

Barnet Supporting People Programme - Forward Action Plan - October 2006

Ref	Theme	Actions to Achieve Objectives	Who by	When by	Progress & Comments
1.0 Governance OBJECTIVE - SP programme has clear direction and progress is monitored					
1.1	Governance	Action Plan agreed and target dates set	CB & CSG & SPT	Nov-06	CB / CSG to consider this revised action plan
1.2	Governance	Quarterly monitoring of Action Plan through CB/CSG	CB & CSG & SPT	Quarterly	Progress report last considered by the CSG on 24.7.06 and by the CB on 13.9.06
1.3	Governance	Action Plan reviewed and extended bi-annually	CB & CSG & SPT	bi-annually	Next review date - May 07
1.4	Governance	Reporting line agreed for CB into relevant multi-agency partnership (LSP, Comm Strat or other) agreed	CB & Lead Member	Mar-07	outstanding
1.5	Governance	Bi-monthly meetings with Lead Member minuted and reported back to the CB and CSG	CB chair, Housing CB rep and AO	ongoing	
1.6	Governance	Cabinet and partnership bodies are updated periodically on the progress of the SP programme	CB/Lead Member	to be agreed	future arrangements to be decided
2.0 Strategy OBJECTIVE - The 5-Year Strategy is reviewed annually and updated					
2.1	Strategy	Vision agreed with clear objectives	CB	complete	interim Vision agreed by the CB May 06
2.2	Strategy	The 2005 Needs Survey is updated to review service requirements, identify development priorities, and make recommendations to CB	CSG	Dec-06	time-scale for report to CB to be reviewed
2.3	Strategy	CB to review the priorities in the 2005 SP Strategy, and the current distribution of investment	CB	Dec-06	time-scale to be reviewed
2.4	Strategy	Consultation with stakeholders to be carried out, and conclusions incorporated in the revised 5-Year SP Strategy following CB approval	CB & CSG & SPT	by March 07	time-scale to be reviewed
2.5	Strategy	The revised 5-Year SP Strategy is published on the SP website and made widely available in suitable formats to service users and other customers and stakeholders	SPT	by March 07	
2.6	Strategy	CSG to agree how the needs analysis will be kept current	CSG	by Dec 07	To be decided as part of current needs update project

2.7	Strategy	CSG reports annually to CB with update on needs, gap analysis and strategic direction dependant on needs analysis work and other detailed work programme	CSG	July 2006 onwards - as information available for each needs	Initial strategy for Mental Health agreed by CSG / CB on 26.6.06/10.7.06. Oral report on Learning Disabilities strategy made to CSG on 22.5.06.
2.8	Strategy	The 5-Yearstrategy is updated annually	CSG & CB	annually	next review date - Dec 07

3.0 Sector Re-modelling **OBJECTIVE - Commissioning strategies and implementation plans are in place for each SP sector**

3.1	Sector Re-modelling	Commissioning strategies and implementation plans are agreed by the CB	CSG	to be agreed	time-scales to be decided for each sector
3.2	Sector Re-modelling	Mental Health Sector	CSG	to be agreed	Implementation Plan requested by CB by Dec 06 - comprises 30% of investment delivered by 11 providers
3.3	Sector Re-modelling	Learning Disability Sector	CSG	to be agreed	Priority for 2007- comprises 13% of investment delivered by 6 providers
3.4	Sector Re-modelling	Older Adults Sector	CSG	to be agreed	Priority for 2007 - comprises 19% of investment delivered by 27 providers
3.5	Sector Re-modelling	Young People Sector	CSG	to be agreed	Priority for 2007 - comprises 13% of investment delivered by 4 providers
3.6	Sector Re-modelling	Generic Floating Support Sector	CSG	to be agreed	Priority for 2007 - comprises up to 36% of investment delivered by 18 providers
3.7	Sector Re-modelling	Other Sectors	CSG	to be agreed	Mainly comprising substance misuse, offenders, domestic violence
3.8	Sector Re-modelling	Responsibilities between commissioners and SP Team are clearly assigned for preparation and delivery of sector implementation plans	CSG	to be agreed	
3.9	Sector Re-modelling	Resources are in place to deliver sector implementation plans, including procurement through tender	CB & LA	to be agreed	

