.5 Older People												
5.5.1	Develop services which enable older people to maintain their independence, improve their quality of life and avoid unnecessary admission to hospital and residential care <ul style="list-style-type: none"> ✓ Provide sufficient sheltered housing schemes ✓ Increase extra-care housing provision ✓ Integrate community alarm and telecare service with care packages ✓ Maximise the impact of homecare and warden services to enhance independence 	Increase in the number of older people enabled to live at home. LAA target to be developed	01-Jun-07	31-Mar-12	Strategic Commissioning and Major Projects Primary Care Trust District Partners Supporting People Team	Page 20 - Older People	R2/R3/R4	Supporting the independence of the growing number of older people.	9 & 10	Outline project plan went to CB in Aug 07 Project Manager has been appointed and starts Nov 07 Head of Strategic Commissioning and Lead Officer SP developing first area for implementation in Oct 07 Contract review and VFM process for Older People Services to provide cost, quality analysis to feed into the development of the project. Next meeting of progress group November 07	GREEN	Mark Janes Mark Lobban
5.6 Mental Health												
5.6.1	Develop services in order to meet the needs of people with mental health problems who tell us how important the availability of suitable housing is to them in order to provide a situation where their health can improve <ul style="list-style-type: none"> ✓ Map existing provision ✓ Identify need in detail by District ✓ Identify appropriate and inappropriate funding ✓ remodel existing services and tender services as appropriate 	Services configured to meet the need across the county	01-Oct-07	01-Oct-09	Supporting People Joint Commissioning Team Partners	Page 23 - People with Mental Health Problems	R2/R3/R4	Helping people feel safe and secure	9 & 10	Head of Joint Commissioning identifying Lead Commissioner for April 08. Service Contract review and VFM process for Mental Health Services to provide cost, quality analysis to feed into the development of the project.	GREEN	Mike Petter Jess Liversey
5.7 Offenders and Mentally Disordered Offenders												
5.7.1	Develop services in order to meet the needs of offenders and people at risk of offending who tell us how important the availability of suitable housing is to them in order to provide a sound foundation for their needs <ul style="list-style-type: none"> ✓ Map existing provision ✓ Identify need in detail by District ✓ Identify appropriate and inappropriate funding ✓ remodel existing services and tender services as appropriate 	Services configured to meet the need across the county	01-Sep-07	01-Oct-09	Supporting People Team Crime and Drugs Strategy Unit	Pages 31, 34 & 37 Offenders, Homeless People and Substance misuse	R2/R3/R4	Helping People feel safe and Secure Maximising efficiency	9 & 10	Project initiation document to be taken to Nov 07 CB and agreed plan agreed. Reporting back Feb 08	GREEN	Helen Turnbull Vicky Reed
6.0 Strategic Priorities 2008 - 2012												
6.1 2007-08												
6.1.1	From August 2008 through to August 2010, Supporting People will be prioritising services to support the following groups: -											
6.1.2	✓ People with substance misuse problems;										Not Started	
6.1.3	✓ Homeless people;										Not Started	
6.1.4	✓ People fleeing domestic violence;										Not Started	
6.1.5	✓ People with a physical disability;										Not Started	
6.2 August 2010 - December 2012												
6.2.1	From August 2010 through to December 2012 Supporting People will be prioritising services to the following groups: -										Not Started	
6.2.2	✓ People with learning disabilities										Not Started	
6.2.3	✓ Gypsies and Travellers										Not Started	