4.0 Contracts OBJECTIVE - Contracts are in place for all SP services and are regularly reviewed

4.1	Contracts	Contracts including updated service specifications are extended on a further interim basis wef 1.4.07	SPT	by March 07	Requires continuing suspension of council procurement rules - to be considered by Cabinet Resources Committee Nov 06.
4.2	Contracts	Principles are agreed for SP steady state service procurement and contracts, including legacy services and new developments	SPT	by Feb 07	options under discussion with the council's procurement team, for report to CSG/CB
4.3	Contracts	Appropriate forms of steady state contract are approved and in use	SPT	by Dec 06	Draft contract under consideration by council Legal Services
4.4	Contracts	All contracts are renewed annually, in conjunction with individual CSG members/other commissioners	SPT & CSG individuals	ongoing	reporting arrangements to CSG to be decided
4.5	Contracts	New services and service expansions are commissioned in accordance with CSG recommendations and CB decisions	SPT	ongoing	
4.6	Contracts	The service review programme is agreed annually and updated periodically to include reviews of new services and of services where concerns have been identified through contract monitoring	SPT & CSG & CB	by March for each following financial year	

5.0 VFM OBJECTIVE - Value for Money is measured and informs service commissioning and the development programme

5.1	VFM	a draft tool is prepared for CSG/CB consideration and consultation with providers	SPT	Nov-06	
5.2	VFM	the conclusions of consultation are reported to the CSG/CB, and the tool is implemented following approval	SPT	Dc 06	
5.3	VFM	VFM assessments are reported to CSG/CB as part of annual service and contract review arrangements	SPT	from Jan07	
5.4	VFM	The tool is reviewed and modified in line with lessons learned	SPT & CSG & CB	6 mnths after implement	

6.0 Performance **OBJECTIVE - Performance shows continuous improvement and data informs strategy/annual plan**

6.1	Performance	National and local PI data is collected from providers and appraised quarterly	SP Team	ongoing	
6.2	Performance	QAF Core Objective 7 (Child Protection) is implemented wef 1.4.07	SPT	Apr-07	Consultation with Provider Forum in progress. Training to be provided Q4 06/7
6.3	Performance	QAF self-assessments are collected and appraised annually	SPT	ongoing	
6.4	Performance	Sample audits of providers' PI returns and QAF self-assessments are carried out	SPT	ongoing from Dec 06	
6.5	Performance	PI and QAF data is reported to CSG/CB	SP Team	bi-annually	report in June and December each year
6.6	Performance	The performance framework is agreed annually by the CSG/CB, and forward targets are set for performance by providers	SPT & CSG & CB	by March 07	
6.7	Performance	Prepare options for implementing the SP performance framework across non-SP funded services wef 1.4.08	SP Team	by Sept 07	current development work being undertaken by SPT with a small number of MH/OP services
6.7	Performance	Contract prices and performance measures are benchmarked within the north London sub-region, and against available national data	SPT & CAG	by Dec06	Floating support data reported to CSG/CB July 06. Other service data in preparation
6.8	Performance	Cost benchmarks are identified for sectors and service types	SPT	by June 07	
6.9	Performance	Service budgets are collected periodically from providers, and appraised to assess SP grant eligibility, appropriate overhead charges, and provision for specific elements including staff training Provider Forum dates set work programme for year ahead; task groups set up to share good practice	SPT	by March 07	included in 2006/7 performance framework for implementation in Q4
6.10	Performance	work that drives continuous improvement across services and outcomes for customers are improving as a result	Providers	to be agreed	
6.11	Performance	Practice Improvement task groups agree topics & programme for focussed discussion, information sharing & good practice sharing - to improve performance across all services (e.g. using KLOE 11)	Providers	to be agreed	

7.0 Service User Involvement **OBJECTIVE - Service User Involvement Strategy ensures that customers are placed at the centre of the SP programme**

7.1	Service User Involvement	Action plan drawn up to ensure customer involvement at all levels; both service users and potential service users and carers.	CSG & SPT & Providers	Mar-07	Draft action plan to be provided for CSG Dec 06
7.2	Service User Involvement	Providers' arrangements for service user consultation and participation arrangements are mapped and appraised.	SPT	Dec-06	Current SPT project
7.3	Service User Involvement	Commissioners to review their existing arrangements for customer involvement, and report to CSG on recommendations for improved consultation on SP	CSG	Apr-06	
7.4	Service User Involvement	to particularly consider how to get adequate BME and hard to reach groups into the involvement mechanisms - consult representative groups and agencies providing specialist services	CSG. Providers, Vol sector	May-06	
7.5	Service User Involvement	Decide process for implementing 2006/7 local PIs on service user satisfaction with services and opportunities for involvement	CB & CSG & SPT	to be agreed	Proposals to be included in draft action plan Dec 06
7.6	Service User Involvement	Decide specific priorities for consultation on current services (eg sector re-modelling, needs for services, principles of service delivery etc) and consultation methods	CSG	to be agreed	Proposals to be included in draft action plan Dec 06
7.7	Service User Involvement	Provider Forum establish service standards for service user involvement in the management of the services	Providers	to be agreed	
7.8	Service User Involvement	Review service user representation on CSG (or proxies where customer representatives cannot be identified)	CSG	to be agreed	Previous decision taken by CSG to use existing groups to be reviewed.
7.8	Service User Involvement	Progress against action plan is reported to CSG quarterly and to CB half yearly	CSG	From April 07	

**Modernising
8.0 Service Access** **OBJECTIVE - Access and referral arrangements are fair, agreed and transparent and applied to all services**

8.1	Modernising Service Access	Barnet SP website including local directory of services is available	SP Team	Nov-06	expected to open on schedule
8.2	Modernising Service Access	SP Information Points are established to enable enabling front line staff and agencies to help customers to access the service that meets their needs	SP Team & Providers	Nov-06	contracts in place but recruitment incomplete in two of the three servuces
8.3	Modernising Service Access	Posters and leaflets about SP service access are widely available in all customer access points throughout Barnet	SPT	Nov-06	in hand for issue Nov 06
8.4	Modernising Service Access	All front-line staff in relevant statutory and voluntary services are briefed and aware of the purpose of SP services and their responsibilities to assist customers to access them	CSG	Nov-06	arrangments under consideration
8.5	Modernising Service Access	Procedures are agreed between commissioners and providers concerning access to high-support services	SPT & CSG individuals	Jan-07	
8.6	Modernising Service Access	Model access policies are devised for inclusion in SP service contracts with providers	SP team	Mar-07	
8.7	Modernising Service Access	Mystery shopping carried out to test access arrangements	CSG - customer representatives if agreed	Nov 06 onwards - test ad hoc OR	CSG to consider
8.8	Modernising Service Access	Activity and performance data is collected by the three Information Centres and reported to CSG/CB	SPT & CSG & CB	May-07	reporting arrangements to CSG to be decided
8.9	Modernising Service Access	Data on service waiting lists is collected and reported to CSG/CB, and service expansions considered as appropriate	SPT & CSG & CB	May-07	reporting arrangements to CSG to be decided
8.10	Modernising Service Access	Access arrangements and the role of the Information Centres is periodically reviewed	SPT & CSG & CB	May-07	
8.11	Modernising Service Access	Partners' websites include directory of support services for Barnet and outside the Borough (where relevant); websites include links to other relevant sites to help customers to resolve queries	SPT	Mar-07	
7.9	Modernising Service Access	Define options and recommendations for Personal Budget pilot projects for implementation wef 1.4.08	SPT & CSG & Providers	Jun-07	

9.0 Charging OBJECTIVE - SP subsidy is fully promoted in order to maximise service users' income

9.1	Charging	All service users are informed of the availability of SP subsidy and assisted to make claims	SP Team and Providers	ongoing	all relevant services requested to report users' subsidy status Oct 06 - reconciliation exercise to be undertaken by SPT
9.2	Charging	Service providers invite all new customers to complete Fairer Charging forms where they are unlikely to be on Housing Benefit	Providers	ongoing	procedures under joint review by SPT and relevant council Finance services
9.3	Charging	Regular reminders to all customers of subsidy schemes to apply for Fairer Charging, where not on HB. Poster displayed on schemes	SP Team and Providers	from Sept 06	posters provided for display by all relevant services
9.4	Charging	SP subsidy promoted to leasehold sheltered residents	SPT and Providers	Dec-06	posters provided for display by all relevant services

10.0 Diversity OBJECTIVE - The Programme recognises barriers to access and promotes inclusive services

10.1	Diversity	Baseline of the diversity of current service users of all schemes is established using collation of review data & baseline updated annually	SP Team & Providers	Mar-07	
10.2	Diversity	Ethnicity of all new referrals/applicants and those entering a service is monitored and reported to inform commissioning	SPT	annually	Ethnicity analysis of 2005/6 service entrants (excluding sheltered housing) reported to CSG/CB on 26.6.06/10.7.06
10.3	Diversity	Current user profile compared to the local specific population to establish whether there is equality of access to schemes	CSG	to be agreed	CSG lead members to provide profiles as part of current SP Needs Update project
10.4	Diversity	Main BME and faith groups have equal involvement in CSG	CSG	to be agreed	No process currently in place or proposed
10.5	Diversity	Consultation takes place with BME communities about the needs of vulnerable people in their communities so that shortfalls, gaps and priorities can be identified.	CSG	to be agreed	to be included in customer involvement action plan
10.6	Diversity	All services are able to provide appropriate translation and interpretation services	SPT & Providers	immediate	special budget provision made available to providers until Mar 07
10.7	Diversity	All services carry out DDA assessments and demonstrate as part of reviews how they respond to users with physical and sensory impairments & for whom English is not 1st language	Providers	Sep-06	For future consideration by Forum Practitioners Group

11.0 Outcomes OBJECTIVE - Outcomes for service users are improving and service users can give examples of changes

11.1 Outcomes	Steady State Outcome measures are in place for all services,	CSG and Providers	Sep-07	Pilot Outcome measures agreed by CSG/CB on 8.5.06/22.5.06, and currently being implemented
11.2 Outcomes	Outcome tools and other performance measures are agreed in respect of contracts for each service or groups of services, and incorporated in SP contracts	SPT	ongoing	Interim outcome measures to be defined in all contracts wef 1.4.07
11.3 Outcomes	CSG uses outcome monitoring to establish relative success of services and reports to CB to drive commissioning decisions	CSG & CB	March 07 onwards	
11.4 Outcomes	the 2006/7 Outcome pilots are reviewed and reported to CSG/CB	SPT & Providers & CSG members	by June 07	
11.5 Outcomes	establish a comprehensive outcome pick list for use in individual support planning and contract-level reviews	CSG and Providers	by June 07	
11.6 Outcomes	Provider Forum task groups set up to share good practice work that drives continuous improvement across services and outcomes for customers are improving as a result	Providers		
11.7 Outcomes	Good practice development is reported back into CSG	Provider reps on CSG	Oct 06 and quarterly	

12.0 Move-On OBJECTIVE - Ensure efficient move-on arrangements for people ready to leave supported housing

12.1 Move-On	A specific action plan is in place to enable a systematic approach to improvement	CB	Dec-06	Draft plan agreed by CSG and under consideration by CB
12.2 Move-On	Specific targets for 2007/8 performance are set for move-on from accommodation based services	CSG members & Providers	Mar-07	individual targets required for MH, LD and YP services
12.3 Move-On	Floating support requirements are specified for all individuals moving on	CSG members & Providers	immediate	to be incorporated in care planning arrangements by MH, LD and YP commissioners in conjunction with providers
12.4 Move-On	The action plan is monitored and reviewed	SPT & CSG	bi-annually	first review in June 2007
12.5 Move-On	Barnet participates in CAG action concerning MAP2 implementation and further MAP phases	SPT	to be agreed	Barnet to host MAP coordinator

BARNET SUPPORTING PEOPLE 2006/7 ACTION PLAN

Ref	Topic	KLOE	ACTIONS TO ACHIEVE OBJECTIVES	Who by	When by	QUARTER 1 - PROGRESS & COMMENTS
1.1	Governance	Governance	OBJECTIVE - SP programme has clear direction and progress is monitored			
1.11	Governance	Governance	Vision agreed with clear objectives	CB	Mar-07	Initial review carried out at the CB's meeting on 8 May and an updated Vision agreed. Review to be completed in Q4 2006/7 following the CSG's report to CB due December 2006
1.12	CSG	Governance	Voluntary sector participates in the CSG	CSG	Completed	BVSC membership of the CSG approved and in place
1.13	Governance	Governance	Work plan agreed and milestones set	CB & CSG & SP	Completed	This Action Plan has been approved by the CB / CSG
1.14	CSG	Governance	Work plan and targets set for CSG	CB	Completed	This Action Plan has been approved by the CB / CSG
1.15	CAG	Governance	CAG action plan is SMART and set out in a way that allows progress to be monitored	CAG - Nigel Hamilton	Completed	Updated CAG Action Plan approved on 19.7.06
1.16	Governance	Delivery	Reporting line agreed for CB into relevant multi-agency partnership (LSP, Comm Strat or other) agreed	CB & Lead Member	Dec-06	outstanding
1.17	CSG	Governance	Quarterly monitoring of CSG work plan through CB	CB	Ongoing	Progress report considered by the CSG on 24.7.06 and by the CB on 13.9.06
1.18	Governance	Governance	Work plan reviewed	CB & CSG & SP	March/April 2007	To be included in CSG / CB forward agendas
1.2	Governance	Governance	OBJECTIVE - ALA integrates SP into other corporate strategies and processes			
1.21	Governance	Governance	Bi-monthly meetings with Lead Member minuted and reported back to the CB and CSG	CB chair, Housing CB rep and AO	Apr-06	Minutes to be circulated
1.22	Governance	Delivery	Discussions with wider strategic partners to ensure integration of SP into corporate strategies	CSG - individuals	May-06	Requires reports from from CSG lead members
1.23	Governance	Governance	Cabinet is updated 6-monthly on the progress of the SP programme	Lead Member	March, Sept 2006	Included in forward Cabinet agendas

BARNET SUPPORTING PEOPLE 2006/7 ACTION PLAN

2.1 SP team Delivery OBJECTIVE - SP team has clear direction and performance targets and progress is monitored						
2.11	SP team	Delivery	SP team work plan agreed with CSG and CB with SMART targets	SP Team	Apr-06	The SPT work programme is summarised in this Action Plan - a detailed work plan for the expanded team will be considered at the CSG's meeting on 18.9.06
2.12	SP team	Delivery	Service standards / PIs against targets agreed for SP team and individuals	SP Team & CSG & Providers	Apr-06	Service standards and targets agreed by CB / CSG on 8.5.06/22.5.06. Individual targets included within SPT staff appraisal reports
2.13	SP team	Service Reviews	Review internal admin processes, e.g. to ensure efficient and effective payments	SP Team	May 2006 - mid	Options for replacement of current IT system to be examined in Q3/Q4 2006/7. Procedural guidance for providers to be updated and published on website Nov 2006
2.14	SP team	Delivery	Payment schedule for forthcoming year is published to providers	SP Team	Mar-06	Payment schedule issued with 2006.7 contract documentation in March 2006
2.15	SP team	Delivery	Performance to targets reported six monthly to CSG	SP Team	June and December 2006	2005/6 out-turn performance against national indicators reported to CSG / CB on 26.6.06/10.7.06
2.16	SP team	Value for money	Targets at risk of not being achieved are reported to CB for adjustment of resources	CSG - AO	as necessary	SPT expansion approved - recruitment completed and three new staff to start 18.9.06
2.2 Information Delivery OBJECTIVE - Eligibility criteria for SP grant are transparent and universally understood						
2.21			Summary guide to eligibility criteria available to customers & staff at access points and providers -	SP Team		Current Eligibility Criteria to be reviewed by CSG. Simplified criteria summarised in draft booklet approved by CSG on 24.7.06

BARNET SUPPORTING PEOPLE 2006/7 ACTION PLAN

2.3 Needs Delivery OBJECTIVE - Needs analysis contributes to commissioning intentions of CB						
2.31	Needs	Delivery	Work to update needs analysis is undertaken and reported to the CSG	CSG	report December 2006	Current project - returns due from lead CSG members in September for CSG consideration and report to CB in Q3 2006.
2.311			Individual members of CSG take lead responsibility for each customer group	CSG	Apr-06	Report format and Primary Need Group leads approved by CSG 26.6.06
2.312			Full Needs Analysis - CSG members, with relevant staff, review each customer group segment for: accuracy; completeness; analytical correctness; identification of missing data	CSG		
2.313			Individual CSG members report findings back to CSG stating: work needed to fill any information gaps; sources of information for updating; any changes to analysis (stating evidence). CSG members to recommend how analysis will be kept updated for individual customer groups	CSG	Jun-06	Reports for mental health and domestic themes received and to be considered by CSG on 18.9.06
2.314			CSG agree how evidence gaps will be filled - prioritising the least complete first - and discuss and agree process to update analysis - will vary depending on customer group	CSG	Jun-06	
2.315			CSG report their findings to the CB, who agree which identified needs they will look to fill (depends on vision and priorities being agreed at CB)	CSG	June/July 06	
2.32	Needs	Delivery	CSG to agree how needs analysis will be kept current	CSG	Jun-06	To be decided as part of current needs update project

BARNET SUPPORTING PEOPLE 2006/7 ACTION PLAN

2.4 Governance Delivery			OBJECTIVE - The Strategy is reviewed annually and updated			
2.41	Information	Delivery	SP Strategy published on Barnet's website; Summary is available in leaflet form at all customer access points and on intranet to enable customers to participate in development	CSG	Jun-06	Outstanding - revised target publication date October 2006
2.42	Governance	Delivery	CB reviews commissioning intentions and work agenda in light of early needs analysis work and other data	CB	May for early view.	See 1.11 - to be completed following CSG update of needs and priorities
2.43	Governance	Delivery	CSG reports quarterly to CB with update on needs, gap analysis and strategic direction dependant on needs analysis work and other detailed work programme	CSG	July 2006 onwards - as information available for each needs group	Initial strategy for Mental Health agreed by CSG / CB on 26.6.06/10.7.06. Oral report on Learning Disabilities strategy made to CSG on 22.5.06.
2.5 SP team Delivery			OBJECTIVE - Performance of SP-funded services show continuous improvement and data informs strategy/annual plan			
2.51	SP team	Service Reviews	PI return dates are published to providers for forthcoming year	SP Team	Apr-06	PI return dates notified to providers in April 2006
2.52	SP team	Delivery	Audit of provider performance returns on risk basis	SP Team	April 06 onwards as part of SP work plan	Included in post-recruitment SPT work programme
2.53	Outcomes	Value for money	Provider Forum dates set for year ahead; task groups set up to share good practice work that drives continuous improvement across services and outcomes for customers are improving as a result	Providers	March 06 dates set. See <i>Outcome & Delivery Improvement sheet for detailed actions</i>	Provider Forum dates notified to providers in April 2006. Forum Practitioners Group established
2.54	CAG	Value for money	Benchmarking cost data is updated regularly on a sub-regional basis	CAG	June 06 for floating support. Aug 06 for Accommodation-based support	Floating Support benchmark data produced and reported to CAG/CSG on 19.7.06/24.7.06. Further floating support benchmarking data in preparation for CAG report in September. Accommodation based service data to be completed for report in October/November

BARNET SUPPORTING PEOPLE 2006/7 ACTION PLAN

2.55	SP team	Value for money	Service costs are compared to benchmark data to evaluate quartiles	SP team	July 06 for floating support. Sept 06 for Accom based support	See 2.54
2.56	Outcomes	Value for money	Providers monitor and return data on the full QAF	Providers	June 06 for proposal from SP team to providers. Sept 06 for agreed implementation.	Policy on implementation of QAF Supplementary Objectives approved by CSG/CB on 26.6.06/10.7.06. Providers briefed at the July Forum. New sub-regional Core Objective concerning child protection in development
2.57	Outcomes	Value for money	Quality measures from service objectives compared across similar services with analysis reported to CSG & individual assessments to providers	SP team	Jun-06	Sheltered Housing VFM assessments reported to CSG/CB in March 2006. Further analysis of KPI outcomes, QAF scores and Service Costs by for younger adult primary need groups in preparation for report to CSG by October 2006
2.58	SP team	Value for money	Services are evaluated annually for VFM by comparing quality and cost across similar services - based on annual self assessments	SP Team	Sep-06	See 2.57
3.1	SP team	Service Reviews	OBJECTIVE - Service reviews are comprehensive, performance managed and inclusive			
3.11	SP team	Service Reviews	Report to CB on current status of reviews and expectations for out-turn by April 06	SP Team	Apr-06	2006/7 service review programme approved by CSG/CB on 8.5.06/22.5.06.
3.12	SP team	Service Reviews	Appeals procedure reviewed to introduce independence	SP Team and CSG	May-06	Appeals Procedure approved by CSG/CB on 8.5.06/22.5.06.
3.13	SP team	Service Reviews	Service review programme is agreed and published annually in advance	CSG	Apr-06	2006/7 service review programme notified to Providers in May 2006
3.14	SP team	Service Reviews	Service review procedure is updated to include time targets, appeals procedure, feedback to service users, cultural sensitivity	SP Team	May-06	Revised service review procedures approved by CSG/CB on 26.6.06/10.7.06
3.15	Information	Service User Involvement	Leaflet for service user and carers about involvement in reviews and inviting ad hoc feedback is available in all schemes	SP Team and Providers	May-06	Leaflets updated in July 06
3.16	SP team	Service Reviews	Service standards are set for review processes; performance against standards reported six monthly to CSG	SP Team and Providers	May 06 for service standards. June and December for reports	Report on service review standards to be considered by CSG on 18.9.06. Performance to be reported in November 2006

BARNET SUPPORTING PEOPLE 2006/7 ACTION PLAN

3.17	SP team	Service Reviews	Written reports are comprehensive and include essential data	SP Team and CSG	May-06	Implemented
3.18	SP team	Service Reviews	Progress of reviews against timetable is reported quarterly to CSG	SP Team	June, Sept, Dec, March	Progress with 2006/7 programme to be reported to CSG on 18.9.06
3.19	SP team	Service Reviews	Targets at risk are reported to CB where capacity issues are raised and in any case annually	CSG	Feb 07 for annual report and as necessary	
3.2	CAG	Service Reviews	OBJECTIVE - Cross boundary services are reviewed jointly and commissioning decisions are made jointly	CAG		
3.21	Service Reviews	Service Reviews	Cross boundary services identified	CAG and providers	Jul-06	Very little cross-boundary activity affecting Barnet, mainly limited to domestic violence services. Not currently identified in CAG work plan
3.22	Service Reviews	Service Reviews	Discussions with other ALAs held to agree relevant cross boundary relationships	CAG & Providers	Sep-06	
3.23	Service Reviews	Service Reviews	Programme of cross boundary joint reviews agreed	CAG	Dec-06	
5.1	CSG	Service User Involvement	OBJECTIVE - Service User Involvement Strategy ensures that customers are placed at the centre of the SP programme			
5.11	CSG	Service User Involvement	Action plan drawn up to ensure customer involvement at all levels; both service users and potential service users and carers.	CSG & Providers & Vol sector	Aug 06 - see <i>Service User involvement sheet</i>	No action at present. To be taken forward by Forum Practitioners Group and by new SPT post starting 18.9.06
5.111			identify s.u. involvement mechanisms for each current service	Providers - to SP team, reported to CSG	Apr-06	
5.112			particularly consider how to get adequate BME and hard to reach groups into the involvement mechanisms - consult representative groups and agencies providing specialist services	CSG. Providers, Vol sector	May-06	
5.113			identify other existing customer consultation groups e.g. Networks - across all s.u. groups	CSG - individual members to take responsibility for client groups	May-06	

BARNET SUPPORTING PEOPLE 2006/7 ACTION PLAN

5.114			Consult through existing group on s.u.s' preference for involvement mechanism/routes	CSG and providers-negotiated with colleagues who service groups	Jul-06	
5.115			draw together the agreed mechanisms into a plan that enables access to test s.u. views on current services, needs for services, principles of service delivery etc. on regular basis.	CSG, led by SP team	Aug-06	
5.116			initiate agenda items on existing meetings or focus meetings (whichever preferred) from Sept 06. Ensure that key elements of programme are fed through s.u./potential s.u. involvement mechanisms	CSG	Sept 06 and ongoing	
5.117			review success of mechanisms with customers	CSG	Mar-07	
5.12	CSG	Service User involvement	Providers establish service standards for s.u. involvement in the management of the services - a part of Practice Improvement Groups	Providers	Jul-06	No action at present. To be taken forward by Forum Practitioners Group and by new SPT post to start 18.9.06
5.13	CSG	Service User Involvement	Service users are represented on CSG (or proxies where customer representatives cannot be identified)	CSG	Sep-06	Decision taken by CSG to use existing groups. Arrangements for service user involvement in current needs update project to be taken forward by lead CSG members
5.14	CSG	Service User Involvement	Progress against action plan is reported to CSG bi-monthly and to CB half yearly	CSG	Oct 06 and then two monthly to CSG, 6 monthly to CB	Progress reports to commence November 2006 with report to CSG on 20.11.06
6.1	Information	Access to services and information	OBJECTIVE - Information about services and how they can be accessed is freely available to all customers, in an appropriate range of formats			
6.11	Information	Access to services and information	Local directory of services accessible to customers and through first contact points provided, enabling front line staff and agencies to help customers to access the service that meets their needs	SP Team	Sept 06 - see <i>Access to Services sheet for actions 6.11 to 6.14</i>	Local SP website including service directory in process for implementation end November 2006. Directory draft information circulated to Providers for response by 30.9.06 .
6.111			establish access/eligibility criteria and exclusions for each service - agreed by CSG and providers	SP Team, CSG and Providers	Jun-06	Access modernisation project in place. Formal review of eligibility criteria deferred to Q4.

BARNET SUPPORTING PEOPLE 2006/7 ACTION PLAN

6.112			agree scheme description for each service indicating type of need and outcomes aimed for	Providers with SP team & CSG	Jun-06	Project scheduled for November 2006
6.113			draw into a service directory, grouped by customer/need group: as practical	SP team	Jul-06	Web directory design approved and in process of construction
6.114			Leaflet for non-web access points printed and issued to advice agencies/customer access points	SP team	Sep-06	Leaflets in process for issue November to coincide with website launch
6.115			Directory placed on Barnet's website with links through to each providers' website	SP team/CSG	Sep-06	Suitability of Provider website links to be investigated in Q4
6.12	Information	Access to services and information	Full written information for all support services provided at customer access points and on schemes throughout Borough	Providers & CSG	Sep-06	Leaflets/posters to be available for web launch in November
6.121			access arranged to internet-based directory and/or written directory / leaflet for all advice agencies/customer access points	SP team with LBB and other agencies	Sep-06	as above
6.13	Information	Access to services and information	Front line staff / advice agencies aware of range of available support services, and how to access them	CSG	Sep-06	Briefing programme to be provided November 2006
6.131			briefing for all front line workers across relevant agencies, training for chosen first point contacts	SP team	Sep-06	as above
6.14	Information	Access to services and information	Partners' websites include directory of support services for Barnet and outside the Borough (where relevant); websites include links to other relevant sites to help customers to resolve queries	CB	Sep-06	Partners will be requested to include links to SP website
6.15	Information	Access to services and information	Information about Fairer Charging is freely available in all subsidy schemes (checked by SP team)	SP Team and Providers	May-06	Action publicised via Sheltered Housing Providers Forum. Poster approved and will be circulated for on-site display Sept 06. Audits timetabled for Q3/4
6.16	Information	Access to services and information	Service providers invite all new customers to complete Fairer Charging forms where they are unlikely to be on Housing Benefit	Providers	May-06	as above

BARNET SUPPORTING PEOPLE 2006/7 ACTION PLAN

6.17	Information	Access to services and information	Better Care, Higher Standards includes information on support that could be available to meet needs in the community and links this to the range of other services available.	CSG	tba - depending on plan for BCHS	Barnet does not intend to continue to produce this document
6.18	Information	Access to services and information	Regular reminders to all customers of subsidy schemes to apply for Fairer Charging, where not on HB. Poster displayed on schemes	SP Team and Providers	from Sept 06	as above
6.2	Access	Access to services and information	OBJECTIVE - Access and referral arrangements are fair, agreed and transparent and applied to all services; staff are able to signpost users to these.			
6.21	Access	Access to services and information	CSG to ensure that customers can gain access to schemes for which they are eligible without having to meet other eligibility criteria first	CSG		Service eligibility criteria to be reviewed in Q4
6.211			Mystery shopping carried out to test access arrangements	CSG - customer representatives if agreed	Oct 06 onwards - test ad hoc OR programme of testing every year	CSG to consider on 18.9.06
7.1	Diversity	Diversity				
7.11	Diversity	Diversity	Baseline of the diversity of current service users of all schemes is established using collation of review data & baseline updated annually	SP Team & Providers	June 06 with Sept reviews annually	Sheltered housing diversity analysis reported to CSG/CB in March 2006. Baseline data for other services to be collected for report in Q3.
7.12	Diversity	Diversity	Current user profile compared to the local specific population to establish whether there is equality of access to schemes	CSG	Jun-06	CSG lead members to provide local specific population profiles as part of current SP Needs Update project
7.13	Diversity	Diversity	Ethnicity of all new referrals/applicants and those entering a service is monitored as part of SP returns and collated on an annual basis to inform commissioning	SP Team and Providers	June 06 for Client record data. TBA for applicants/referrals	Ethnicity analysis of 2005/6 service entrants (excluding sheltered housing) reported to CSG/CB on 26.6.06/10.7.06
7.15	Diversity	Diversity	Inequalities of access are reported to CSG	SP Team	As required	Areas of concern for further investigation identified in report to CSG/CB on 26.6.06/10.7.06
7.16	Diversity	Diversity	Main BME and faith groups have equal involvement in CSG (see 5.15)	CSG	Sep-06	No process currently in place or proposed
7.17	Diversity	Diversity	People from minority ethnic and faith communities are consulted to determine the key features required for the development of culturally specific services - as part of 5.14	CSG and Providers	Aug-06	to be included in customer involvement action plan - see 5.14 above

BARNET SUPPORTING PEOPLE 2006/7 ACTION PLAN

7.18	Diversity	Diversity	Consultation takes place with BME communities about the needs of vulnerable people in their communities so that shortfalls, gaps and priorities can be identified. Part of Service user involvement	CSG		to be included in customer involvement action plan - see 5.14 above
7.19	SP team	Diversity	All schemes carry out DDA assessments and demonstrate as part of reviews how they respond to users with physical and sensory impairments & for whom English is not 1st language	Providers	Sep-06	For future consideration by Forum Practitioners Group
8.1	Outcomes	Outcome monitoring	OBJECTIVE - Service profile in Barnet more closely matches local needs and priorities and changes in services are driven by strategic relevance			
8.11	Outcomes	Outcome monitoring	Legacy services at 1-4-03 are mapped against current profile of services and changes are mapped back to decisions	SP Team	Apr-06	Changes to SP services since 2003 reported to CSG/CB in April 2006
8.2	Outcomes	Outcome monitoring	OBJECTIVE - Outcomes for service users are improving and service users can give examples of changes			
2.5	OBJECTIVE Performance of SP-funded services show continuous improvement and data informs strategy/annual plan					
8.21	Outcomes	Outcome monitoring	Outcome measures are developed for all services, in discussion with service users	CSG and Providers		Pilot Outcome measures agreed by CSG/CB on 8.5.06/22.5.06
2.53	Outcomes	Value for money	Provider Forum task groups set up to share good practice work that drives continuous improvement across services and outcomes for customers are improving as a result			Provider Forum Practitioners Group's Terms of Reference agreed . Membership agreed August 2006
8.211			Agree how services will be split up - customer groups? Type of support? Area of impact?	CSG and Providers	Apr-06	
2.531			Establish provider practice improvement task groups to share good practice and develop thinking - based on agreed service groups (incl. s.u. involvement - see 5.12)	Providers - enabled by CSG members	May-06	
8.212			Key outcomes identified for different types of service/customer groups	CSG and Providers	Jun-06	

BARNET SUPPORTING PEOPLE 2006/7 ACTION PLAN

8.213			establish a comprehensive outcome pick list for use with support planning and reviews	CSG and Providers	Jul-06	
8.214			all support plans to be based on outcome targets - reviews to record which outcomes have been achieved	Providers through improvement task groups	Sep-06	
8.215			Outcomes collated and reported to CSG as part of outcome monitoring/improvement and performance monitoring and improvement	Providers, SP Team	Oct 06 and quarterly for short term services, annually for long term services	
8.216			CSG uses outcome monitoring to establish relative success of services and reports to CB to drive commissioning decisions	CSG & CB	March 07 onwards	
2.532			Practice Improvement task groups agree topics & programme for focussed discussion, information sharing & good practice sharing - to improve performance across all services (e.g. using KLOE 11)	Providers	Jun-06	
2.533			Good practice development is reported back into CSG	Provider reps on CSG	Oct 06 and quarterly	